

ABN AMRO Bank N.V.

Non-financial data & Engagement 2019

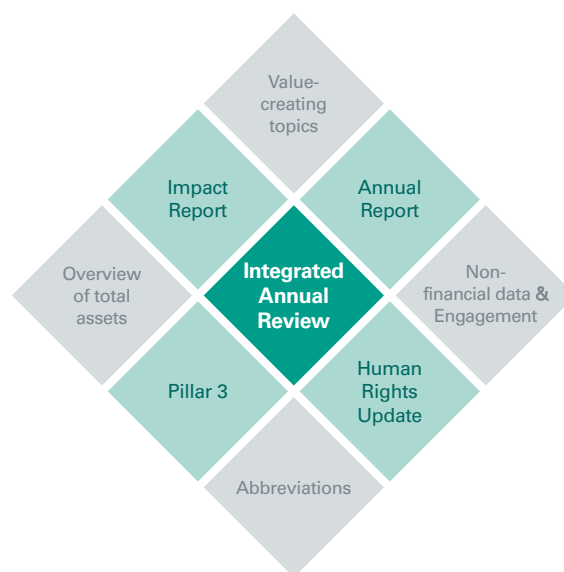
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About this report

Welcome to ABN AMRO's 2019 Non-financial data & Engagement report

ABN AMRO takes a 'core and more' approach to reporting. The Integrated Annual Review (IAR) forms the 'core' report, in which ABN AMRO explains how, over time, our bank creates value for its stakeholders. The IAR describes ABN AMRO's business, strategy and performance - and its support for the long-term transition to a more sustainable economy.



The IAR takes information from a number of 'more' reports that are published alongside it. This Non-financial data & Engagement report is one of the bank's 'more' reports. The purpose of this report is to transparently disclose our non-financial and engagement results. Other 'more' reports, such as the Pillar 3 Report, Annual Report and Human Rights Update, regularly provide further quantitative and qualitative information in the area of risk and capital management, sustainability performance, disclosures on human rights, as well as background information.

This report provides an overview of our non-financial performance and results. The content seeks to address the information needs of ESG Rating Agencies/benchmarks, analysts and NGOs. A number of figures, which are also included in the Annual Report and the Integrated Annual Review, are presented in more detail in this report.

Clients

Application of Equator Principles

Category and numbers of projects assessed in 2019 that have reached financial close

Country	Category			2019
	A	B	C	Total
Risk classification				
Emerging markets/Non Designated Countries	0	0	0	0
High-Income OECD/Designated Countries	0	8	1	9
Total	0	8	1	9

Region	Category			2019
	A	B	C	Total
Risk classification				
Africa	0	0	0	0
Asia	0	3	0	3
Europe	0	4	1	5
Middle East	0	0	0	0
North America	0	1	0	1
South America	0	0	0	0
Total	0	8	1	9

Sector	Category			2019
	A	B	C	Total
Risk classification				
Manufacturing	0	0	0	0
Energy production	0	1	0	1
Infrastructure	0	0	1	1
Mining	0	0	0	0
Renewables	0	5	0	5
Oil & gas	0	1	0	1
Telecom	0	1	0	1
Total	0	8	1	9

Application of Equator Principles Framework to other transactions

Sector	Category			2019
	A	B	C	Total
Risk classification				
Oil & Gas	0	0	0	0
Total	0	0	0	0

Note: Please refer to our Definitions section for a description of the scope and the definitions used.

Advice provided by the Sustainable Banking department in 2019

2019

Sector	Number	Type of advice					Conclusion of advice			
		Client acceptance	Request for finance	Other requests	Approvals	Qualified approvals	Rejections	Pending	Withdrawn	
Agriculture	76	28	46	2	28	44	4	0	0	
Chemicals & Pharma	38	16	22	0	19	19	0	0	0	
Defence	9	6	0	3	6	2	1	0	0	
Energy & Public utilities	39	18	21	0	15	21	3	0	0	
Forestry	5	4	1	0	3	0	2	0	0	
Infrastructure	12	6	5	1	6	5	1	0	0	
Manufacturing industry	65	36	21	8	37	21	7	0	0	
Mining & Metals	52	20	30	2	27	25	0	0	0	
Miscellaneous industries	11	11	0	0	5	4	2	0	0	
Oil & Gas	71	23	42	6	18	50	3	0	0	
Tobacco	0	0	0	0	0	0	0	0	0	
Transport & Logistics	14	10	3	1	3	10	1	0	0	
Other industries	15	9	2	4	6	7	2	0	0	
Total	407	187	193	27	173	208	26	0	0	

Note: In 2019 we specifically addressed human rights issues in 49 sustainability assessments. The Sustainable Banking department conducted human rights due diligence in all cases. From 2018, we report the number of files where conditions relating to human rights issues have been set, rather than each file where human rights were specifically addressed. As from 2020, the advice provided by the Sustainable Banking department has been formally transferred to the Credit Risk department. Please refer to the Definitions section for an overview of the definitions used in the table above.

Advice provided by the Sustainable Banking department in 2018

2018

Sector	Number	Type of advice					Conclusion of advice			
		Client acceptance	Request for finance	Other requests	Approvals	Qualified approvals	Rejections	Pending	Withdrawn	
Agriculture	71	34	31	6	30	36	5	0	0	
Chemicals & Pharma	33	9	21	3	13	20	0	0	0	
Defence	17	15	1	1	8	7	0	0	2	
Energy & Public utilities	30	13	14	3	13	12	5	0	0	
Fisheries	0	0	0	0	0	0	0	0	0	
Forestry	0	0	0	0	0	0	0	0	0	
Infrastructure	19	8	10	1	10	9	0	0	0	
Manufacturing industry	87	54	25	8	43	36	8	0	0	
Mining & Metals	75	32	40	3	24	49	2	0	0	
Miscellaneous industries	0	0	0	0	0	0	0	0	0	
Oil & Gas	106	29	68	9	32	71	3	0	0	
Tobacco	1	1	0	0	0	0	1	0	0	
Transport & Logistics	15	9	4	2	9	6	0	0	0	
Other industries	18	16	1	1	9	5	4	0	0	
Total	472	220	215	37	191	251	28	0	2	

Note: In 2018 we specifically addressed human rights issues in 83 sustainability assessments.

