

# Sustainability Supplements 2021

Reporting policy	164
Stakeholder engagement & materiality assessment 2021	169
Connectivity	173
GRI content index	175
Workforce	178
Eneco Supplier Code of Conduct	180
UN Global Compact principles	182
Declaration of compliance with Suppliers Code of Conduct Smart Meters	184



# Reporting policy

In this integrated annual report over the financial year 2021, Eneco reports on the realisation of its strategy, the policy that it has pursued and the financial and non-financial performance related thereto. This report has been prepared in accordance with the GRI Standards: Core option. Eneco's financial year runs from 1 January up to and including 31 December 2021. The previous annual report was published on the 6th of April 2021.

## Integrated reporting & Sustainability standards

Eneco's annual report has been prepared as an integrated report on its financial and non-financial performance. With the Framework of the International Integrated Reporting Council (IIRC), we are able to better clarify the interrelationship between the core elements of our policy in our report. This is also reflected in the value creation model. The content elements required by the Framework are present in this report. (Profile of the organization, Governance, Business Model, Risks and Opportunities, Strategy, Performance and Outlook.) The Framework is based on principles that have a considerable overlap with the sustainable reporting guidelines of the Global Reporting Initiative, the GRI Standards. We link the narrative quality of IIRC to the quantitative method of

the GRI Standards. The report has been prepared in accordance with the standards of the Global Reporting Initiative (GRI), option: core. We use the framework of the International Integrated Reporting Council (IIRC) to clarify the interrelationship between the core elements of our policy.

We also report on the Sustainable Development Goals (SDGs). These goals were drawn up in order to make the world 'a better place' by 2030. Eneco contributes to the realisation of these goals to the best of its abilities. In the chapter Environmental: One Planet, we provide insight into the SDGs that are relevant to our situation: 7, 11, 12, 13, 14 and 15, the targets and the alignment with our control framework.

We have joined the UN Global Compact and as a member, we report in our annual report on our progress with regard to the 10 principles and each of the 4 focus areas: human rights, labor conditions, the environment and anti-corruption. This 'Communication on Progress' (CoP) is an integral part of our integrated annual report. See section 8 in this supplement on the UN Global Compact principles for references to the various CoP themes in the annual report.

## General policy

Point of departure in the preparation of the annual report was the strategy including strategic themes and key performance indicators (KPIs) as determined by the Management Board. The content of the annual report is also determined based on the materiality analysis described in section 'stakeholder engagement & materiality assessment 2021'. We have made agreements with regard to the reporting process. The responsibility, definition, scope, calculations, necessary resources and systems, quality assurance and the process are determined for each strategic KPI. The

development of each strategic KPI is reported periodically and discussed with the boards of the Eneco entities involved. The Internal Audit Department ensures the correctness and completeness. Where necessary remedial action is taken.

## Information gathering and accountability

We have a process description for the preparation of the annual report. The general rule is that the Management Board is responsible for the integrated annual report. The Management Board has delegated the preparation of the annual report to a process manager who leads a multidisciplinary team. The responsibility for the contents of the report is divided between the departments Strategy, Communication and Finance. The financial and non-financial strategic KPIs are an integral part of the planning and control cycle. The results are discussed in the regular business reviews. A responsible officer is appointed for each topic based on an accountability index. The Management Board reviews the final version before it is submitted to the Supervisory Board.

## Assurance non-financial information

In order to assess the reliability of our sustainability reporting, we asked Deloitte Accountants to perform a review on the sustainability information included in our annual report. For more information we refer to the assurance report. We further elaborate on the definitions, scope and boundaries of the strategic KPIs, included in the review of Deloitte, in the next section. In terms of the GRI standards, we have consciously opted for the Core option. This option is in line with our wish and that of our stakeholders to report concisely on our financial and non-financial performance. The Core option means that for each material topic, identified in the materiality analysis, we comply with the reporting requirements in terms of Management Approach Disclosures. Besides that, where relevant and available, we have selected and reported topic-specific disclosures for our material themes.

## KPI specific definitions, scope and boundaries

### One planet KPI

Measured as total CO<sub>2</sub>eq-emission (mega tonnes), in Eneco's value chain (supplier, customers and own operation) as determined via the Greenhouse Gas (GHG) Protocol, Corporate Value Chain (scope 3) Standard and ISO 14064-1 standard. When reporting Greenhouse Gas (GHG) emissions in scope 1, Eneco uses the 'operational control' approach from the GHG protocol. In addition to CO<sub>2</sub>, CH<sub>4</sub> (methane) and N<sub>2</sub>O (dinitrogen (mono)oxide) are in scope. These greenhouse gases are converted to CO<sub>2</sub> equivalents based on their Global Warming Potential (GWP). The metric unit of the emissions is therefore expressed in mega tonnes CO<sub>2</sub>eq. In Eneco's Climate Plan a pathway is outlined, which stays below the 1.5°C pathway. This brings Eneco-chain emissions to zero in 2035. The annual outcome of this KPI is compared to the pathway in Eneco's Climate plan, leading to zero emissions in 2035.

