

# GRI STANDARDS (CORE) – CONTENT INDEX 2020\*

| GENERAL DISCLOSURES           |   |   |                               |
|-------------------------------|---|---|-------------------------------|
| GRI STANDARD                  | DESCRIPTION   | REFERENCE   | REASON FOR (PARTIAL) OMISSION |
| <b>Organisational profile</b> |   |   |                               |
| 102-1                         | <b>Name of the organization</b><br>a. Name of the organization.   | ■ Title page  |                               |
| 102-2                         | <b>Activities, brands, products, and services</b><br>a. A description of the organization's activities.<br>b. Primary brands, products, and services, including an explanation of any products or services that are banned in certain markets.  | ■ Profile (p. 11)<br>■ Organisation chart (p. 12-16)  |                               |
| 102-3                         | <b>Location of headquarters</b><br>a. Location of the organization's headquarters.  | ■ Colophon (p. 135)   |                               |
| 102-4                         | <b>Location of operations</b><br>a. Number of countries where the organization operates, and the names of countries where it has significant operations and/or that are relevant to the topics covered in the report.   | ■ Financial results (p. 55)<br>■ Financial statements (p. 109)                                      |                               |
| 102-5                         | <b>Ownership and legal form</b><br>a. Nature of ownership and legal form.   | ■ Corporate Governance (p. 73)  |                               |
| 102-6                         | <b>Markets served</b><br>a. Markets served, including:<br>i. geographic locations where products and services are offered;<br>ii. sectors served;<br>iii. types of customers and beneficiaries.   | ■ Profile (p. 11)<br>■ Organisation chart (p. 12-16)<br>■ Financial results (p. 55)                 |                               |
| 102-7                         | <b>Scale of the organization</b><br>a. Scale of the organization, including:<br>i. total number of employees;<br>ii. total number of operations;<br>iii. net sales (for private sector organizations) or net revenues (for public sector organizations);<br>iv. total capitalization (for private sector organizations) broken down in terms of debt and equity;<br>v. quantity of products or services provided. | ■ TBI at a glance (p. 10)<br>■ Financial statements (p. 117-119)<br>■ Organisation chart (p. 12-16) |                               |

\* All standards used in this content index 2020 refer to the 2016-version of the guideline, unless stated otherwise.

| GENERAL DISCLOSURES |   |  |   |
|---------------------|---|--|---|
| GRI STANDARD        | DESCRIPTION   | REFERENCE  | REASON FOR (PARTIAL) OMISSION   |
| <b>102-8</b>        | <p><b>Information on employees and other workers</b></p> <p>a. Total number of employees by employment contract (permanent and temporary), by gender.</p> <p>b. Total number of employees by employment contract (permanent and temporary), by region.</p> <p>c. Total number of employees by employment type (full-time and part-time), by gender.</p> <p>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.</p> <p>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).</p> <p>f. An explanation of how the data have been compiled, including any assumptions made.</p> | <ul style="list-style-type: none"> <li>■ TBI at a glance (p. 10)</li> <li>■ Attractive working environment (p. 36)</li> <li>■ Financial statements (p. 109)</li> </ul> |   |
| <b>102-9</b>        | <p><b>Supply chain</b></p> <p>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.</p>   | <ul style="list-style-type: none"> <li>■ Profile (p. 11)</li> <li>■ Organisation chart (p. 12-16)</li> <li>■ Value creation model (p. 23)</li> </ul>                   |   |
| <b>102-10</b>       | <p><b>Significant changes to the organization and its supply chain</b></p> <p>a. Significant changes to the organization’s size, structure, ownership, or supply chain, including:</p> <ul style="list-style-type: none"> <li>i. Changes in the location of, or changes in, operations, including facility openings, closings, and expansions;</li> <li>ii. Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations);</li> <li>iii. Changes in the location of suppliers, the structure of the supply chain, or relationships with suppliers, including selection and termination.</li> </ul>  | <ul style="list-style-type: none"> <li>■ TBI at a glance (p. 10)</li> <li>■ Financial statements (p. 117)</li> <li>■ Additional information (p. 129)</li> </ul>        | There are no significant changes in our supply chain compared to 2019 |
| <b>102-11</b>       | <p><b>Precautionary Principle or approach</b></p> <p>a. Whether and how the organization applies the Precautionary Principle or approach.</p>   | <ul style="list-style-type: none"> <li>■ Risk management (p. 63-72)</li> </ul>   |   |
| <b>102-12</b>       | <p><b>External initiatives</b></p> <p>a. A list of externally-developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes, or which it endorses.</p>   | <ul style="list-style-type: none"> <li>■ Memberships 2020 (www.tbi.nl/jaarverslag)</li> </ul>  |   |
| <b>102-13</b>       | <p><b>Membership of associations</b></p> <p>a. A list of the main memberships of industry or other associations, and national or international advocacy organizations.</p>  | <ul style="list-style-type: none"> <li>■ Memberships 2020 (www.tbi.nl/jaarverslag)</li> </ul>  |   |