Total Sustainable Investments (Client Assets)

(in EUR millions)	2019	2018	2017
Sustainable investments under management	12,497	9,112	6,507
Sustainable investment products	8,032	4,635	3,522
Sustainable savings products	54	80	79
Total	20,583	13,826	10,108

Note: Please refer to our Definitions section for a description of the definitions used. Totals may not add up due to rounding.

Per year end 2019, the relative share of sustainable investments to the total amount of client assets is:

- Private Banking: 16.8%

- Retail Banking: 28.2%

This is excluding cash and custody and including securities related to insurance and pension products.

Financing

(in EUR millions)	2019	2018	2017
Sustainable financing "Groenbank"	71	36	79

Note: Please refer to our Definitions section for a description of the definitions used.

Client complaints on security and privacy

	2019		2018	
	Complaints	Sustained	Complaints	Sustained
Client complaints about non-compliance with privacy guidelines by ABN AMRO in the Netherlands	181 ¹	2	87	2
Client complaints about non-compliance with regulations and voluntary codes by ABN AMRO in the Netherlands	136	8	133	4

¹ Increase in 2019 is partially due to a change in methodology of allocating privacy-related complaints.

Note: ABN AMRO has not received privacy-related complaints from a regulatory body in 2019.

Contracts channel

(in millions)	2019	2018	2017
Internet Banking contracts	6.48 ²	6.11	6.17

² Due to a planned action, contracts with access to internet banking were added in Q4 2019 which partially explains the increase in 2019.

(in %)	2019	2018	2017
Stability of our digital services	99.90%	99.46%	99.68%

Note: Please refer to our Definitions section for the definition used.

Employees

Number of employees

(in FTEs)	2019	2018	2017
Number of employees Global	17,977	18,830	19,954
Number of employees Netherlands	14,800	15,557	16,269

Number of employees per business line Global

(in FTEs)	2019	2018	2017
Private Banking	2,751	2,795	3,339
Retail Banking	4,340	4,449	5,192
Commercial Banking	2,470	2,731	2,773
Corporate & Institutional Banking	2,517	2,528	2,443
Group Functions	5,899	6,327	6,206

FTEs per business line men/women Global

(in FTEs)	2019			2018		
	Men	Women	Not registered	Men	Women	Not registered
Private Banking	1,520	1,231		1,492	1,303	
Retail Banking	2,153	2,187		2,190	2,259	
Commercial Banking	1,530	940		1,585	1,146	
Corporate & Institutional Banking	1,584	933		1,579	949	
Group Functions	3,579	2,320	0	3,308	2,005	1,014
Total	10,366	7,611	0¹	10,153	7,663	1,014

¹ Decrease in not registered category is due to the sale of Landgoed Duin en Kruidberg.

Note: Totals may not add up due to rounding. Please refer to our Definitions section for a description of the definitions used.

Breakdown of employees by age in the Netherlands

(in %)	2019	2018	2017
< 24	1%	1%	1%
24 - 29	12%	10%	9%
30 - 39	26%	25%	25%
40 - 49	28%	30%	32%
50 - 59	26%	26%	27%
> 60	7%	7%	7%

Breakdown of employees by job level in the Netherlands

(in %)	2019	2018	2017
7 or lower	33%	35%	40%
8 - 9	23%	23%	22%
10 - 11	26%	25%	23%
Subtop	13%	12%	11%
Top	4%	4%	4%

Diversity of employees in the Netherlands

(in %)	2019		2018		2017	
	Men	Women	Men	Women	Men	Women
7 or lower	38%	63%	37%	63%	36%	64%
8 - 9	59%	41%	59%	41%	59%	41%
10 - 11	68%	32%	68%	32%	69%	31%
Subtop	73%	27%	72%	27%	72%	28%
Top	72%	28%	72%	28%	75%	25%

Note: Totals may not add up due to rounding. Please refer to our Definitions section for a description of the definitions used.

(in %)	2019	2018
Females in management positions, as percentage of total management workforce:	33%	33.84%

Geographical distribution of employees

(in %)	2019	2018	2017
Netherlands	82%	83%	82%
Europe (other)	12%	12%	13%
Asia	3%	2%	2%
USA	2%	2%	2%
Other	1%	1%	1%

Absenteeism in the Netherlands

(in %)	2019	2018	2017
Absenteeism (trend total)	3.36%	3.59%	3.47%

Breakdown of employee contracts Global

(in %)	2019	2018	2017
Staff, permanent	74%	76%	80%
Male	57%		
Female	42%		
Staff, temporary	5%	4%	4%
Male	60%		
Female	40%		
Agency staff	7%	7%	6%
Male	44%		
Female	56%		
Contract staff	14%	12%	11%
Male	70%		
Female	29%		

Breakdown of workforce by employment contract Global

(in %)	2019	2018	2017
Full-time	79%	79%	77%
Male	66%		
Female	34%		
Part-time	21%	21%	23%
Male	18%		
Female	82%		

Note: Totals may not add up due to rounding. Please refer to our definitions section for a description of the definitions used.

External inflow and outflow Global

(in FTEs)	2019	2018	2017
Inflow	2,249	1,737	1,304
Outflow	2,901	2,511	2,695
Natural turnover	821	629	639
Reorganisation	414	1,376	1,205
Other	1,666	506	851

Note: Totals may not add up due to rounding. Please refer to our definitions section for a description of the definitions used.

Training costs Global

	2019	2018	2017
Total training costs (in EUR millions)	45.1	41.7	43.9
Part-time training costs as a percentage of staff costs (%)	1.82%	1.70%	1.83%

Community

ABN AMRO Foundation in the Netherlands

	2019	2018	2017
Net contribution devoted directly to social projects (in EUR)	1,498,000 ¹	1,130,000	937,000
Number of times employees volunteered (excl. food parcel campaign)	6,751 ¹	5,432	10,276
Number of projects	277 ¹	218	317

¹ In 2019 ABN AMRO Foundation organized 27% more projects. This resulted in 24% more volunteers participating in these projects and a cost increase of 33%.
Note: Totals may not add up due to rounding. Please refer to our definitions section for a description of the definitions used.