### Emission Factors

For natural gas, we now use emission factors from the International Institute for Sustainability Analysis and Strategy (IINAS). For the Netherlands we continue to use the emission factor from [www.co2emissiefactoren.nl](http://www.co2emissiefactoren.nl). IINAS is the host of GEMIS (Global Emissions Model for Integrated Systems). The emission factors include direct and upstream emissions and emissions due to grid losses and are country-specific. The direct emissions for electricity supply are provisional and based on the of numbers of Guarantees of Origin (GoOs) and Certificates of Origin (CoOs) we have issued or latest estimate of what we will issue by customer segment and country for the calendar year to be reported. The upstream emissions for electricity are based on the LCA methodology (Life Cycle Analysis) and are mainly taken from [www.co2emissiefactoren.nl](http://www.co2emissiefactoren.nl). The emissions factors for grid losses originate from the International Energy Agency (IEA) and specifically for the Netherlands are further derived from the GoOs purchased by the grid operators mentioned in their annual reports. The direct emissions for district heating are provisional. The upstream emission factor is taken from [www.co2emissiefactoren.nl](http://www.co2emissiefactoren.nl) as

well as all emission factors on company cars, commuting and business travel.

#### **Estimations**

The commuting data for 2020 and 2021 do not concern measured data, as a result of Covid-19. Best estimates were used, based on the occupancy of our head office. Normally, this is measured data based on an employee survey. For company cars we use actual data over 1-1-2021 to 30-11-2021. The data for December is extrapolated by the system, as the leasing companies cannot deliver actual data on time for annual reporting. For some office buildings we do not purchase the energy ourselves, e.g. because this is done by the landlord. We extrapolate its energy consumption per square meter. For these properties, we purchase guarantees of origin based on the extrapolated energy consumption.

### **CO<sub>2</sub> emissions from power supplied to end-users**

This KPI concerns the relative CO<sub>2</sub> emissions of the total volume of supplied electricity to the end-users of Eneco group. The aim is reducing greenhouse gas emissions related to power supplied, and not to exceed the 1.5-degree pathway (kg CO<sub>2</sub>/MWh). The emission factor of supplied electricity consists of direct emissions and (indirect) upstream emissions of the total volume of supplied electricity to end-users.

For each MWh of renewable energy supplied, a guarantee of origin (GoO) must be issued. For every MWh of fossil electricity supplied in the Netherlands, a Certificate of Origin (CoO) must be issued. This does not apply in Belgium and Germany, where the national grid factor is used for the supply of fossil electricity, if any.

The direct emission factors used consist of those determined by the Authority for the Consumer and Market (ACM) for the calculation of the Electricity Label in the Netherlands. Since the factors only become available after the annual report is submitted, the factors from the previous calendar year are used. The (indirect) upstream emission factors are taken from [www.co2emissiefactoren.nl](http://www.co2emissiefactoren.nl).

### **CO<sub>2</sub> emissions from heat supplied to end-users**

This KPI concerns the CO<sub>2</sub> emissions resulting from the production, distribution and supply of heat by Eneco group. It is expressed in kg CO<sub>2</sub> emissions per GJ heat and in scope is all heat, for example originating from our large heat networks and the smaller collective heat systems.

The calculation method applied is corresponding the method described in the 'heat law', as this is used in our yearly sustainability reporting to the ACM. This method is based on the NTA8800.

The CO<sub>2</sub> emission is determined by the CO<sub>2</sub>-emission of the energy input (electricity, gas, biomass, waste, waste heat), the energy performance of the separate heat sources, the share of the different heat sources, heat losses that occur during transport and the required auxiliary energy in the system. The emissions factors related to the energy input, and used in our calculations, are reported annually by RVO. Since the data for 2021 is not yet available the calculations are based on the RVO report from the previous year.

### **Recordable Injury Frequency (RIF) rate**

The RIF represents the moving average number of injuries resulting in absenteeism, alternative work or medical treatment per 200,000 hours worked (also: 'lost time injuries'). It excludes first aid cases and is based on the amount of recordable injuries that have been registered in the reporting period, as well as the registered FTEs as per year-end.

The scope of this KPI is all injuries that have been registered in our registration system and is weighed against our own FTEs (those employees with an Eneco personnel number). In terms of recordable injuries, we apply the Dutch definition of a work-related injury ("*arbeidsongeval*"). This means that, for example, commuting is excluded.

## Customer contracts

A customer contract is defined as an Agreement between Eneco group as Supplier and a Customer to supply Energy Commodities and/or Energy-related Services. This means that one customer may represent multiple contracts.

