

2021 Annual Report

GRI content index

We have drafted the Accountability chapter in our 2021 Annual Report in accordance with the Sustainability Reporting Standards (SRS) of the Global Reporting Initiative (GRI) 2016. We use the reporting framework of the Task Force on Climate-related Financial Disclosures for our report on material financial and economic climate risks and opportunities (see the sections on CSR and Financial overview: *Developing a climate-related risk management framework* and *Sustainable and responsible investment* in the Accountability chapter), drawing on the measurement methodology of the Partnership for Carbon Accounting Financials (PCAF) for this purpose. The table below shows the GRI content index with references to our Annual Report. Our external auditor prepared an assurance report on the non-financial information in the Accountability chapter in the 2021 Annual Report.

SRS reference	Description	Reference to 2021 Annual Report
UNIVERSAL STANDARDS		
Organisational profile		
102-1	Name of the organisation	Title page
102-2	Activities, brands, products and services	President's Report Accountability: Introduction
102-3	Location of headquarters	Accountability: Annex 2 About this report <i>Organisational structure</i>
102-4	Location of operation	President's Report Accountability: Introduction Accountability: Financial overview
102-5	Ownership and legal form	Accountability: Annex 2 About this report <i>Organisational structure</i>
102-6	Markets served	President's Report Accountability: Introduction
102-7	Scale of the organisation	Financial statements Accountability: Introduction Accountability: Annex 1 Additional information <i>Key HR figures</i> Accountability: Financial overview
102-8	Information on employees and other workers	Accountability: Employees Accountability: Annex 1 Additional information <i>Key HR figures and Absence due to illness</i>
102-9	Supply chain	Accountability: More balanced economic conditions Accountability: Trust Accountability: CSR Accountability: Digital proficiency Accountability: Financial overview <i>Sustainable and responsible investment</i> Accountability: Annex 1 Additional information <i>Chain management</i>

SRS reference	Description	Reference to 2021 Annual Report
102-10	Significant changes to the organisation and its supply chain	Accountability: Introduction Accountability: More balanced economic conditions Accountability: Trust Accountability: CSR Accountability: Digital proficiency Accountability: Financial overview Accountability: Annex 2 About this Report <i>Scope and aspect boundaries of the report</i>
102-11	Precautionary principle or approach	Accountability: Operational risk management Accountability: Financial overview <i>Total exposures and Risks and buffers</i>
102-12	External initiatives	President's Report Accountability: Introduction Accountability: More balanced economic conditions Accountability: Trust Accountability: CSR Accountability: Digital proficiency Accountability: Employees Accountability: Annex 1 Additional information <i>Environmental care and carbon footprint of operational management and Donations</i> Accountability: Financial overview <i>Sustainable and responsible investment</i> Accountability: Annex 2 About this report <i>Sustainable Development Goals and Benchmarks</i>
102-13	Membership of associations	Accountability: Introduction Accountability: More balanced economic conditions Accountability: Trust Accountability: CSR Accountability: Digital proficiency
Strategy		
102-14	Statement from senior decision-maker	President's Report
Ethics and integrity		
102-16	Values, principles, and norms of behaviour	Accountability: Trust Accountability: Annex 1 Additional information <i>Compliance and integrity</i>
Governance		
102-18	Governance structure	Accountability: Annex 2 About this report <i>Organisational structure and Management approach and evaluation</i>
Stakeholder engagement		
102-40	List of stakeholder groups	Accountability: Introduction Accountability: Annex 2 About this report <i>Materiality analysis</i>
102-41	Collective bargaining agreements	Accountability: Employees Accountability: Annex 1 Additional information <i>Key HR figures</i>
102-42	Identifying and selecting stakeholders	Accountability: Introduction Accountability: Annex 2 About this report <i>Materiality analysis</i>

SRS reference	Description	Reference to 2021 Annual Report
102-43	Approach to stakeholder engagement	Accountability: Introduction Accountability: Annex 2 About this report <i>Materiality analysis</i>
102-44	Key topics and concerns raised	Accountability: Introduction Accountability: Annex 2 About this report <i>Materiality analysis</i>
102-45	Entities included in the consolidated financial statements	Financial statements Accountability: Annex 2 About this report <i>Organisational structure and Management approach and evaluation</i>
102-46	Defining report content and topic boundaries	Accountability: Introduction Accountability: Annex 2 About this report <i>Materiality analysis</i>
102-47	List of material topics	Accountability: Annex 2 About this report <i>Materiality analysis</i>
102-48	Restatements of information	Accountability: Annex 1 Additional information <i>Environmental care and carbon footprint of operational management</i>
102-49	Changes in reporting	Accountability: Annex 2 About this Report <i>Scope and aspect boundaries of the report</i>
102-50	Reporting period	Accountability: Annex 2 About this Report <i>Scope and aspect boundaries of the report</i>
102-51	Date of most recent report	Title page
102-52	Reporting cycle	Accountability: Annex 2 About this Report <i>Scope and aspect boundaries of the report</i>
102-53	Contact point for questions regarding the report	Accountability: Annex 2 About this report (info@dnb.nl)
102-54	Claims of reporting in accordance with the GRI Standards	Accountability: Annex 2 About this report <i>Reporting guidelines</i>
102-55	GRI content index	Accountability: Annex 2 About this report <i>Reporting guidelines</i>
102-56	External assurance	Accountability: Annex 2 About this report <i>External assurance</i> Accountability: Annex 3 Assurance report
Management approach for all material topics		
103-1	Explanation of the material topic and its boundary	Accountability: Annex 2 About this report <i>Materiality analysis</i>
103-2	The management approach and its components	Accountability: Annex 2 About this Report <i>Materiality analysis</i> - Table 12 <i>Material themes</i> refers to the relevant explanatory notes in the Accountability chapter Accountability: Annex 2 About this report <i>Organisational structure and Management approach and evaluation</i>
103-3	Evaluation of the management approach	Accountability: Annex 2 About this Report <i>Materiality analysis</i> - Table 12 <i>Material themes</i> refers to the relevant explanatory notes in the Accountability chapter Accountability: Annex 2 About this report <i>Organisational structure and Management approach and evaluation</i>