Social sponsorship

(in EUR)	2019	2018	2017
Donations	25,000 ²	95,000	95,000
Sponsorship	720,000	720,000	670,000

² The decrease in donations is due to the fact that no major donations took place in 2019.
Note: Please refer to our definitions section for a description of the definitions used.

Policy Influence

Lobbyists

ABN AMRO employs in-house lobbyists to represent the bank and/or its subsidiaries in legislative, political and public discourse. ABN AMRO does not engage external lobbyists to represent its interests in these arenas.

Number of in-house lobbyists of ABN AMRO	3.2 FTEs
Location of in-house lobbyists	<ul style="list-style-type: none"> – Amsterdam (1.2 FTEs, ABN AMRO Clearing) – Brussels (1.0 FTE, ABN AMRO Bank) – The Hague (1.0 FTE, ABN AMRO Bank)
Registration of in-house lobbyists	<ul style="list-style-type: none"> – In Lobbyists' Register of the Lower House of the Dutch Parliament (1.0 FTE, ABN AMRO Bank) – In Transparency Register of the EU Institutions (2.2 FTE, ABN AMRO Bank, ABN AMRO Clearing)

Spending on lobbyists

(in EUR thousands)	2019	2018	2017	2016
Total spending on in-house lobbyists	588	579	574	560
Total spending on external lobbyists	0	0	0	0

Memberships

ABN AMRO and its subsidiaries participate in a number of industry, trade and business associations and thinktanks worldwide that engage in legislative, political

and public discourse on behalf of an industry or business sector. Below is an overview of ABN AMRO's most relevant memberships. This list is not exhaustive.

Banking associations

[Dutch Banking Association \(Nederlandse Vereniging van Banken, NVB\)](#)
[Belgian Financial Sector Federation \(Febelfin\)](#)
[Association of German Banks \(Bundesverband deutscher Banken, BdB\)](#)
[French Banking Federation \(Fédération Bancaire Française, FBF\)](#)
[British Bankers' Association \(UK Finance\)](#)
[European Banking Federation \(EBF\)](#)
[Association of Banks in Singapore \(ABS\)](#)
[Hong Kong Association of Banks \(HKAB\)](#)
[American Bankers Association \(ABA\)](#)
[Brazilian Federation of Banks \(FEBRABAN\)](#)

Industry, trade and business associations, thinktanks

[Confederation of Netherlands Industry and Employers \(VNO-NCW\)](#)
[Dutch Association for Business and Operational Risk \(DABOR\)](#)
[Dutch Association of Covered Bond Issuers \(DACB\)](#)
[Dutch Association of Investors for Sustainable Development \(VBDO\)](#)
[Dutch Securitisation Association \(DSA\)](#)
[Holland FinTech \(Holland FinTech\)](#)
[American Chamber of Commerce in the Netherlands \(AmCham the Netherlands\)](#)
[Association for Financial Markets in Europe \(AFME\)](#)
[Commodity Markets Council \(CMC\)](#)
[European Capital Markets Institute \(ECMI\)](#)
[European Covered Bond Council \(ECBC\)](#)
[European Money and Finance Forum \(SUERF\)](#)
[European Payments Council \(EPC\)](#)
[European Venture Philanthropy Association \(EVPA\)](#)
[Futures Industry Association \(FIA\)](#)
[Global Credit Data \(GCD\)](#)
[Institute of International Finance \(IIF\)](#)
[International Association of Credit Portfolio Managers \(IACPM\)](#)
[International Capital Market Association \(ICMA\)](#)
[International Swaps and Derivatives Association \(ISDA\)](#)
[Loan Market Association \(LMA\)](#)
[Roundtable on Sustainable Palm Oil \(RSPO\)](#)

Below is an overview of ABN AMRO's largest memberships expenditures over the last four years:

(in EUR thousands)					
Name of organisation	Type of organisation	Amount paid in 2019	Amount paid in 2018	Amount paid in 2017	Amount paid in 2016
NVB	Banking association	3,590	3,462	3,465	3,282
VNO-NCW	Industry association	150	150	150	147

Political contributions

ABN AMRO's Anti-Bribery and Corruption Policy states that no political contribution (to a candidate for public office, an elected official, a political party or political action committee, etc.) can be made on behalf of ABN AMRO without prior approval from a member of the bank's Executive Committee (Anti-Bribery and Corruption Policy, art. 2.3, Political Donations). In addition, ABN AMRO's Sponsorship Guidelines state that no sponsorship will be granted to organisations or events that are political in nature.

To the best of our knowledge, over the last four years:

- ▶ no requests to make a political contribution were submitted for approval to members of the Executive Committee and no approvals were given, and
- ▶ no sponsorships were granted to organisations or events that are political in nature.

Below is an overview of ABN AMRO's political contributions over the last four years:

(in EUR thousands)	2019	2018	2017	2016
Total contributions to individual politicians, political parties and political campaigns by ABN AMRO worldwide ¹	0	0	0	0

¹ Political contributions (including PAC contributions) provided in a private capacity by employees of ABN AMRO are not included in this overview

Suppliers

(in %)

2019

Suppliers that have signed our code of conduct	47
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Environmental results & Emissions

Summary of GHG Emissions ABN AMRO Scope

Reported kton GHG emissions (by region)	2019			2018		
	NL	RoW ¹	Total	NL	RoW ¹	Total
Scope 1						
Energy (natural gas + solar PV)	-	2.80	2.80	-	n/a	-
Business travel (lease cars)	10.49	n/a	10.49	12.39	n/a	12.39
Total Scope 1	10.49	2.80	13.29²	12.39	n/a	12.39
Scope 2						
Energy (electricity & heating & cooling)	1.94	6.22	8.17	1.92	n/a	1.92
Total Scope 2	1.94	6.22	8.17²	1.92	n/a	1.92
Total Scope 1 + 2	12.43	9.02	21.46²	14.31	n/a	14.31
Scope 3						
Business air travel	5.65	4.75	10.39	6.33	5.46	11.79
Emissions of lending portfolio ³			29,437			30,245
Total Scope 3			29,447			30,257

¹ RoW = Rest of the World.

² Increase in Scope 1 and 2 GHG emissions in 2019 due to newly added data for RoW.

³ Calculation excludes consumer loans, other retail and client investments.