In terms of products, all energy types and energy related services are in scope. The customers included in this KPI are end-users. All mid- and large corporates are excluded from this KPI<sup>1</sup> (except for eMobility where we include all charging cards/poles). Besides, only contracts that are active, recurring and revenue generating are included in this KPI.

## Customer Satisfaction

Customer Satisfaction is measured as the % of Eneco customers that rate our brand as 'excellent', 'very good' or 'good'. This is measured on a quarterly base via a questionnaire sent to a selected sample of customers. The sample does not consider if there has been any direct contact recently with the respective customer, meaning that we report a relational Customer Satisfaction score.

The year-end score is a weighted average of our retail brands in the Netherlands and Belgium.

## % Sustainable electricity production (of supplied electricity)

The percentage sustainable electricity is the renewable Electricity Purchased (sourced) and volume (from Own Assets and Third Parties via Power Purchase Agreements (PPAs)), as % of total electricity Volume Supplied<sup>2</sup>.

This KPI includes generation from our own renewable assets as well as generation taken from renewable assets where we have a long-term take-off agreement (PPA) with the generator. Supply means all supplied power volumes to all type of customers (end-users, Eneco brands) in all countries.

<sup>1</sup> Please note that mid- and large corporate clients were included in this KPI in the prior years. The prior year figure has been restated.

<sup>2</sup> Our methodology has been updated. The prior year figure has been restated accordingly.

<sup>3</sup> New renewable capacity categories were included in the scope of this KPI. The prior year figure has been restated accordingly.

## Renewable own capacity

The renewable own capacity is the generating or storage capacity available to Eneco, from renewable assets, of which Eneco has partial or full ownership and is expressed in MW. Renewable assets include, for example, solar, wind and batteries<sup>3</sup>. Only renewable capacity that is technically operational as per year-end is included in this KPI.

## Employee Net Promotor Score (eNPS)

The eNPS is a metric used to indicate employee satisfaction and loyalty. We ask the following question: How likely are you to recommend Eneco as employer to someone in your immediate surroundings? Answers can range from 0 to 10, where 0 means 'highly unlikely' and 10 means 'very likely'. The eNPS is the percentage of employees that awards an 8 or higher to Eneco as an employer minus the percentage of employees that gives Eneco a 5 or lower as an employer. This means that we apply the European eNPS calculation method. Promoters – Detractors = eNPS.

Included in this KPI are all divisions of Eneco, except for Lichtblick. All internal and external employees are invited to take part in the survey, but outsourced (freelance) work is excluded.

Please note that this KPI is only reported as of 2021. The 2020 figure reported in the 2021 annual report was not part of the scope of Deloitte's review in the prior year and is only included for reference purposes. The 2021 eNPS is included in the scope of Deloitte's review.

## FTEs & diversity

Our workforce is expressed in Full Time Equivalent (FTE) as per year-end, applying a part time factor where applicable. Our diversity KPI indicates the percentage of women in managerial positions. This is calculated from the year-end personnel list and a managerial position is defined as being a manager who has the responsibility for one or more team members. The managerial levels included in this KPI are running from one layer below the board of directors until four layers below the board of directors.

Our own FTEs include all staff employed by Eneco by means of a labor agreement with Eneco group. Our hired FTEs includes all staff employed by Eneco without a labor agreement with Eneco, but that are employed via a third party or self-employed via a management agreement. The FTEs include all internal and external employees. For the diversity rate of Eneco, the external employees are registered in a separate system and are excluded in the scope.

Please note that the diversity KPI, capturing the % of women in managerial positions was newly included in the scope of Deloitte's review in 2021. Therefore, the 2020 figure reported in the 2021 annual report was not part of the scope of Deloitte's review and is only included for reference purposes.

# Stakeholder engagement & materiality assessment 2021

## Ongoing Stakeholder Engagement

Persons and/or groups of persons, organizations and/or companies who have a direct or indirect interest in Eneco and vice versa are regarded as belonging to our circle of direct stakeholders. These stakeholders are necessary in one way or another for the realisation of our objectives: from the perspective of the sector, as a whole, as division or as project. In order to arrive at a clearly defined selection of stakeholders, we have made an analysis based on a model

(Mendelow). With this model, we have made a classification based on the influence and importance of stakeholders with regard to the functioning of Eneco. For example, our customers are necessary for the continuity of Eneco, and employees are necessary for the implementation of the business plan. In this manner, the concept of materiality can be applied better in the context of stakeholders.

The table below depicts an overview of our main stakeholders and the ongoing stakeholder engagement activities that have taken place throughout the year.

