GRI STANDARDS (CORE) – CONTENT INDEX 2019*

GENERAL DISCLOSUI	RES			
GRI STANDAARD	BESCHRIJVING	REF	ERENTIE	REDEN VOOR (GEDEELTELIJKE) OMISSIE
0				
Organisational 102-1	Name of the organization			
102-1	a. Name of the organization.		Titalpagina	
	a. Name of the organization.	_	Titelpagina	
102-2	Activities, brands, products, and services			
	a. A description of the organization's activities.		Profiel (p. 2)	
	b. Primary brands, products, and services, including an explanation of any products or services that are		Organogram (p. 3)	
	banned in certain markets.			
102-3	Location of headquarters			
102 3	a. Location of the organization's headquarters.		Colofon (p. 110)	
			(p. 115)	
102-4	Location of operations			
	a. Number of countries where the organization operates, and the names of countries where it has		Financiële resultaten (p. 25)	
	significant operations and/or that are relevant to the topics covered in the report.			
102-5	Ownership and legal form			
	a. Nature of ownership and legal form.	•	Corporate Governance (p. 48)	
102-6	Markets served			
	a. Markets served, including:		Profiel (p. 2)	
	i. geographic locations where products and services are offered;		Organogram (p. 3)	
	ii. sectors served;		Financiële resultaten (p. 25)	
	iii. types of customers and beneficiaries.			
102-7	Scale of the organization			
	a. Scale of the organization, including:		TBI in een oogopslag (p. 1)	
	i. total number of employees;		Jaarrekening (p. 87. 94-96)	
	ii. total number of operations;		Overzicht TBI-ondernemingen	
	iii. net sales (for private sector organizations) or net revenues (for public sector organizations);		(p. 106)	
	iv. total capitalization (for private sector organizations) broken down in terms of debt and equity;			
	v. quantity of products or services provided.			

^{*} Alle gebruikte standaarden in deze content index 2019 betreffen de 2016-versie van de richtlijn, tenzij anders aangegeven.

GENERAL DISCLOSU	RES		
GRI STANDAARD	BESCHRIJVING	REFERENTIE	REDEN VOOR (GEDEELTELIJKE) OMISSIE
102-8	 Information on employees and other workers a. Total number of employees by employment contract (permanent and temporary), by gender. b. Total number of employees by employment contract (permanent and temporary), by region. c. Total number of employees by employment type (full-time and part-time), by gender. d. Whether a significant portion of the organization's activities are performed by workers who are not employees. If applicable, a description of the nature and scale of work performed by workers who are not employees. e. Any significant variations in the numbers reported in Disclosures 102-8-a, 102-8-b, and 102-8-c (such as seasonal variations in the tourism or agricultural industries). f. An explanation of how the data have been compiled, including any assumptions made. 	 TBI in een oogopslag (p. 1) Waardecreatiemodel (p. 10) Aantrekkelijke werkomgeving (p. 23) Jaarrekening (p. 87) 	Data over medewerkers is niet in dit detailniveau beschikbaar. Komend jaar zullen wij ons inspannen de disclosures a., b., c. en d. volledig inzichtelijk te maken en te rapporteren in het jaarverslag 2020.
102-9	 Supply chain a. A description of the organization's supply chain, including its main elements as they relate to the organization's activities, primary brands, products, and services. 	Profiel (p. 2)Organogram (p. 3)Waardecreatiemodel (p. 10)	
102-10	 Significant changes to the organization and its supply chain a. Significant changes to the organization's size, structure, ownership, or supply chain, including: Changes in the location of, or changes in, operations, including facility openings, closings, and expansions; Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations); Changes in the location of suppliers, the structure of the supply chain, or relationships with suppliers, including selection and termination. 	 TBI in een oogopslag (p. 1) Jaarrekening (p. 94-95) Reikwijdte en verantwoording (p. 105) 	
102-11	Precautionary Principle or approach a. Whether and how the organization applies the Precautionary Principle or approach.	Risicomanagement (p. 42-46)	
102-12	 External initiatives a. A list of externally-developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes, or which it endorses. 	Wat stakeholders materieel vinden (p. 11-12)	
102-13	Membership of associations a. A list of the main memberships of industry or other associations, and national or international advocacy organizations.	Wat stakeholders materieel vinden (p. 11-12)	