Note: Scoping is based on GHG Protocol. See specification of figures on the following pages. 32 kton CO₂ of our own operations are compensated by financing greenhouse gas emission reduction efforts at five biogas facilities in Brabant (the Netherlands). (Sub)totals may not add up due to rounding. Details of the figures are presented on the following pages.

Additional specifications for the Netherlands

	2019	2018
Figures		
Scope 1+2 NL CO ₂ /FTE NL	0.84 tCO ₂	0.92 tCO ₂
Energy consumption (Scope 2) per FTE (in kWh)	7,512	8,316
Average energy intensity in kWh/m ² (excl. Solar PV)	172 kWh/m ²	191 kWh/m ²
% of renewable energy to total NL energy use	82%	83%
Absolute reduction in total NL energy use compared with situation 2012	-56%	-49%
Average kms travelled by lease car per FTE in the Netherlands	4,499	4,272

Note: These figures are only based on the Netherlands due to incomplete data for other countries.

Energy consumption

Energy consumption in the Netherlands

	2019			2018		
	kWh	GJ	kton CO ₂	kWh	GJ	kton CO ₂
Scope 1						
Natural Gas	18,849,946	67,697	–	24,930,853	89,536	–
Solar Energy PV	1,281,845	4,615	–	605,936	2,181	–
Total Scope 1	20,131,790	72,312		25,536,789	91,717	
Scope 2						
Electricity (excluding PV)	70,908,038	255,269	–	82,320,242	296,353	–
Heating and cooling	20,132,785	72,477	1.94	21,522,678	77,481	1.92
Total Scope 2	91,040,823	327,746	1.94	103,842,921	373,834	1.92
Total Scope 1 + 2	111,172,613	400,058	1.94	129,379,709	465,551	1.92

Note: Scope: ABN AMRO offices and offices of 100% owned subsidiaries. Not all subsidiaries are included in the figures.

Note: We purchase renewable energy through guarantees of origin for our energy use in the Netherlands. As per the end of 2019, guarantees of origin for heating and cooling are not available.

Note: 2019 figures contain updated emission factors.

Energy consumption in Rest of World

	2019			2018		
	kWh	GJ	kton CO ₂	kWh	GJ	kton CO ₂
Scope 1						
Natural Gas	13,025,453	46,779	2.80	n/a	n/a	n/a
Scope 2						
Electricity incl. heating	21,667,055	78,001	6.22	n/a	n/a	n/a
Total Scope 1 + 2	34,692,508	124,781	9.02	n/a	n/a	n/a

Note: Reporting on international locations (RoW) is done based on country-specific emission factors and estimated energy use of our international locations.

The RoW figures were first calculated for 2019.

Sources of energy consumption figures:

- ▶ NL: CO₂ emission factors (co2emissiefactoren.nl/lijst-emissiefactoren/)
- ▶ RoW: IEA (2019) Emission Factors
- ▶ Heating & Cooling NL emissions are based on location-based figures provided by energy suppliers

Business travel

Business travel by lease car in the Netherlands

	2019		2018	
	km	kton CO ₂	km	kton CO ₂
Scope 1				
Distance travelled by lease cars	66,599,888	10.49	66,466,483	12.39

Note: CO₂ emission factors FleetSupport (verified by KPMG in 2014).

Business air travel in the Netherlands

	2019			2018		
	km	# Flights	kton CO ₂	km	# Flights	kton CO ₂
Scope 3						
Short-haul (up to 3,700 km)	6,531,029	6,623	1.11	9,792,825	13,614	1.66
Long-haul (over 3,700 km)	22,891,452	1,524	4.54	23,547,495	2,695	4.67
Total	29,422,481	8,147	5.65	33,340,320	16,309	6.33

Note: CO₂ Emission factors:DEFRA 2018 .

Business air travel in Rest of World

	2019			2018		
	km	# Flights	kton CO ₂	km	# Flights	kton CO ₂
Scope 3						
Short-haul (up to 3,700 km)	4,653,980	4,190	0.79	10,127,457	10,418	1.72
Long-haul (over 3,700 km)	19,961,319	1,574	3.96	18,882,755	2,356	3.74
Total	24,615,300	5,764	4.75	29,010,212	12,774	5.46

Note: In addition to compensating the carbon emissions of our flights – we have invested in KLM Biofuels since 2016.

Note: CO₂ emission factors: DEFRA 2018.

Employees with public transport season tickets in the Netherlands

	2019	2018
1st Class	771	635
2nd Class	6,312	5,958
Total	7,083	6,593

Note: These tickets are provided by the bank.

GHG Emissions of ABN AMRO's lending portfolio

Summary table	2019		2018		Delta GHG Emissions (kton)	Delta EAD ¹ (million EUR)
	GHG Emissions (kton)	EAD ¹ (million EUR)	GHG Emissions (kton)	EAD ¹ (million EUR)		
Corporate & Institutional Banking	22,581	78,373	23,563	80,127	-982	-1,755
Commercial Banking –						
Real estate – Mission 2030	340	6,155	305	5,777	35	379
Commercial Banking –						
Real estate own use by clients – Mission 2030	602	10,425	539	10,867	64	-442
Commercial Banking – Other	2,529	33,940	2,755	35,908	-226	-1,967
Retail Banking –						
Residential mortgages – Mission 2030	3,385	148,225	3,082	148,791	302	-566
Scope 3 lending portfolio	29,437	277,118	30,245	281,469	-807	-4,351

¹ EAD = Exposure at Default

Note: These calculations in accordance with PCAF Methodology (Partnership for Carbon Accounting Financials <https://carbonaccountingfinancials.com/>). Calculation excludes consumer loans, other retail and client investments. Please refer to the Annual Report 2019 for the total overview of Exposure at Default per business line. These results cannot be compared to Emissions Lending Portfolio results presented in in the Sustainability Facts & figures report 2018 due to a change in data sourcing and scoping. Details on the Mission 2030 results are presented on the following pages. Totals may not add up due to rounding.