Stakeholder	Contact moments	Topics
<b>Customers</b>	customer surveys	service level
	website	complaints handling
	customer magazine	proactive advice
	social media	easy to switch
	customer service	digital and self-service
	account management	data privacy
		sufficient sustainable energy
		supporting contribution to the energy transition
		learning from innovative company such as Eneco
		linking energy requirement to Eneco wind and solar farms
<b>Shareholder</b>	AGMs, regular contacts	regular performance
	annual report	return on investments in renewable sources
		risks and opportunities in national and international activities
		sustainable energy projects
		competitive pricing
<b>Employees</b>	Central Works Council	safety
	town hall meetings	heat solutions
	annual report	regular performance
	alignment survey	return on investments in renewable sources
	internal media	risks and opportunities in national and international activities
	work consultations	sustainable energy projects

Stakeholder	Contact moments	Topics
<b>Nature and the environment</b>	regular consultations	how sustainable is Eneco
	annual report	contributing to climate change
	benchmarks	contributing to the energy transition
		care for biodiversity origin E+G+H
<b>Financial stakeholders</b>	regular consultations	sustainability of business model
	annual report	strategy and risk management
	annual audits	investing in renewable sources abroad
		compliance anti-corruption
<b>Local residents - housing corporations</b>	various contact moments	safety
		air quality
		biodiversity
		heat solutions

## Materiality Assessment 2021

In the reporting year a full materiality assessment has been performed, resulting in a renewed materiality matrix. The assessment consisted of a four-steps process and was conducted in line with the GRI standards' principles for defining report content. We chose to apply the concept of double materiality in our analysis, which impacts the dialogues and definition of the axes of the matrix. On the one hand we assessed the environmental and social materiality of the themes. On the other hand we also assessed the financial materiality, or business impact, of the themes. This means that we discussed both types of materiality in our stakeholder consultations this year. Performing our materiality assessment in this manner has facilitated us in our goal to meet the reporting expectations of our stakeholders in our annual report. The four steps of the process are outlined below and include an analysis of the results of the 2021 materiality assessment.

### 1. Selecting stakeholders

In the section 'ongoing stakeholder engagement' an overview of our strategic stakeholders and the ongoing stakeholder engagement activities can be found. We invited representatives of these stakeholder groups in our materiality assessment. Besides these stakeholders, we also invited a wider

range of NGOs for our materiality assessment, as well as our suppliers.

### 2. Determining themes

In determining the themes included in our materiality assessment, a range of internal as well as external sources has been used. The first step was to analyze a large number of external sources in order to create a list of possibly material themes. This analysis included for example a media search, a peer benchmark, sector reports and sector standards. The outcome of the external assessment has been supplemented and matched with internal sources, such as our One Planet Plan, our company strategy and our risk analysis, to ensure the relevance of the shortlist of themes for reporting. This shortlist, including the themes as found in the matrix below, was used in our stakeholder consultations.

### 3. Stakeholder consultations

Our stakeholder consultations consisted of a survey, followed by either individual interviews or round tables. The surveys were aimed at prioritizing the themes, as determined in the previous step. In order to score the themes on both of the axes, the following questions were asked:

1. How big is the impact that Eneco has (or could have) through this topic, on the economy, people, and the environment?
2. How big is the impact that this topic has (or could have) on the financial performance or value of Eneco?

The interviews and round tables were subsequently used to interpret the survey results. Additionally, they were used as an opportunity to discuss any other expectations stakeholders have for our annual report. The quantitative as well as qualitative input were used in the next and last phase, where the matrix was developed.

#### 4. Developing the matrix

After the stakeholder consultations a workshop was organized with the annual report steering committee. During this workshop the results were analyzed and the matrix was developed. Interestingly, the

results of the consultations showed that stakeholders found all themes important, meaning that no themes received a score below 5.5 on a scale of 1-10. Therefore, we differentiate between themes that are considered *important* and themes that are considered *material*. In order to better reflect the outcomes of our assessment, we also chose a new visualization of the matrix. This new design has four quadrants, where the themes are shown in random order within the quadrants. This means that there are four categories: themes that are important on both axis, themes that are material in terms of impact on the environment & society and important in terms of business impact, themes that are material in terms of business impact and important in terms of impact on the environment & society, and themes that are material in terms of impact on the environment & society as well as the business. The new materiality matrix was approved by our CFO.

### Eneco's Materiality Matrix 2021

● Environmental ▲ Social ■ Governance



We note that the theme *climate neutral 2035* was separated into four themes in our consultations: climate neutral 2035, radical electrification, phasing out natural gas and accelerating sustainable heat. During the workshop in which the matrix was developed, it was decided that the four themes would be combined in one theme. This is mostly because the latter three themes are means to achieve the goal of being climate neutral in 2035 and therefore there is significant overlap. This was also evident in the results of the stakeholder consultations, where all four themes were found most material. Therefore, in the matrix the theme has been defined as *climate neutral 2035*, while in the definition and disclosures all four previous themes are mentioned.