GRI STANDAARD	RES BESCHRIJVING	RFI	FERENTIE	REDEN VOOR (GEDEELTELIJKE) OMISSIE
Strategy				
102-14	Statement from senior decision-maker			
	a. A statement from the most senior decision-maker of the organization (such as CEO, chair,		Bericht van de voorzitter van de	
	or equivalent senior position) about the relevance of sustainability to the organization and its strategy for addressing sustainability.		Raad van Bestuur (p. 4-5)	
Ethics & Integri	ty			
102-16	Values, principles, standards, and norms of behavior			
	a. A description of the organization's values, principles, standards, and norms of behavior.	•	TBI Gedragscode (https://www.tbi. nl/over-ons/integriteit)	
Governance				
102-18	Governance structure			
	a. Governance structure of the organization, including committees of the highest governance body.		Corporate Governance (p. 48-53)	
	b. Committees responsible for decision-making on economic, environmental, and social topics.			
Stakeholder en	gagement			
102-40	List of stakeholder groups			
	a. A list of stakeholder groups engaged by the organization.		Wat stakeholders materieel vinden (p. 11-12)	
102-41	Collective bargaining agreements			
	a. Percentage of total employees covered by collective bargaining agreements.	•	Aantrekkelijke werkomgeving (p. 23)	
102-42	ldentifying and selecting stakeholders			
	a. The basis for identifying and selecting stakeholders with whom to engage.		Wat stakeholders materieel vinden (p. 11-12)	
102-43	Approach to stakeholder engagement			
	a. The organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	i	Wat stakeholders materieel vinden (p. 11-12)	
102-44	Key topics and concerns raised			
102-44	Key topics and concerns raised a. Key topics and concerns that have been raised through stakeholder engagement, including:		Wat stakeholders materieel vinden	Er is geen uitsplitsing opgenomen van onderwerp
102-44	·	٠	Wat stakeholders materieel vinden (p. 11-12)	Er is geen uitsplitsing opgenomen van onderwerp per stakeholdergroep en de respons daarop van T
102-44	a. Key topics and concerns that have been raised through stakeholder engagement, including:	٠		

RI STANDAARD	BESCHRIJVING	RE	FERENTIE	REDEN VOOR (GEDEELTELIJKE) OMISSIE
eporting pract				
02-45	Entities included in the consolidated financial statements			
	a. A list of all entities included in the organization's consolidated financial statements or equivalent		Organogram (p. 3)	
	documents.		Reikwijdte en verantwoording	
	 Whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report. 		(p. 105)	
02-46	Defining report content and topic Boundaries			
	a. An explanation of the process for defining the report content and the topic Boundaries.		Reikwijdte en verantwoording	
	b. An explanation of how the organization has implemented the Reporting Principles for defining report		(p. 105)	
	content.			
102-47	List of material topics			
	a. A list of the material topics identified in the process for defining report content.		Wat stakeholders materieel vinden	
02.40	Destate and the first and the second		(p. 12)	
102-48	Restatements of information		Daily wiidta an warantu anding	
	 The effect of any restatements of information given in previous reports, and the reasons for such restatements. 		Reikwijdte en verantwoording (p. 105)	
02-49	Changes in reporting			
	a. Significant changes from previous reporting periods in the list of material topics and topic boundaries.		Wat stakeholders materieel vinden	
			(p. 11-12)	
02-50	Reporting period			
	a. Reporting period for the information provided.		Reikwijdte en verantwoording	
			(p. 105)	
02-51	Date of most recent report	_	B 11 - 11 11 - 11 - 11	
	a. If applicable, the date of the most recent previous report.		Reikwijdte en verantwoording	
			(p. 105)	
02-52	Reporting cycle	_	Daileadidta an varantus andina	
	a. Reporting cycle.		Reikwijdte en verantwoording	
02-53	Contact point for questions regarding the report		(p. 105)	
UZ-33	a. The contact point for questions regarding the report or its contents.		Colofon (n. 110)	
	a. The contact point for questions regarding the report of its contents.		Colofon (p. 110)	
02-54	Claims of reporting in accordance with the GRI Standards			
	a. The claim made by the organization, if it has prepared a report in accordance with the GRI Standards,		Reikwijdte en verantwoording	
	either:		(p. 105)	
	i. 'This report has been prepared in accordance with the GRI Standards: Core option';			
	ii. 'This report has been prepared in accordance with the GRI Standards: Comprehensive option'.			