| GENERAL DISCLOSURES           |   |   |                               |
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| GRI STANDARD                  | DESCRIPTION   | REFERENCE   | REASON FOR (PARTIAL) OMISSION |
| <b>Strategy</b>               |   |   |                               |
| <b>102-14</b>                 | Statement from senior decision-maker<br>a. A statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy for addressing sustainability.                  | ■ Message from the Chairman of the Executive Board (p. 6-8)   |                               |
| <b>Ethics &amp; Integrity</b> |   |   |                               |
| <b>102-16</b>                 | Values, principles, standards, and norms of behavior<br>a. A description of the organization’s values, principles, standards, and norms of behavior.  | ■ TBI Code of Conduct ( <a href="https://www.tbi.nl/over-ons/integriteit">https://www.tbi.nl/over-ons/integriteit</a> )                               |                               |
| <b>Governance</b>             |   |   |                               |
| <b>102-18</b>                 | Governance structure<br>a. Governance structure of the organization, including committees of the highest governance body.<br>b. Committees responsible for decision-making on economic, environmental, and social topics.   | ■ Corporate Governance (p. 73-78)   |                               |
| <b>Stakeholder engagement</b> |   |   |                               |
| <b>102-40</b>                 | List of stakeholder groups<br>a. A list of stakeholder groups engaged by the organization.  | ■ Additional information (p. 129-131)<br>■ Accountability and methodology 2020 ( <a href="http://www.tbi.nl/jaarverslag">www.tbi.nl/jaarverslag</a> ) |                               |
| <b>102-41</b>                 | Collective bargaining agreements<br>a. Percentage of total employees covered by collective bargaining agreements.   | ■ Attractive working environment (p. 38)  |                               |
| <b>102-42</b>                 | Identifying and selecting stakeholders<br>a. The basis for identifying and selecting stakeholders with whom to engage.  | ■ Additional information (p. 129-131)<br>■ Accountability and methodology 2020 ( <a href="http://www.tbi.nl/jaarverslag">www.tbi.nl/jaarverslag</a> ) |                               |
| <b>102-43</b>                 | Approach to stakeholder engagement<br>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. | ■ Additional information (p. 129-131)<br>■ Accountability and methodology 2020 ( <a href="http://www.tbi.nl/jaarverslag">www.tbi.nl/jaarverslag</a> ) |                               |