Our most material theme is *climate neutral 2035*, which relates well to several of the material themes of last year, such as *growth in heating solutions, investing in renewable sources and contributing to the Paris Climate Agreement*. Last year the most material theme was *contributing to the energy transition*, which is now redefined and captured under the theme *proactive contribution to the legal and regulatory environment*. *Direct economic performance* and *customer satisfaction* were also material themes in the prior years. Themes that were found material in this year's assessment but weren't in the prior years, include *community engagement, access to energy and financial implications and risks due to climate change*. *Safety, health and well-being* was deemed material in previous years, whereas this year it is no longer material found by stakeholders, though it is deemed important.

# Connectivity

We focus our reporting on topics that are deemed material on one or both axes, as can be found in the materiality matrix. In the table

below we provide references to the sections in the annual report where more information on the material themes can be found.

Material theme	Strategic KPI	Chapter reference
<b>Environmental</b>		
<b>Climate neutral 2035</b>	<ul style="list-style-type: none"> <li>● One planet KPI</li> <li>● CO<sub>2</sub> emissions from power</li> <li>● CO<sub>2</sub> emissions from heat</li> <li>● % Renewable energy</li> <li>● Renewable own capacity</li> </ul>	<ul style="list-style-type: none"> <li>● Key figures</li> <li>● Operating results</li> <li>● One Planet results</li> </ul>
<p>Eneco's commitment to become climate neutral and to pursue opportunities to limit temperature below 1.5 above pre-industrial levels as laid down in the Paris Agreement. Eneco's efforts are focused on reducing CO<sub>2</sub> emissions in the whole value chain (scope 1, 2 and 3). Eneco is aiming to achieve this climate ambition through three climate actions: radical electrification, phasing out natural gas and accelerating sustainable heat.</p>		
<b>Social</b>		
<b>Access to Energy</b>	N/A – qualitative	Operating results
<p>Eneco's efforts, including those in cooperation with for example governments, to ensure an affordable, reliable and unrestricted electricity supply. People can be denied access to energy for a number of reasons, including but not limited to geographic isolation and/or financial poverty.</p>		
<b>Community Engagement</b>	N/A – qualitative	One Planet results
<p>Eneco's commitment to perform best-in-class community engagement with the communities involved in or affected by our energy projects in order to manage potential negative impacts of local energy projects on the local community.</p>		
<b>Customer Satisfaction</b>	Customer Satisfaction KPI	<ul style="list-style-type: none"> <li>● Key figures</li> <li>● Operating results</li> </ul>
<p>Eneco's efforts to keep its customers satisfied. We do this by offering smart and sustainable products and services which support customers in saving energy and decreasing their emissions and energy bills, by offering products and services with excellent quality for competitive prices and by proactively providing information and advice, as well as by creating a digital customer journey that ensures a good and personal experience. This topics also includes complaint management.</p>		
<b>Governance</b>		
<b>Proactive contribution to the legal and regulatory environment</b>	N/A – qualitative	One Planet results
<p>Eneco's commitment to go beyond compliance with rules and regulation and to proactively contribute to policy other than for Eneco's self-interest (e.g. climate policy).</p>		
<b>Financial implications and risks due to climate change</b>	N/A – qualitative	Risk management
<p>The way Eneco manages risks resulting from climate change in order to manage the financial implications of the energy transition as well as impact of physical climate risks. This includes the management of weather risk. This topic excludes the opportunities from climate change as these are part of other topics.</p>		

<b>Direct Economic Performance</b>	<ul style="list-style-type: none"> <li>● ROCE</li> </ul>	<ul style="list-style-type: none"> <li>● Key figures</li> </ul>
The efforts of Eneco to ensure good Economic Performance in the short as well as the long run.	<ul style="list-style-type: none"> <li>● Net result</li> <li>● #contracts</li> </ul>	<ul style="list-style-type: none"> <li>● Operating results</li> <li>● Financial results</li> </ul>

Besides the themes that were deemed material in our materiality assessment, Eneco also highly values health & safety, good employment practices and diversity, inclusion & equality. Even though these are not amongst the material themes, Eneco has chosen to include the linked KPIs (Recordable Injury Frequency rate, Employee Net Promotor Score and the diversity KPI) specifically in the review of Deloitte. The results can be found in the key figures.