GENERAL DISCLOSU	GENERAL DISCLOSURES					
GRI STANDAARD	BESCHRIJVING	REFERENTIE	REDEN VOOR (GEDEELTELIJKE) OMISSIE			
102-55	 GRI content index a. The GRI content index, which specifies each of the GRI Standards used and lists all disclosures included in the report. b. For each disclosure, the content index shall include: i. the number of the disclosure (for disclosures covered by the GRI Standards); ii. the page number(s) or URL(s) where the information can be found, either within the report or in other published materials; iii. if applicable, and where permitted, the reason(s) for omission when a required disclosure cannot be made. When reporting the GRI content index as specified in Disclosure 102-55, the reporting organization shall: 6.3.1 include the words 'GRI Content Index' in the title; 6.3.2 present the complete GRI content index in one location; 6.3.3 include in the report a link or reference to the GRI content index, if it is not provided in the report itself; 6.3.4 for each GRI Standard used, include the title and publication year (e.g., GRI 102: General Disclosures 2016); 6.3.5 include any additional material topics reported on which are not covered by the GRI Standards, including page number(s) or URL(s) where the information can be found. 	 Risicomanagement (p. 43) Reikwijdte en verantwoording (p. 105) 				
102-56	 External assurance a. A description of the organization's policy and current practice with regard to seeking external assurance for the report. b. If the report has been externally assured: A reference to the external assurance report, statements, or opinions. If not included in the assurance report accompanying the sustainability report, a description of what has and what has not been assured and on what basis, including the assurance standards used, the level of assurance obtained, and any limitations of the assurance process; The relationship between the organization and the assurance provider; Whether and how the highest governance body or senior executives are involved in seeking external assurance for the organization's sustainability report. 	 Verslag van de raad van commissarissen (p. 57) Assurance-rapport van de onafhankelijke accountant (p. 100-104) Reikwijdte en verantwoording (p. 105) 				

GRI STANDAARD	BESCHRIJVING	REFERENTIE (VINDPLAATS / PAGINA)	REDEN VOOR (GEDEELTELIJKE) OMISSIE
_			
	le marktpositie		
SRS 103-1	Explanation of the material topic and its Boundary		
	a. An explanation of why the topic is material.	Strategie (p. 7-8)	
	b. The Boundary for the material topic, which includes a description of:	Wat stakeholders materieel vinden	
	i. where the impacts occur;	(p. 11-12)	
	ii. the organization's involvement with the impacts. For example, whether the organization has		
	caused or contributed to the impacts, or is directly linked to the impacts through its business		
	relationships.		
	c. Any specific limitation regarding the topic Boundary.		
RS 103-2	The management approach and its components		
	a. An explanation of how the organization manages the topic.	Voortgang strategische pijlers 2019	
	b. A statement of the purpose of the management approach.	(p. 18-19)	
	c. A description of the following, if the management approach includes that component:	(1-1-1-1)	
	i. Policies		
	ii. Commitments		
	iii. Goals and targets		
	iv. Responsibilities		
	v. Resources		
	vi. Grievance mechanisms		
	vii. Specific actions, such as processes, projects, programs and initiatives		
TDC 102 2	Fuel water of the management approach		
SRS 103-3	Evaluation of the management approach	Vacutacia stratagiasha niilara 2010	
	a. An explanation of how the organization evaluates the management approach, including:	Voortgang strategische pijlers 2019	
	i. the mechanisms for evaluating the effectiveness of the management approach;	(p. 18-19)	
	ii. the results of the evaluation of the management approach;		
	iii. any related adjustments to the management approach.		
RS 201-1	Direct economic value generated or distributes		
	a. Direct economic value generated and distributed (EVG&D) on an accruals basis, including the basic	Jaarrekening (p. 64-98)	
	components for the organization's global operations as listed below. If data are presented on a cash		
	basis, report the justification for this decision in addition to reporting the following basic components:		
	i. Direct economic value generated: revenues;		
	ii. Economic value distributed: operating costs, employee wages and benefits, payments to		
	providers of capital, payments to government by country, and community investments;		
	iii. Economic value retained: 'direct economic value generated' less 'economic value distributed'.		
	b. Where significant, report EVG&D separately at country, regional, or market levels, and the criteria		
	used for defining significance.		