	GHG Emissions (kton)		
	2019	2018	Delta
Agriculture (A)	833	1,012	(179)
Minerals (B)	3,016	3,300	(284)
Industry (C)	3,039	3,417	(378)
Utilities (D)	815	767	48
Water distribution (E)	142	136	6
Construction (F)	142	197	(55)
Retail (G)	7,204	7,691	(487)
Transport (H)	6,762	7,366	(604)
Leisure (I)	38	36	2
Information and communication (J)	221	227	(6)
Financial Services (K) ¹	18	20	(2)
Real estate (L) ¹	120	158	(38)
Scientific and technical activities (M)	79	57	22
Administrative services (N)	349	376	(27)
Regional administration (O)	101	116	(14)
Education (P)	21	25	(3)
Healthcare (Q)	139	184	(45)
Recreation (R)	45	51	(6)
Other services (S)	13	28	(15)
Activities of households as employers (T)	0	0	–
Extraterritorial organisations (U) ¹	4	2	1
No sector	2,010	1,155	855
Total kton CO₂	25,111	26,319	(1,208)

¹ Excluding commercial real estate and real estate for own use by clients.

GHG Emissions Real Estate - Mission 2030 results

The tables below present the details of our Mission 2030 results. These calculations are based on PCAF methodology (Partnership for Carbon Accounting Financials carbonaccountingfinancials.com/). Emission factors used: co2emissionfactors.nl (2019). The calculated GHG emissions are based on estimated energy usage per type of building or energy label. To read more about our Mission 2030 ambitions, please refer to our website abnamro.com.

Commercial Banking – Real Estate – own use by clients¹

Commercial real estate portfolio type - residential

Energy label	A+++	A++	A+	A	B	C	D	E	F	G	Total
Percentage of properties in portfolio	0	0%	0%	2%	3%	24%	22%	1%	2%	46%	100%
m ² rentable surface	0	6,751	1,451	47,662	77,885	545,795	547,397	90,034	58,086	1,478,233	2,853,294
Total GHG emissions in kton	0	0	0	2	3	21	24	4	3	71	127

¹ Note: The results of the Commercial Banking Real Estate – own use by clients are based on Q2 2019 as data were incomplete data for Q4 2019. Totals may not add up due to rounding.

Commercial real estate portfolio type – non-residential buildings

Sector	Care	Congress	Industry	Lodging	Office	School	Shop	Sport	Total
Percentage of properties in portfolio	1%	8%	62%	1%	12%	0%	14%	1%	100%
Total objects	37	613	4,548	99	865	15	1,060	94	7,331
m ² rentable surface	63,697	582,631	7,387,965	82,011	566,060	20,125	698,304	158,111	9,558,904
Total GHG emissions in kton	3	40	342	6	29	1	45	8	475

Note: The results of the Corporate Banking Real Estate own use are based on from Q2 2019 as data were incomplete data per for Q4 2019. Totals may not add up due to rounding.

Commercial Banking – Real Estate Clients

Commercial real estate portfolio type – residential

Data per 31/12/2019

Energy label	A+++	A++	A+	A	B	C	D	E	F	G	No label	Total
Percentage of rentable units in portfolio	0%	0%	0%	8%	9%	25%	20%	11%	6%	12%	8%	100%
Total rentable units	–	–	–	2,499	2,816	7,952	6,214	3,420	2,019	3,910	2,586	28,830
m ² rentable surface (x1,000)	–	–	–	220	240	674	563	304	181	387	268	2,569
Total GHG emissions in kton	–	–	–	8	12	34	28	16	9	20	–	127

Totals may not add up due to rounding.

Commercial real estate portfolio type - non-residential buildings¹

Sector	Office	Shops without cooling	Café/restaurant	Hotel	Medical centre with overnight stay	Total
Percentage of rentable units in portfolio	42%	49%	4%	4%	1%	100%
Total rentable units	1,924	2,208	184	189	36	4,541
m ² rentable surface (x1,000)	2,614	883	79	70	50	3,697
Total GHG emissions in kton	136	57	11	5	3	212

CO₂ emission calculation for non-residential objects does not require Energy Label information. Totals may not add up due to rounding.

Retail Banking: Residential Mortgages

Energy label	A	B	C	D	E	F	G	Out of Scope ¹	CRE ²	Total
Percentage in portfolio	14%	17%	29%	9%	8%	10%	11%	1%	0.0%	100%
Number of objects	109,494	132,415	231,382	69,849	63,405	81,402	88,504	11,090	141	787,682
Total GHG emissions in kton	355	542	997	319	296	380	446	48	0.9	3,384

¹ Out of scope are monuments and collateral that does not require an energy label. E.g. small enterprises, private parking garage, farm houses, etc..

² Commercial Real Estate.

Totals may not add up due to rounding.

Facility management

ABN AMRO offices (excl. data centres, Schiphol & subsidiaries)

Energy label	A++++	A+++	A++	A+	A	B	C	D	E	F	G	Unknown	Total
Percentage in portfolio	0.06%	0.9%	0.0%	1.2%	75.4%	6.9%	3.3%	2.6%	0.5%	0.4%	2.6%	5.9%	100%
Number of objects	1	1	-	3	95	11	12	7	3	3	6	27	169
Total m ² per label	3,487	5,306	-	6,855	426,339	39,384	18,535	14,688	2,726	2,526	14,900	33,825	568,555
Total GHG emissions in kton	-	-	-	0.0	1.71	0.1	-	-	-	-	-	-	1.79

Not all buildings participate in the A label certification scheme, this results in a narrower scope than reported in our environmental figures. These figures are not included in our emissions 1 + 2 calculation to avoid double counting. Totals may not add up due to rounding.

Private Banking – GHG Emissions of Client Assets

The tables below present the carbon emissions of our client investments. These calculations are based on PCAF methodology (Partnership for Carbon Accounting Financials [carbonaccountingfinancials.com](https://www.carbonaccountingfinancials.com)). These calculations are not included in our overall Scope 3 calculation.

	2019	2018
EUR invested (millions)	64,258	64,907
Total GHG emissions scope 1&2 (tCO ₂ e)	5,496,102	6,640,556
GHG emissions per million EUR invested	85.5	102.3

Note: Calculation based on ISS CO₂ emissions data (Scope 1&2). Calculation based on PCAF methodology listed equity; using market capitalisation as the denominator. The scope of the calculation includes equities + corporate bonds. Total Client Assets - securities 2019: EUR 126 billion (see Annual Report for further details). This calculation is not included in the ABN AMRO Scope 3 calculations as presented on [page 13](#).