# GRI content index

## General Disclosures

GRI Standards 2016	Description	Reference
<b>Profile</b>		
102-1	Name of the organisation	Financial statements: Note 1.1
102-2	Main activities, brands and products and services	Profile
102-3	Location of the head office	Financial Statements: Note 1.1
102-4	Location of operations	Profile
102-5	Ownership and legal form	Corporate Governance
102-6	Important markets (geographical division, sectors and type of customers)	Profile
102-7	Scale of the organisation	<ul style="list-style-type: none"> <li>● Key figures</li> <li>● Operating results</li> <li>● Financial results</li> <li>● Workforce</li> </ul>
102-8	Information about the total workforce	Workforce
102-9	The organisation's value chain and supply chain	Energy production & distribution
102-10	Significant changes during the reporting period	Workforce
102-11	Note about the application of the precautionary principle	Risk management
102-12	External economic, environment-related and social charters or principles to which the organisation subscribes	<ul style="list-style-type: none"> <li>● One Planet results</li> <li>● Reporting policy</li> </ul>
102-13	Membership of associations	<ul style="list-style-type: none"> <li>● Associates</li> <li>● One Planet results</li> </ul>
<b>Strategy</b>		
102-14	Statement of the senior decision-maker of the organisation on the relevance of sustainable development for Eneco Group and its strategy to aim for sustainable development	Foreword
<b>Ethics &amp; Integrity</b>		
102-16	Values, principles, standards, and norms of behaviour of the organisation	Integrity, compliance and privacy
<b>Governance</b>		
102-18	Governance structure	Corporate Governance
<b>Stakeholder engagement</b>		
102-40	List of stakeholder groups	Stakeholder engagement & materiality assessment 2021
102-41	Percentage of employees falling under a collective labour agreement	Workforce
102-42	Basis for identifying and selecting stakeholders	Stakeholder engagement & materiality assessment 2021
102-43	Approach to stakeholder engagement	Stakeholder engagement & materiality assessment 2021
102-44	Result stakeholder management	Stakeholder engagement & materiality assessment 2021
<b>Reporting</b>		
102-45	Operational structure of participating interests	Participating interests, Financial Statements

GRI Standards 2016	Description	Reference
102-46	Process for the determination of the content of the report and application of GRI principles	Reporting policy
102-47	List of material themes	Connectivity
102-48	The effect of any restatements of information given in previous reports	Reporting policy
102-49	Changes in reporting compared to previous reporting periods	Reporting policy
102-50	Reporting period	Reporting policy
102-51	Date of most recent report	Reporting policy
102-52	Reporting cycle	Reporting policy
102-53	Point of contact for questions about the report or the contents of the report	Box: Publication, inside of cover
102-54	In accordance option that the organisation has chosen	Reporting policy
102-55	GRI content index	GRI content index
102-56	External assurance policy	Reporting policy

## Management Approach

Material theme	GRI 2016 103-1 Scope	GRI 2016 103-2 Strategy and policy	GRI 2016 103-3 Objectives/control frameworks
<b>Environmental</b>			
Climate neutral 2035	<ul style="list-style-type: none"> <li>NL, D, B, UK</li> <li>Reporting policy</li> <li>Connectivity</li> </ul>	<ul style="list-style-type: none"> <li>Foreword</li> <li>Strategy</li> </ul>	<ul style="list-style-type: none"> <li>Key figures</li> <li>One Planet results</li> <li>Operating results</li> </ul>
<b>Social</b>			
Access to Energy	<ul style="list-style-type: none"> <li>NL, D, B, UK</li> <li>Connectivity</li> </ul>	<ul style="list-style-type: none"> <li>Foreword</li> <li>Strategy</li> </ul>	Operating results
Community Engagement	<ul style="list-style-type: none"> <li>NL, D, B, UK</li> <li>Connectivity</li> </ul>	<ul style="list-style-type: none"> <li>Strategy</li> </ul>	One Planet results
Customer Satisfaction	<ul style="list-style-type: none"> <li>NL, D<sup>1</sup>, B</li> <li>Reporting policy</li> <li>Connectivity</li> </ul>	<ul style="list-style-type: none"> <li>Foreword</li> <li>Strategy</li> </ul>	<ul style="list-style-type: none"> <li>Key figures</li> <li>Operating results</li> </ul>
<b>Governance</b>			
Proactive contribution to the legal and regulatory environment	<ul style="list-style-type: none"> <li>NL, D, B, UK</li> <li>Connectivity</li> </ul>	<ul style="list-style-type: none"> <li>Foreword</li> <li>Strategy</li> </ul>	One Planet results
Financial implications and risks due to climate change	<ul style="list-style-type: none"> <li>NL, D, B, UK</li> <li>Connectivity</li> </ul>	<ul style="list-style-type: none"> <li>Foreword</li> <li>Risk management</li> </ul>	<ul style="list-style-type: none"> <li>Financial results</li> <li>Risk management</li> </ul>
Direct Economic Performance	<ul style="list-style-type: none"> <li>NL, D, B, UK</li> <li>Connectivity</li> </ul>	<ul style="list-style-type: none"> <li>Strategy</li> </ul>	<ul style="list-style-type: none"> <li>Key figures</li> <li>Financial results</li> </ul>