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| GRI STANDARD              | DESCRIPTION  | REFERENCE   | REASON FOR (PARTIAL) OMISSION |
| <b>102-44</b>             | <p>Key topics and concerns raised</p> <p>a. Key topics and concerns that have been raised through stakeholder engagement, including:</p> <p>i. how the organization has responded to those key topics and concerns, including through its reporting;</p> <p>ii. the stakeholder groups that raised each of the key topics and concerns.</p>      | <ul style="list-style-type: none"> <li>■ Additional information (p. 129-131)</li> <li>■ Accountability and methodology 2020 (www.tbi.nl/jaarverslag)</li> </ul> |                               |
| <b>Reporting practice</b> |  |   |                               |
| <b>102-45</b>             | <p>Entities included in the consolidated financial statements</p> <p>a. A list of all entities included in the organization’s consolidated financial statements or equivalent documents.</p> <p>b. Whether any entity included in the organization’s consolidated financial statements or equivalent documents is not covered by the report.</p> | <ul style="list-style-type: none"> <li>■ Organisation chart (p. 12-16)</li> <li>■ Additional information (p. 129-131)</li> </ul>                                |                               |
| <b>102-46</b>             | <p>Defining report content and topic Boundaries</p> <p>a. An explanation of the process for defining the report content and the topic Boundaries.</p> <p>b. An explanation of how the organization has implemented the Reporting Principles for defining report content.</p>   | <ul style="list-style-type: none"> <li>■ Additional information (p. 129-131)</li> <li>■ Accountability and methodology 2020 (www.tbi.nl/jaarverslag)</li> </ul> |                               |
| <b>102-47</b>             | <p>List of material topics</p> <p>a. A list of the material topics identified in the process for defining report content.</p>  | <ul style="list-style-type: none"> <li>■ Additional information (p. 129-131)</li> <li>■ Accountability and methodology 2020 (www.tbi.nl/jaarverslag)</li> </ul> |                               |
| <b>102-48</b>             | <p>Restatements of information</p> <p>a. The effect of any restatements of information given in previous reports, and the reasons for such restatements.</p>   | <ul style="list-style-type: none"> <li>■ Additional information (p. 129-131)</li> </ul>   |                               |
| <b>102-49</b>             | <p>Changes in reporting</p> <p>a. Significant changes from previous reporting periods in the list of material topics and topic boundaries.</p>   | <ul style="list-style-type: none"> <li>■ Additional information (p. 129-131)</li> <li>■ Accountability and methodology 2020 (www.tbi.nl/jaarverslag)</li> </ul> |                               |
| <b>102-50</b>             | <p>Reporting period</p> <p>a. Reporting period for the information provided.</p>   | <ul style="list-style-type: none"> <li>■ Additional information (p. 129-131)</li> </ul>   |                               |
| <b>102-51</b>             | <p>Date of most recent report</p> <p>a. If applicable, the date of the most recent previous report.</p>  | <ul style="list-style-type: none"> <li>■ Additional information (p. 129-131)</li> </ul>   |                               |

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| GRI STANDARD        | DESCRIPTION  | REFERENCE  | REASON FOR (PARTIAL) OMISSION |
| 102-52              | Reporting cycle<br>a. Reporting cycle.   | ■ Additional information (p. 129-131)  |                               |
| 102-53              | Contact point for questions regarding the report<br>a. The contact point for questions regarding the report or its contents.   | ■ Colophon (p. 135)  |                               |
| 102-54              | Claims of reporting in accordance with the GRI Standards<br>a. The claim made by the organization, if it has prepared a report in accordance with the GRI Standards, either:<br>i. 'This report has been prepared in accordance with the GRI Standards: Core option';<br>ii. 'This report has been prepared in accordance with the GRI Standards: Comprehensive option'.   | ■ Additional information (p. 129-131)  |                               |
| 102-55              | GRI content index<br>a. The GRI content index, which specifies each of the GRI Standards used and lists all disclosures included in the report.<br>b. For each disclosure, the content index shall include:<br>i. the number of the disclosure (for disclosures covered by the GRI Standards);<br>ii. the page number(s) or URL(s) where the information can be found, either within the report or in other published materials;<br>iii. if applicable, and where permitted, the reason(s) for omission when a required disclosure cannot be made.<br>When reporting the GRI content index as specified in Disclosure 102-55, the reporting organization shall:<br>■ 6.3.1 include the words 'GRI Content Index' in the title;<br>■ 6.3.2 present the complete GRI content index in one location;<br>■ 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;<br>■ 6.3.4 for each GRI Standard used, include the title and publication year (e.g., GRI 102: General Disclosures 2016);<br>■ 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. | ■ Additional information (p. 129-131)<br>■ GRI 2020 (www.tbi.nl/jaarverslag) |                               |