Water, Waste & Paper

Water usage in the Netherlands

	2019	2018	2017
Water usage in cubic meters	135,846	102,696	175,591

Note: Only 62% of water volume is measured; this is the cause of variations over time.

Paper consumption in the Netherlands

	2019	2018	2017
Reduction compared with 2010 (%)	87.8%	72.7%	66.0%
Total in tons	832	948	1,159
Total paper use per FTE (in kg/FTE)	56	60	71
Paper with FSC eco label (in tons)	832	948	1,159
Paper without FSC eco label (in tons)	0	0	0

Waste in the Netherlands

	2019			2018			2017		
	ton	%	kg/FTE	ton	%	kg/FTE	ton	%	kg/FTE
Containing paper	389	25.57%		1,229	48.77%		1,031	41.28%	
Items specified as hazardous materials (e.g. batteries, toner cartridges)	1	0.04%		1	0.03%		1	0.03%	
Other	385	25.31%		294	11.67%		452	18.08%	
Plastic	33	2.16%		42	1.67%		20	0.80%	
Residual waste	713	46.91%		954			994	39.81%	
Total	1,520	100%		2,520	100%		2,497	100%	
Total kg waste per FTE			116			194			178
Residual waste reduction since 2012	504	41.4%		263	21.61%		223	18.31%	

Note: All our waste is recycled and/or used for the production of energy. Our waste does not end up in landfill.

Engagement Approach

In order not just to manage risk, but also to use our leverage positively in our client relationships, business partners and companies that clients can invest in, we strive for an inclusive approach. Most companies meet our sustainability policy requirements. In certain instances, it may be the case that some companies do not meet our requirements (yet), either prior to or during the relationship. In these cases, we will enter into a dialogue with these companies, when these do not meet our sustainability risk policy.

The goal of such a dialogue or engagement is to improve the sustainability performance of our relations, so that they (at least) meet ABN AMRO's sustainability standards. Underperformers are not excluded immediately, but they do have to be willing and able to enter into a results-oriented process, as the success of an engagement depends on it. We set a maximum term within which improvements must take place. Typically, this is three years, but in certain cases an extension of this timeline is possible – for instance when substantial improvements have been made and full compliance is within reach; the maximum term of engagement will always be determined on a case-by-case basis. Disengagement, although an option of last resort, can be an outcome of the process.

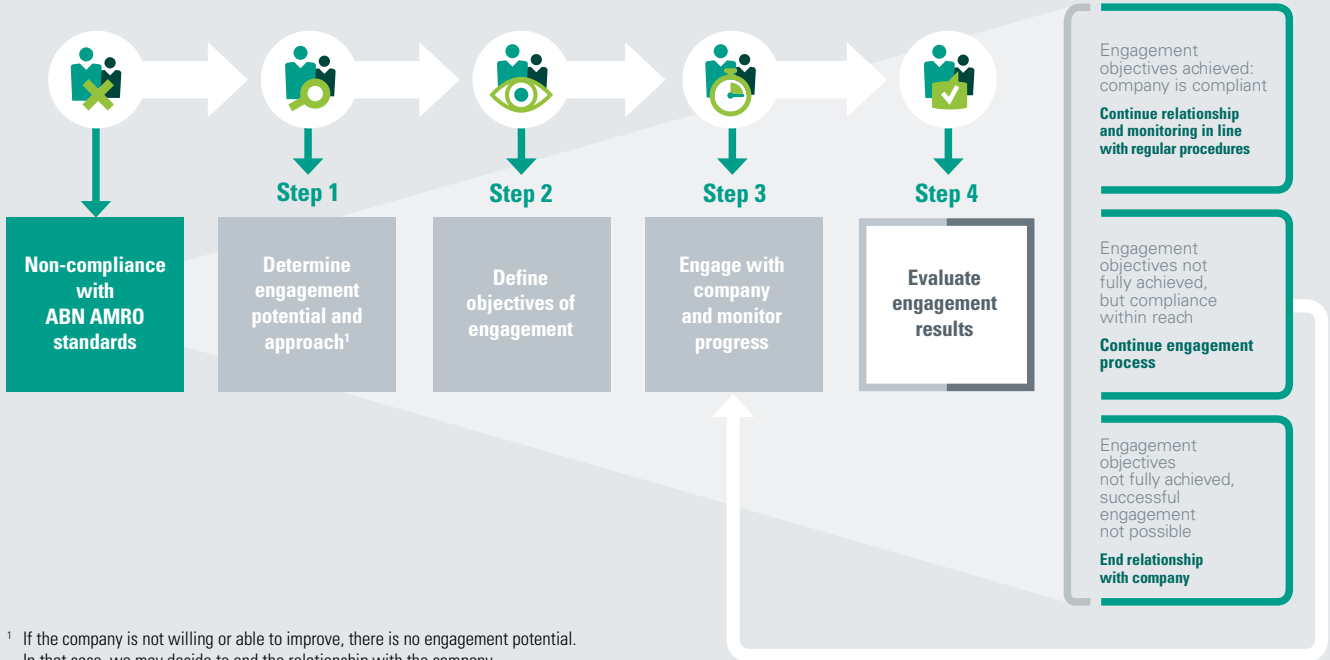
Engagements are triggered by:

- ▶ For clients: (potential) breaches of our ESG risk policy framework;
- ▶ For companies in our investment universe: breaches of the UN Global Compact. Investment universe engagement is done in collaboration with Robeco, unless the company is also a client.

Our engagement leverage is different for companies we finance as opposed to companies our clients invest in. If we finance a company, there is usually potential for direct engagement. If not, or if for instance we are part of a loan syndicate with other banks, engagement may be performed by a third party. The engagement procedure is overseen by a team from the relevant business line and the bank's sustainability advisors. Progress reports are drafted on a quarterly basis and the Executive Board is informed at least once a year.

We strive to increase the likelihood that clients will address negative ESG impacts. But we can rarely be sure there is a causal relationship between engaging with our clients and the actions these clients subsequently take to improve their management of ESG issues. Often, ABN AMRO is one voice among a diverse group of consumers, NGOs, other banks and governments who pursue the same objective through different means. Where this is possible, given client confidentiality and other constraints, we try to cooperate with external stakeholders in order to maximise positive impact.