<sup>1</sup> Germany is not included in the reported customer satisfaction KPI

## Topic specific disclosures

Theme	GRI Disclosure / own indicator	Reference
<b>Environmental</b>		
Climate neutral 2035	305-1 Direct (Scope 1) GHG emissions	<ul style="list-style-type: none"> <li>● One Planet results</li> <li>● Reporting policy</li> </ul>
	305-2 Energy indirect (Scope 2) GHG emissions	<ul style="list-style-type: none"> <li>● One Planet results</li> <li>● Reporting policy</li> </ul>
	305-3 Other indirect (Scope 3) GHG emissions	<ul style="list-style-type: none"> <li>● One Planet results</li> <li>● Reporting policy</li> </ul>
	305-4 GHG emissions intensity	<ul style="list-style-type: none"> <li>● Key Figures</li> <li>● One Planet results</li> <li>● Reporting policy</li> </ul>
	305-5 Reduction of GHG emissions	<ul style="list-style-type: none"> <li>● Key Figures</li> <li>● One Planet results</li> <li>● Reporting Policy</li> </ul>
<b>Social</b>		
Access to Energy	Own indicator - qualitatively disclosed	Operating results
Community Engagement	Own indicator – qualitatively disclosed	One Planet results
Customer Satisfaction	Own indicator – Customer Satisfaction KPI	<ul style="list-style-type: none"> <li>● Key figures</li> <li>● Operating results</li> </ul>
<b>Governance</b>		
Proactive contribution to the legal and regulatory environment	Own indicator – qualitatively disclosed	One Planet results
Financial implications and risks due to climate change	201-2 Financial implications and other risks and opportunities due to climate change	Risk management
Direct Economic Performance	201-1 Direct economic value generated and distributed	<ul style="list-style-type: none"> <li>● Consolidated income statement</li> <li>● Consolidated cash flow statement</li> </ul>

# Workforce

	2021	2020
<b>Number of own employees</b>		
Total average workforce in FTE	2,865	2,819
Total workforce in FTE at year end	2,970	2,835
<b>Men - women ratio</b>		
<i>percentage of men and women of the total number of employees in FTE at year end</i>		
Men	67%	63%
Women	33%	37%
<b>Age distribution</b>		
<i>percentage per age group of the total number of employees in FTE at year end</i>		
Age 15 - 24	2%	2%
Age 25 - 34	28%	28%
Age 35 - 44	34%	32%
Age 45 - 54	21%	21%
Age 55 and over	15%	17%
<b>Diversity</b>		
<i>in percentages at year end</i>		
Women in managerial positions	30%	25%
<b>Employment contract</b>		
<i>in percentages at year end</i>		
Employees with a Collective Labour Agreement (CLA) contract <sup>1</sup>	59%	59%
Employment contract for an indefinite period	2,622	2,406
Men	66%	68%
Women	34%	32%
NL	73%	72%
BE	11%	13%
GE	16%	15%
Employment contract with a fixed term	348	429
Men	70%	66%
Women	30%	34%
NL	81%	90%
BE	1%	0%
GE	18%	10%
Employees with a full-time contract	2,384	2,302
Men	91%	92%
Women	59%	59%
Employees with a part-time contract	586	625
Men	9%	8%
Women	41%	41%

	2021	2020
<b>Absenteeism</b>		
<i>in percentages</i>	4.8%	4.8%

1 2020 percentage restated for comparative purposes.

Eneco records most of the workforce data in SAP. Other management systems are used for a number of business units both in the Netherlands and abroad.

# Eneco Supplier Code of Conduct

## Everyone's sustainable energy

Since 2007, Eneco's strategy is aimed at increasing sustainability. This is embedded in our mission, 'everyone's sustainable energy'. Our ambition is to bring our own and our customers' energy consumption within the limits of a habitable planet for the sake of our own generation and generations to come. To this end, we seek to collaborate with our customers, government bodies, suppliers and other partners that share this ambition.

## Supplier Code of Conduct

The Supplier Code of Conduct is based on the ISO 26000 guideline for corporate social responsibility. Social responsibility and responsibility with respect to sustainability within the supply chain is something we also expect from our suppliers. Furthermore, we expect our suppliers to select their own suppliers in accordance with the guidelines of our Supplier Code of Conduct.

## Corporate governance

We never conduct business with untrustworthy business partners. We never conduct business with (suspected) criminals or become involved in transactions in which the proceeds of criminal offenses play a role. Our suppliers adhere to national and international legislation and regulations, ensure that they have all the necessary permits and observe the principles of good corporate governance with a focus on continuity and integrity. Suppliers are expected to implement our Supplier Code of Conduct in their organisation and to monitor employee and supplier compliance.

## Human rights and working conditions

Our suppliers:

- recognise the Universal Declaration of Human Rights and act accordingly;
- ensure that there is no child labour, forced labour or discrimination and that no conflict resources are being used in their supply chains;
- recognise and respect the right of employees to organise and to join a trade union;
- do not pay their employees less than the statutory minimum wage;
- adhere to acceptable working hours and social security provisions in accordance with local standards and national and international legislation and regulations;
- provide adequate working conditions to safeguard health and safety
- ensure that regular assessment interviews are conducted with their employees and offer training opportunities for employees.