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| GRI STANDARD             | DESCRIPTION   | REFERENCE  | REASON FOR (PARTIAL) OMISSION |
| <b>102-56</b>            | <p><b>External assurance</b></p> <p>a. A description of the organization’s policy and current practice with regard to seeking external assurance for the report.</p> <p>b. If the report has been externally assured:</p> <p>i. 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;</p> <p>ii. The relationship between the organization and the assurance provider;</p> <p>iii. Whether and how the highest governance body or senior executives are involved in seeking external assurance for the organization’s sustainability report.</p> | <ul style="list-style-type: none"> <li>■ Independent Auditor’s Assurance report regarding the sustainability information in the 2020 Annual Report (p. 125-127)</li> <li>■ Additional information (p. 129-131)</li> </ul>    |                               |
| <b>Market leadership</b> |   |  |                               |
| <b>SRS 103-1</b>         | <p><b>Explanation of the material topic and its Boundary</b></p> <p>a. An explanation of why the topic is material.</p> <p>b. The Boundary for the material topic, which includes a description of:</p> <p>i. where the impacts occur;</p> <p>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.</p> <p>c. Any specific limitation regarding the topic Boundary.</p>   | <ul style="list-style-type: none"> <li>■ Environment, Organisation and Strategy (p. 18-27)</li> <li>■ Additional information (p. 129-131)</li> <li>■ Accountability and methodology 2020 (www.tbi.nl/jaarverslag)</li> </ul> |                               |
| <b>SRS 103-2</b>         | <p><b>The management approach and its components</b></p> <p>a. An explanation of how the organization manages the topic.</p> <p>b. A statement of the purpose of the management approach.</p> <p>c. A description of the following, if the management approach includes that component:</p> <p>i. Policies</p> <p>ii. Commitments</p> <p>iii. Goals and targets</p> <p>iv. Responsibilities</p> <p>v. Resources</p> <p>vi. Grievance mechanisms</p> <p>vii. Specific actions, such as processes, projects, programs and initiatives.</p>  | <ul style="list-style-type: none"> <li>■ Progress of strategic pillars in 2020 (p. 29-31)</li> </ul>   |                               |

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| GRI STANDARD        | DESCRIPTION  | REFERENCE  | REASON FOR (PARTIAL) OMISSION |
| <b>SRS 103-3</b>    | <p><b>Evaluation of the management approach</b></p> <p>a. An explanation of how the organization evaluates the management approach, including:</p> <ul style="list-style-type: none"> <li>i. the mechanisms for evaluating the effectiveness of the management approach;</li> <li>ii. the results of the evaluation of the management approach;</li> <li>iii. any related adjustments to the management approach.</li> </ul>   | <ul style="list-style-type: none"> <li>■ Progress of strategic pillars in 2020 (p. 29-31)</li> </ul> |                               |
| <b>SRS 201-1</b>    | <p><b>Direct economic value generated or distributes</b></p> <p>a. Direct economic value generated and distributed (EVG&amp;D) on an accruals basis, including the basic 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:</p> <ul style="list-style-type: none"> <li>i. Direct economic value generated: revenues;</li> <li>ii. Economic value distributed: operating costs, employee wages and benefits, payments to providers of capital, payments to government by country, and community investments;</li> <li>iii. Economic value retained: ‘direct economic value generated’ less ‘economic value distributed’.</li> </ul> <p>b. Where significant, report EVG&amp;D separately at country, regional, or market levels, and the criteria used for defining significance.</p>  | <ul style="list-style-type: none"> <li>■ Financial statements (p. 86-120)</li> </ul>                 |                               |
| <b>SRS 201-3</b>    | <p><b>Coverage of the organization’s defined benefit plan obligations</b></p> <p>a. If the plan’s liabilities are met by the organization’s general resources, the estimated value of those liabilities.</p> <p>b. If a separate fund exists to pay the plan’s pension liabilities:</p> <ul style="list-style-type: none"> <li>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;</li> <li>ii. the basis on which that estimate has been arrived at;</li> <li>iii. when that estimate was made.</li> </ul> <p>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.</p> <p>d. Percentage of salary contributed by employee or employer.</p> <p>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.</p> | <ul style="list-style-type: none"> <li>■ Financial statements (p. 86-120)</li> </ul>                 |                               |