Our engagement process



Overview of ESG engagements

This table contains ABN AMRO's engagement with clients on high-risk ESG (environmental, social, governance) issues related to ABN AMRO's lending and investment products and services in 2019.

Product	Industry	Region	Engagement status	Issue
Lending	Agriculture – Pulp and Paper	Asia	Ongoing	Deforestation and peatland degradation in supply chain
Lending	Agriculture – Food & Beverage	Asia	Exited	Forced labour in supply chain
Lending	Agriculture – Palm oil	Africa	Ongoing	Land rights, human rights violations and deforestation in supply chain
Lending	Agriculture – Palm oil	Asia	Exited	Deforestation, peatland degradation in supply chain and infringement rights of local communities
Lending	Agriculture – Palm oil	Asia	Ongoing	Labour rights violations in own operations and supply chains
Lending	Financial Institutions	North America	Ongoing	Business ethics
Lending	Financial Institutions	Europe	Ongoing	Business ethics
Lending	Chemicals	North America, Middle East, South America, Asia	Starting	Health & safety impacts, water & land pollution
Lending	Oil & Gas	Europe	Closed	Arctic activities, human rights policy commitment
Lending	Oil & Gas	Africa	Ongoing	Human rights violations, access to remedy
Lending	Oil & Gas	Australia	Ongoing	Land and community rights
Lending	Transportation & Logistics	Europe	Exited	Health & safety impacts
Lending	Transportation & Logistics	Europe	Ongoing	Greenhouse gas emissions, air pollution and animal welfare
Lending	Transportation & Logistics	Africa	Ongoing	Defense activities, transparency
Lending	Utilities	Australia	Ongoing	Land rights, energy transition strategy
Lending	Energy Offshore	Europe	Ongoing	Unsustainable ship recycling practises
Lending	Mining & Metals	South America	Ongoing	Environmental damage, health & safety
Lending	Mining & Metals	Middle East, Africa, South America, Asia	Ongoing	Human rights violations, access to remedy
Lending	Food	Europe	Ongoing	Environmental footprint, food safety and animal welfare in own production and supply chain
Investment Services	Agriculture	Asia	Closed	Bribery and corruption, forced labour
Investment Services	Agriculture	Asia	Closed	Human rights violations, water pollution
Investment Services	Healthcare	North America	Closed	Health & safety impacts
Investment Services	Healthcare	Europe	Ongoing	Bribery and corruption
Investment Services	Mining & Metals	North America	Closed	Human rights violations, land pollution, water pollution
Investment Services	Public	North America	Ongoing	Human rights violations
Investment Services	Technologie, Media & Telecom	Asia	Closed	Bribery and corruption

Notes to the reader

Data collection

The data presented in this report was provided in response to information requests by several stakeholder groups, including but not limited to: ESG Rating Agencies/ benchmarks, analysts and NGOs. All data is per Q4 2019 unless stated otherwise. All our business lines are closely involved in the process of reporting sustainability-related data. They report on their sustainability performance both internally and externally, and in both quantitative and qualitative terms. Most of the data presented in this document have been collected by Credit360, the data collection system we implemented in 2016. This system includes multiple checks - it will, for example, only accept a 5% (or more) difference in data compared with the previous year if it receives a statement explaining and confirming that this deviation is correct. Additionally, every figure in this report has been verified by a second person to ensure the four eyes principle. This is how we aim to minimise inconsistencies and errors. Credit360 uses a manual – developed by ABN AMRO – that includes our definitions of every data point. This approach leaves no room for estimation and requires us to stick to the definitions. This year, our non-financial figures were derived from Credit360 for the fourth time and these figures are reported at least annually. The applied methodologies and footnotes are included under the figures presented.

UN Principles for Responsible Banking

The first year monitoring of our progress towards implementing the UN Principles for Responsible Banking can be found on our Sustainability Publications website [here](#).

Sustainability governance

At ABN AMRO, sustainability is the responsibility of the CEO. The Sustainable Banking department (part of Strategy & Sustainability) is responsible for developing and implementing the bank's sustainability strategy.

The Strategy Execution Team (SET) monitors progress on the strategy and reports to the Executive Board on a quarterly basis. The SET is supported by a multidisciplinary senior management team (Sustainability Pillar Leads) and a Sustainability Expert team who together monitor the implementation of the sustainability strategy and initiatives across the bank. In addition, a Sustainability Risk Report is created monthly as part of the bank's overall risk measures. This report covers both strategic and sustainability risk-related issues.

Enquiries & contact details

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Our Integrated Annual Review and other corporate publications can be found online at our Download centre:

www.abnamro.com/en/about-abnamro/annual-report/download-centre

Definitions

Terms	Definitions
ABN AMRO Foundation	ABN AMRO Foundation is a <i>stichting</i> under Dutch law encouraging ABN AMRO volunteers to give back to the community.
Absenteeism (trend total)	Is the rolling average of the latest absenteeism percentage, annualised.
Business air travel	All flights bought from preferred-supplier travel agent BCD Travel and includes the following countries: Australia, Belgium, China, France, Germany, HongKong, Nederland, Norwegen, Singapore, UK, US.
Corporate & Institutional Banking	Part of the bank offering financial services to large business clients with turnover in excess of €500 million per annum. Corporate Banking also offers specialist financial services to clients in specific sectors: <ul style="list-style-type: none"> ▶ real estate ▶ financial institutions ▶ energy, commodities and transport (ECT)
Diversity	The distribution of employees (headcount) by gender or age in the Netherlands.
Donations	Financial contributions to a civil society organisation for which we do not seek a return in any shape or form.
Emerging markets	A reference to emerging countries not included in the World Bank's high-income OECD countries list.
Equator Principles	A framework for credit risk management that is used to establish, access and control the social and environmental risks involved in project finance.
Equator Principles: Categories	The Equator Principles distinguish three categories of projects: Category A – Projects with potential significant adverse social or environmental impacts which are diverse, irreversible or unprecedented; Category B – Projects with potential limited adverse social or environmental impacts that are few in number, generally site-specific, largely reversible and readily addressed through mitigation measures; Category C – Projects with minimal or no social or environmental impacts.
Equator Principles: Scope	Project finance that meets the two criteria in ABN AMRO's Policy for Project Finance and the Application of the EPs require the actual application of the EPs: this is project finance within the scope of the EPs. The Equator Principles are also applied to certain loans related to a new capital investment but which do not meet the two criteria; application of the EPs is not compulsory: these loans are outside the scope of the EPs.
External in- and outflow	Internal FTEs (permanent and temporary): employees that leave the bank or change contract type. There are a couple or reasons for reporting: <ul style="list-style-type: none"> ▶ Natural turnover: employees that leave the bank of their own volition during the reporting period; this includes employees retiring or taking early retirement. ▶ Reorganisation: employees leaving the bank based on the social plan after having been given notice. ▶ Other: employees leaving the bank that do not fall within one of the above outflow categories. e.g. change of contract, leave of absence, outsourcing, expat contract, etc.
FTE	FTE means full-time equivalent. 1 FTE = 36 hours a week. Unit of account for expressing the extent of employment or size of the workforce.
Green Savings Deposit	A deposit is a type of saving under which savers entrust their money to a bank during a set period of time, with the bank using this money to grant loans. A green deposit is a savings product offered by a green bank, which will only give loans to companies that are engaged in sustainable activities ('green companies').
Greenhouse Gas protocol	Methodology to calculate carbon emissions from fossil fuels in traffic, aviation, transport, electricity production and heating.
Greening electricity	Compensating carbon emissions through the purchase of certificates.
Groenbank	A Dutch bank whose stated intent is to finance sustainable projects. If a project is recognised as sustainable by the Dutch government. Groenbank is able to furnish a green loan at more favourable rates.
Group Functions	This part of the bank is responsible for staff functions, services and activities that aren't directly related to clients (account holders), e.g. Communications, Finance and IT.

Terms	Definitions
High-income OECD countries	OECD member states described as high-income countries by the World Bank, which publishes the list on its World Databank (data.worldbank.org/income-level/OECD).
Paper consumption Netherlands	Centrally bought paper consumed by ABN AMRO in the Netherlands on an annual basis.
Paper with FSC eco label	This is certified eco paper, indicating that it is less harmful to the environment based on predefined environmental criteria. FSC certification provides environment-related information about wood and paper products sourced from sustainably managed forests.
PCAF	Partnership for Carbon Accounting Financials
Private Banking	Part of the bank offering financial services and products to high-net-worth private clients. Private Banking also offers specialist financial services to specific groups of clients, such as charities and private wealth funds.
Project finance	Project finance for the purposes of the Equator Principles is described in ABN AMRO's Policy for Project Finance and the Application of the Equator Principles as finance meeting two criteria: <ol style="list-style-type: none"> 1. New capital investment (or an increase thereof). 2. Repayments deriving from cash flows generated by the investment itself. Part of the bank offering financial services and products to retail customers.
Retail Banking	Part of the bank offering financial services and products to retail customers.
Social sponsoring	Financial contributions to a civil society organisation for which we receive something in return.
Stability of digital services	Availability of internet and mobile banking services during peak hours (defined as 'early morning to after midnight').
Sustainable Investments (Client Assets)	Sustainable Investments (Client Assets) break down into two categories: <ol style="list-style-type: none"> 1. ABN AMRO Group investment funds that explicitly base their investment approach and decisions on sustainable criteria. 2. Sustainable mandates involve assets whose owners have given the bank responsibility for the investment approach and investment decisions. This specific type of mandate explicitly factors in sustainability criteria in the investment approach and decisions.
Sustainable investment products	Typically, standard investment products do not systematically and explicitly factor in the social and environmental effects of investments on the environment, where sustainable investment does. Sustainable investments reflect our assessment of risk and return in relationship to social and environmental effects.
Sustainable savings	Sustainable savings are used by banks to lend to sustainable companies and projects.

Definitions for legends and footnotes

Terms	Legend to Review of project financing based on assessment/status
Closed	The financing request for which an Equator Principle compliance advise has been given is approved and the financing documentation has been signed.
Not approved	The financing request for which an Equator Principle compliance advise has been given has not been approved.
In process	The financing request and/or administrative processes have not yet been completed.
Not realised	The project will not go ahead; request withdrawn by client or external lead manager.

Legend to Advice provided by the Sustainable Banking Department

Defence Industry	Involved in the production of or trade in defence-related goods and services. and suppliers to defence-related companies.
Miscellaneous industries	Companies operating or investing in multiple sectors or industries, with none of them a clear main category.
Other industries	Residual category for companies that do not fit into any of the other Sustainability-identified industries, e.g. real estate and waste disposal companies.
Client acceptance	Request for advice prompted by 'increased ESE risk' indication in the annual review of the client relationship or when a new client opens an account.
Request for finance	Request for advice prompted by 'increased ESE risk' indication in the request for finance procedure or in the annual review of an ongoing loan.
Other requests	Other requests for advice prompted by 'increased ESE risk' indication in the procedures for developing funds and products, or entering into relationships with suppliers.
Approvals	Approval means that the client and/or transaction is or is expected to be in compliance with the bank's sustainability policies.
Qualified approvals	Qualified approval is given if the client and/or transaction is not currently in compliance with the bank's sustainability policies but is expected to meet requirements within an agreed timeframe.
Rejections	A rejection means that the client and/or transaction is not and/or will not be in compliance with the bank's sustainability policies.
Pending	Pending means that the advice is yet to be forthcoming, possibly because further questions have been asked of the client or because specific information is missing and needs to be provided before advice can be given.
Withdrawn	Withdrawn means that the request for advice has been withdrawn by ABN AMRO's internal departments.

Facility Management Legend to Waste

Other waste	The annual amount of waste that is recycled excluding waste containing paper and plastic.
Residual waste	The annual amount of waste left after recyclable waste is stripped out.
Hazardous waste	The annual amount of collected hazardous materials, including batteries and empty toners.

Human Resources Legend to Diversity of employees NL

Subtop	1 Job levels 12 and 13 (Hay).
Top	2 Job levels 14 and 15 (Hay), Management Group and Managing Board.

abnamro.com/annualreport