GRI STANDAARD	BESCHRIJVING	REFERENTIE (VINDPLAATS / PAGINA)	REDEN VOOR (GEDEELTELIJKE) OMISSIE
SRS 201-3	Coverage of the organization's defined benefit plan obligations		
	 If the plan's liabilities are met by the organization's general resources, the estimated value of those liabilities. 	Jaarrekening (p. 64-98)	
	b. If a separate fund exists to pay the plan's pension liabilities:		
	 i. the extent to which the scheme's liabilities are estimated to be covered by the assets that have been set aside to meet them: 		
	ii. the basis on which that estimate has been arrived at;		
	iii. when that estimate was made.		
	c. If a fund set up to pay the plan's pension liabilities is not fully covered, explain the strategy, if any, adopted by the employer to work towards full coverage, and the timescale, if any, by which the		
	employer hopes to achieve full coverage.		
	d. Percentage of salary contributed by employee or employer.		
	 e. Level of participation in retirement plans, such as participation in mandatory or voluntary schemes, regional, or country-based schemes, or those with financial impact. 		
	,,,,		
Circulair onder	nemen		
SRS 103-1	Explanation of the material topic and its Boundary		
	a. An explanation of why the topic is material.	Strategie (p. 7-8)	
	b. The Boundary for the material topic, which includes a description of:	Wat stakeholders materieel vinden	
	i. where the impacts occur;	(p. 11-12)	
	ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships.		
	c. Any specific limitation regarding the topic Boundary.		
SRS 103-2	The management approach and its components		
	a. An explanation of how the organization manages the topic.	Voortgang strategische pijlers 2019	
	b. A statement of the purpose of the management approach.	(p. 20-21)	
	c. A description of the following, if the management approach includes that component:		
	i. Policies		
	ii. Commitments		
	iii. Goals and targets		
	iv. Responsibilities		
	v. Resources		
	vi. Grievance mechanisms		
	vii. Specific actions, such as processes, projects, programs and initiatives		

GRI STANDAARD	BESCHRIJVING	RE	FERENTIE (VINDPLAATS / PAGINA)	REDEN VOOR (GEDEELTELIJKE) OMISSIE
SRS 103-3	 Evaluation of the management approach a. An explanation of how the organization evaluates the management approach, including: i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach. 	•	Voortgang strategische pijlers 2019 (p. 20-21)	
SRS 301-1	Materials used by weight or volume a. Total weight or volume of materials that are used to produce and package the organization's primary products and services during the reporting period, by: i. non-renewable materials used; ii. renewable materials used.	•	Voortgang strategische pijlers 2019 (p. 21)	Gedetailleerd inzicht in ingekochte materialen (volume en uitsplitsing naar hernieuwbaar en niet-hernieuwbaar) wordt niet gegeven in het jaarverslag 2019. Komend jaar zullen wij ons inspannen om een uitgebreider inzicht van onze ingekochte materialen op te nemen in ons jaarverslag 2020.
SRS 305-1	 Direct greenhouse gas (GHG) emissions (Scope 1) a. Gross direct (Scope 1) GHG emissions in metric tons of CO₂ equivalent. b. Gases included in the calculation; whether CO₂, CH4, N2O, HFCs, PFCs, SF6, NF3, or all. c. Biogenic CO₂ emissions in metric tons of CO₂ equivalent. d. Base year for the calculation, if applicable, including: i. the rationale for choosing it; ii. emissions in the base year; iii. the context for any significant changes in emissions that triggered recalculations of base year emissions. e. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source. f. Consolidation approach for emissions; whether equity share, financial control, or operational control. g. Standards, methodologies, assumptions, and/or calculation tools used. 	•	Voortgang strategische pijlers 2019 (p. 21)	Data ten aanzien van de disclosures b., c, d i. ii., e. en g. zijn niet opgenomen in het jaarverslag 2019. Voor het jaarverslag 2020 zal worden beoordeeld of deze informatie beschikbaar is voor rapportage in het jaarverslag 2020.

SPECIFIC DISCLOSURE			
GRI STANDAARD	BESCHRIJVING	REFERENTIE (VINDPLAATS / PAGINA)	REDEN VOOR (GEDEELTELIJKE) OMISSIE
SRS 305-2	Direct greenhouse gas (GHG) emissions (Scope 2) a. Gross location-based energy indirect (Scope 2) GHG emissions in metric tons of CO ₂ equivalent. b. If applicable, gross market-based energy indirect (Scope 2) GHG emissions in metric tons of CO ₃	Voortgang strategische pijlers 2019 (p. 21)	Data ten aanzien van de disclosures b., c, d i. ii. iii., e. en g. zijn niet opgenomen in het jaarverslag
	quivalent. available, the gases included in the calculation; whether CO ₂ , CH4, N2O, HFCs, PFCs, SF6, NF3, r all.	2019. Voor het jaarverslag 2020 zal worden beoordeeld of deze informatie beschikbaar is voor rapportage in het jaarverslag 2020.	
	 d. Base year for the calculation, if applicable, including: the rationale for choosing it; emissions in the base year; the context for any significant changes in emissions that triggered recalculations of base year emissions. 		
	 e. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source. 		
	f. Consolidation approach for emissions; whether equity share, financial control, or operational control.g. Standards, methodologies, assumptions, and/or calculation tools used.		
SRS 305-4	GHG emissions intensity		
	 a. GHG emissions intensity ratio for the organization. b. Organization-specific metric (the denominator) chosen to calculate the ratio. c. Types of GHG emissions included in the intensity ratio; whether direct (Scope 1), energy indirect (Scope 2), and/or other indirect (Scope 3). d. Gases included in the calculation; whether CO₂, CH4, N2O, HFCs, PFCs, SF6, NF3, or all. 	 Voortgang strategische pijlers 2019 (p. 21) 	