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| GRI STANDARD                     | DESCRIPTION  | REFERENCE  | REASON FOR (PARTIAL) OMISSION   |
| <b>Circular entrepreneurship</b> |  |  |   |
| <b>SRS 103-1</b>                 | <p><b>Explanation of the material topic and its Boundary</b></p> <ul style="list-style-type: none"> <li>a. An explanation of why the topic is material.</li> <li>b. The Boundary for the material topic, which includes a description of:                             <ul style="list-style-type: none"> <li>i. where the impacts occur;</li> <li>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.</li> </ul> </li> <li>c. Any specific limitation regarding the topic Boundary.</li> </ul>                   | <ul style="list-style-type: none"> <li>■ Environment, Organisation and Strategy (p. 18-27)</li> <li>■ Additional information (p. 129-131)</li> <li>■ Accountability and methodology 2020 (www.tbi.nl/jaarverslag)</li> </ul> |   |
| <b>SRS 103-2</b>                 | <p><b>The management approach and its components</b></p> <ul style="list-style-type: none"> <li>a. An explanation of how the organization manages the topic.</li> <li>b. A statement of the purpose of the management approach.</li> <li>c. A description of the following, if the management approach includes that component:                             <ul style="list-style-type: none"> <li>i. Policies</li> <li>ii. Commitments</li> <li>iii. Goals and targets</li> <li>iv. Responsibilities</li> <li>v. Resources</li> <li>vi. Grievance mechanisms</li> <li>vii. Specific actions, such as processes, projects, programs and initiatives</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>■ Progress of strategic pillars in 2020 (p. 32-35)</li> </ul>   |   |
| <b>SRS 103-3</b>                 | <p><b>Evaluation of the management approach</b></p> <ul style="list-style-type: none"> <li>a. An explanation of how the organization evaluates the management approach, including:                             <ul style="list-style-type: none"> <li>i. the mechanisms for evaluating the effectiveness of the management approach;</li> <li>ii. the results of the evaluation of the management approach;</li> <li>iii. any related adjustments to the management approach.</li> </ul> </li> </ul>   | <ul style="list-style-type: none"> <li>■ Progress of strategic pillars in 2020 (p. 32-35)</li> </ul>   |   |
| <b>SRS 301-1</b>                 | <p><b>Materials used by weight or volume</b></p> <ul style="list-style-type: none"> <li>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:                             <ul style="list-style-type: none"> <li>i. non-renewable materials used;</li> <li>ii. renewable materials used.</li> </ul> </li> </ul>  | <ul style="list-style-type: none"> <li>■ Progress of strategic pillars in 2020 (p. 34-35)</li> </ul>   | <p>Including complete and reliable information regarding all our purchased materials (volumes and separation into renewable and non-renewable) in this 2020 Annual Report has proven impossible. Next year we will do our utmost to ensure we can provide a more detailed account of our purchased materials in the 2021 Annual Report.</p> |



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| GRI STANDARD        | DESCRIPTION   | REFERENCE   | REASON FOR (PARTIAL) OMISSION |
| <b>SRS 305-1</b>    | <p><b>Direct greenhouse gas (GHG) emissions (Scope 1)</b></p> <p>a. Gross direct (Scope 1) GHG emissions in metric tons of CO<sub>2</sub> equivalent.</p> <p>b. Gases included in the calculation; whether CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFCs, PFCs, SF<sub>6</sub>, NF<sub>3</sub>, or all.</p> <p>c. Biogenic CO<sub>2</sub> emissions in metric tons of CO<sub>2</sub> equivalent.</p> <p>d. Base year for the calculation, if applicable, including:</p> <ol style="list-style-type: none"> <li>the rationale for choosing it;</li> <li>emissions in the base year;</li> <li>the context for any significant changes in emissions that triggered recalculations of base year emissions.</li> </ol> <p>e. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.</p> <p>f. Consolidation approach for emissions; whether equity share, financial control, or operational control.</p> <p>g. Standards, methodologies, assumptions, and/or calculation tools used.</p>   | <ul style="list-style-type: none"> <li>■ Progress of strategic pillars in 2020 (p. 34)</li> <li>■ Additional information (p. 129-131)</li> <li>■ Glossary (p. 133)</li> <li>■ Accountability and methodology 2020 (www.tbi.nl/jaarverslag)</li> </ul> |                               |
| <b>SRS 305-2</b>    | <p><b>Direct greenhouse gas (GHG) emissions (Scope 2)</b></p> <p>a. Gross location-based energy indirect (Scope 2) GHG emissions in metric tons of CO<sub>2</sub> equivalent.</p> <p>b. If applicable, gross market-based energy indirect (Scope 2) GHG emissions in metric tons of CO<sub>2</sub> equivalent.</p> <p>c. If available, the gases included in the calculation; whether CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFCs, PFCs, SF<sub>6</sub>, NF<sub>3</sub>, or all.</p> <p>d. Base year for the calculation, if applicable, including:</p> <ol style="list-style-type: none"> <li>the rationale for choosing it;</li> <li>emissions in the base year;</li> <li>the context for any significant changes in emissions that triggered recalculations of base year emissions.</li> </ol> <p>e. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.</p> <p>f. Consolidation approach for emissions; whether equity share, financial control, or operational control.</p> <p>g. Standards, methodologies, assumptions, and/or calculation tools used.</p> | <ul style="list-style-type: none"> <li>■ Progress of strategic pillars in 2020 (p. 34)</li> <li>■ Accountability and methodology 2020 (www.tbi.nl/jaarverslag)</li> </ul>   |                               |
| <b>SRS 305-4</b>    | <p><b>GHG emissions intensity</b></p> <p>a. GHG emissions intensity ratio for the organization.</p> <p>b. Organization-specific metric (the denominator) chosen to calculate the ratio.</p> <p>c. Types of GHG emissions included in the intensity ratio; whether direct (Scope 1), energy indirect (Scope 2), and/or other indirect (Scope 3).</p> <p>d. Gases included in the calculation; whether CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFCs, PFCs, SF<sub>6</sub>, NF<sub>3</sub>, or all.</p>  | <ul style="list-style-type: none"> <li>■ Progress of strategic pillars in 2020 (p. 34)</li> <li>■ Accountability and methodology 2020 (www.tbi.nl/jaarverslag)</li> </ul>   |                               |

