

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</i> and <i>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> |