SPECIFIC DISCLOSUR	ES		
GRI STANDAARD	BESCHRIJVING	REFERENTIE (VINDPLAATS / PAGINA)	REDEN VOOR (GEDEELTELIJKE) OMISSIE
SRS 306-2	Waste by type and disposal method a. Total weight of hazardous waste, with a breakdown by the following disposal methods where applicable: i. Reuse ii. Recycling iii. Composting iv. Recovery, including energy recovery v. Incineration (mass burn)		Data over afvalverwerkingmethoden is niet in dit detailniveau beschikbaar. Komend jaar zullen wij ons inspannen de disclosure a., b., en c. volledig inzichtelijk te maken en te rapporteren in het jaarverslag 2020.
	vi. Deep well injectionvii. Landfillviii. On-site storageix. Other (to be specified by the organization)		
	 b. Total weight of non-hazardous waste, with a breakdown by the following disposal methods where applicable: Reuse Recycling Composting Recovery, including energy recovery Incineration (mass burn) Deep well injection Landfill On-site storage Other (to be specified by the organization) bisposed of directly by the organization, or otherwise directly confirmed Information provided by the waste disposal contractor Organizational defaults of the waste disposal contractor 		
Aantrekkelijke v SRS 103-1	Explanation of the material topic and its Boundary a. An explanation of why the topic is material. b. The Boundary for the material topic, which includes a description of: i. where the impacts occur;	Strategie (p. 7-8)Wat stakeholders materieel vinden (p. 11-12)	
	 ii. the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. c. Any specific limitation regarding the topic Boundary. 	4 <u></u>	

SPECIFIC DISCLOSUR	NES CONTRACTOR OF THE CONTRACT		
GRI STANDAARD	BESCHRIJVING	REFERENTIE (VINDPLAATS / PAGINA)	REDEN VOOR (GEDEELTELIJKE) OMISSIE
SRS 103-2	 The management approach and its components a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms viii. Specific actions, such as processes, projects, programs and initiatives 	 Voortgang strategische pijlers 2019 (p. 22-23) 	
SRS 103-3	 Evaluation of the management approach a. An explanation of how the organization evaluates the management approach, including: i. the mechanisms for evaluating the effectiveness of the management approach; ii. the results of the evaluation of the management approach; iii. any related adjustments to the management approach. 	Voortgang strategische pijlers 2019 (p. 22-23)	

GRI STANDAARD	BESCHRIJVING	REFERENTIE (VINDPLAATS / PAGINA)	REDEN VOOR (GEDEELTELIJKE) OMISSIE
SRS 403-9 (2018)	 Work-related injuries a. For all employees: The number and rate of fatalities as a result of work-related injury; The number and rate of high-consequence work-related injuries (excluding fatalities); The number and rate of recordable work-related injuries; The number of hours worked. b. For all workers who are not employees but whose work and/or workplace is controlled by the organization: The number and rate of fatalities as a result of work-related injury; The number and rate of high-consequence work-related injuries (excluding fatalities); The number and rate of recordable work-related injuries; The number of hours worked. c. The work-related hazards that pose a risk of high-consequence injury, including: how these hazards have been determined; which of these hazards have caused or contributed to high-consequence injuries during the reporting period; actions taken or underway to eliminate these hazards and minimize risks using the hierarchy of controls. d. Any actions taken or underway to eliminate other work-related hazards and minimize risks using the hierarchy of controls. Whether the rates have been calculated based on 200,000 or 1,000,000 hours worked. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used. 	Voortgang strategische pijlers 2019 (p. 22-23)	Data op dit gewenste detailniveau is nog niet volledig beschikbaar. Komend jaar zullen wij ons inspannen deze disclosure volledig te rapporteren is het jaarverslag 2020.
SRS 404-1	Average hours of training per year per employee a. Average hours of training that the organization's employees have undertaken during the reporting period, by: i. gender; ii. employee category.	Voortgang strategische pijlers 2019 (p. 22-23)	Het aantal uren training is niet uitgesplitst naar geslacht en medewerkerscategorie. Komend jaar zullen wij ons inspannen deze disclosure volledig to rapporteren in het jaarverslag 2020.