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| GRI STANDARD        | DESCRIPTION   | REFERENCE | REASON FOR (PARTIAL) OMISSION   |
| SRS 306-2           | <p><b>Waste by type and disposal method</b></p> <ul style="list-style-type: none"> <li>a. Total weight of hazardous waste, with a breakdown by the following disposal methods where applicable:                             <ul style="list-style-type: none"> <li>i. Reuse</li> <li>ii. Recycling</li> <li>iii. Composting</li> <li>iv. Recovery, including energy recovery</li> <li>v. Incineration (mass burn)</li> <li>vi. Deep well injection</li> <li>vii. Landfill</li> <li>viii. On-site storage</li> <li>ix. Other (to be specified by the organization)</li> </ul> </li> <li>b. Total weight of non-hazardous waste, with a breakdown by the following disposal methods where applicable:                             <ul style="list-style-type: none"> <li>i. Reuse</li> <li>ii. Recycling</li> <li>iii. Composting</li> <li>iv. Recovery, including energy recovery</li> <li>v. Incineration (mass burn)</li> <li>vi. Deep well injection</li> <li>vii. Landfill</li> <li>viii. On-site storage</li> <li>ix. Other (to be specified by the organization)</li> </ul> </li> <li>c. How the waste disposal method has been determined:                             <ul style="list-style-type: none"> <li>i. Disposed of directly by the organization, or otherwise directly confirmed</li> <li>ii. Information provided by the waste disposal contractor</li> <li>iii. Organizational defaults of the waste disposal contractor</li> </ul> </li> </ul> |           | <p>After internal evaluation it appeared that data regarding waste processing methods is not available at this level of detail. Some information/data based on our own available information has now been reported. For this information we are dependent on data from third parties. We will consult our waste processors to ascertain whether full and reliable information in respect of disclosures a., b., and c. can be obtained. If this is possible the information will be included in the 2021 Annual Report.</p> |

| GENERAL DISCLOSURES                   |  |  |                               |
|---------------------------------------|--|--|-------------------------------|
| GRI STANDARD                          | DESCRIPTION  | REFERENCE  | REASON FOR (PARTIAL) OMISSION |
| <b>Attractive working environment</b> |  |  |                               |
| <b>SRS 103-1</b>                      | <p><b>Explanation of the material topic and its Boundary</b></p> <p>a. An explanation of why the topic is material.</p> <p>b. The Boundary for the material topic, which includes a description of:</p> <ul style="list-style-type: none"> <li>i. where the impacts occur;</li> <li>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.</li> </ul> <p>c. Any specific limitation regarding the topic Boundary.</p>                   | <ul style="list-style-type: none"> <li>■ Environment, Organisation and Strategy (p. 18-27)</li> <li>■ Additional information (p. 129-131)</li> <li>■ Accountability and methodology 2020 (www.tbi.nl/jaarverslag)</li> </ul> |                               |
| <b>SRS 103-2</b>                      | <p><b>The management approach and its components</b></p> <p>a. An explanation of how the organization manages the topic.</p> <p>b. A statement of the purpose of the management approach.</p> <p>c. A description of the following, if the management approach includes that component:</p> <ul style="list-style-type: none"> <li>i. Policies</li> <li>ii. Commitments</li> <li>iii. Goals and targets</li> <li>iv. Responsibilities</li> <li>v. Resources</li> <li>vi. Grievance mechanisms</li> <li>vii. Specific actions, such as processes, projects, programs and initiatives</li> </ul> | <ul style="list-style-type: none"> <li>■ Progress of strategic pillars in 2020 (p. 36-39)</li> </ul>   |                               |
| <b>SRS 103-3</b>                      | <p><b>Evaluation of the management approach</b></p> <p>a. An explanation of how the organization evaluates the management approach, including:</p> <ul style="list-style-type: none"> <li>i. the mechanisms for evaluating the effectiveness of the management approach;</li> <li>ii. the results of the evaluation of the management approach;</li> <li>iii. any related adjustments to the management approach.</li> </ul>   | <ul style="list-style-type: none"> <li>■ Progress of strategic pillars in 2020 (p. 36-39)</li> </ul>   |                               |

| SPECIFIC DISCLOSURES    |   |  |   |
|-------------------------|---|--|---|
| GRI STANDARD            | DESCRIPTION   | REFERENCE  | REASON FOR (PARTIAL) OMISSION   |
| <b>SRS 403-9 (2018)</b> | <p><b>Work-related injuries</b></p> <ul style="list-style-type: none"> <li>a. For all employees:                             <ul style="list-style-type: none"> <li>i. The number and rate of fatalities as a result of work-related injury;</li> <li>ii. The number and rate of high-consequence work-related injuries (excluding fatalities);</li> <li>iii. The number and rate of recordable work-related injuries;</li> <li>iv. The main types of work-related injury;</li> <li>v. The number of hours worked.</li> </ul> </li> <li>b. For all workers who are not employees but whose work and/or workplace is controlled by the organization:                             <ul style="list-style-type: none"> <li>i. The number and rate of fatalities as a result of work-related injury;</li> <li>ii. The number and rate of high-consequence work-related injuries (excluding fatalities);</li> <li>iii. The number and rate of recordable work-related injuries;</li> <li>iv. The main types of work-related injury;</li> <li>v. The number of hours worked.</li> </ul> </li> <li>c. The work-related hazards that pose a risk of high-consequence injury, including:                             <ul style="list-style-type: none"> <li>i. how these hazards have been determined;</li> <li>ii. which of these hazards have caused or contributed to high-consequence injuries during the reporting period;</li> <li>iii. actions taken or underway to eliminate these hazards and minimize risks using the hierarchy of controls.</li> </ul> </li> <li>d. Any actions taken or underway to eliminate other work-related hazards and minimize risks using the hierarchy of controls.</li> <li>e. Whether the rates have been calculated based on 200,000 or 1,000,000 hours worked.</li> <li>f. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded.</li> <li>g. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.</li> </ul> | <ul style="list-style-type: none"> <li>■ Progress of strategic pillars in 2020 (p. 36-39)</li> <li>■ Accountability and methodology 2020 (www.tbi.nl/jaarverslag)</li> </ul> | <p>a.v., b.v.: separate the total number of hours worked is not included in the 2020 Annual Report. More context for this is desirable. Next year we will analyse how this information can be included in the annual report.</p> <p>b.iii: we cannot determine the injury rate of our subcontractors because the number of hours worked is not completely clear. Next year we will investigate whether this information can be reported in full in the 2021 Annual Report.</p> <p>c.i-ii-iii, d.: data at the required level of detail is not yet included in the 2020 Annual Report. Next year we will endeavour to include these disclosures in full in the 2021 Annual Report.</p> |
| <b>SRS 404-1</b>        | <p><b>Average hours of training per year per employee</b></p> <ul style="list-style-type: none"> <li>a. Average hours of training that the organization’s employees have undertaken during the reporting period, by:                             <ul style="list-style-type: none"> <li>i. gender;</li> <li>ii. employee category.</li> </ul> </li> </ul>   | <ul style="list-style-type: none"> <li>■ Progress of strategic pillars in 2020 (p. 38)</li> </ul>  | <p>a.I-II: In the current administration system it is not possible to break-down the number of training hours by gender and employee category. Next year we will adapt our administration system so these disclosures can be reported in full in the 2021 Annual Report.</p>  |