### **Fair trading**

Our suppliers:

- engage in fair trade practices and make just decisions to avoid corruption, abuse of power and conflicts of interest;
- in no way tolerate that the proceeds of criminal activities are disguised by their legitimate business transactions;
- in no way tolerate the use of legitimate financial resources for criminal activities, including terrorism;
- respect intellectual and other property rights and take appropriate measures to protect the personal details of customers, employees and other business contacts.

### **Consumer issues**

Our suppliers:

- take measures to protect the health and safety of consumers that include providing reliable, environment-friendly and safe products that enable sustainable consumption;
- apply fair business standards with respect to marketing, sales and transparent and fair competition;

### **Environment**

Manners in which suppliers of Eneco demonstrate commitment, a proactive approach and continuous improvement with respect to protection of the environment include:

- energy saving and reduction of emissions of carbon dioxide and other harmful greenhouse gases;
- promoting waste sorting, processing and recycling;
- limiting water consumption and improving water quality;
- preventing local pollution in the form of airborne particles, noise and light;
- stimulating biodiversity;

- preventing the use of resources the extraction of which harms the environment;
- limiting the harmful impact of a product on the environment during the product's useful life;
- having an environmental management system in place that is in accordance with or similar to ISO14001 or being committed to having such a system in place within an agreed period of time.

### **Involvement with and development of the community**

Our suppliers:

- are involved with the community in which they operate;
- create local jobs and develop the skills of their (local) employees;
- take into account and take responsibility for the effects of their activities on the community as a whole and on the health of the people and animals in that community.

### **Audit**

Eneco has the right to ensure, by means of an audit, that suppliers comply with this Code of Conduct. Evidence of not consistently operating in accordance with this Supplier Code of Conduct may have consequences for the continuation of the relationship between the supplier and Eneco.

### **Signing**

All suppliers of Eneco are required to sign the Supplier Code of Conduct. By signing, suppliers commit to comply with the content of the Eneco Suppliers Code of Conduct.

# UN Global Compact principles

## Progress report

Eneco subscribes to the ten Global Compact principles and reports here on the progress

Categories and principles	Location
<b>Human rights</b>	
1 . Eneco supports and respects the internationally proclaimed human rights.	Integrity, compliance and privacy
	Socially responsible procurement
	Circularity
	Code of Conduct, (text code of conduct)
	Supplier Code of Conduct
2 . Eneco continually makes sure that it is not complicit in human right abuses.	Socially Responsible Procurement
	Supplier Code of Conduct
<b>Working conditions</b>	
3 . Eneco upholds the freedom of association and the effective recognition of the right to collective bargaining	Employee participation in decision making
	Workforce
4 . Eneco strives to eliminate all forms of forced and compulsory labour	Supplier Code of Conduct
5 . Eneco strives for the effective abolition of child labour.	Supplier Code of Conduct
6 . Eneco strives for the elimination of discrimination in respect of employment and occupation.	Diversity and inclusion
	Integrity, compliance and privacy
	Code of Conduct
<b>Environment</b>	
7 . Eneco supports a precautionary approach to environmental challenges.	One Planet results
	Code of Conduct
8 . Eneco undertakes initiatives to promote greater environmental responsibility.	Strategy
	One Planet results
9 . Eneco encourages the development and diffusion of environmentally friendly technologies.	Strategy
<b>Anti-corruption</b>	
10 . Eneco works against corruption in all its forms, including extortion and bribery.	Integrity, compliance and privacy
	Code of Conduct



P.O. Box 8208, 3009 AE Rotterdam

Mr. H.E. António Guterres  
Secretary-General  
United Nations  
New York, NY 10017  
USA

Rotterdam, 16 February 2022

**Eneco statement expressing continued support of the UN Global Compact Principles**

Dear Mr. Secretary-General,

I am pleased to confirm that Eneco continues to support the Ten Principles of the United Nations Global Compact on human rights, labour, environment and anti-corruption. With this communication, we express our intent to further implement these principles. We are committed to making the UN Global Compact and its principles part of our company's strategy, culture and day-to-day operations, and to engaging in collaborative projects that advance the broader development goals of the United Nations, particularly the Sustainable Development Goals. Eneco will make a clear statement of this commitment to its stakeholders and the general public.

We recognise that a key requirement for participation in the UN Global Compact is the annual submission of a Communication on Progress (COP) that describes our company's efforts to implement the Ten Principles. We are pleased to present our integrated annual report: <https://yearreport2021.eneco.com/>, in which we report on our progress on the most relevant SDGs and the Ten Principles. For the sake of readability, a UNGC index has also been added to our integrated annual report.

Yours sincerely,

A handwritten signature in blue ink, appearing to read "A.C. Tempelman", is written over a horizontal line. Below the signature, the name and title are printed.

Mr. A.C. (As) Tempelman  
CEO

Eneco B.V. - P.O. Box 8208, 3009 AE Rotterdam - T 0031 88 895 11 11 - I [www.eneco.nl](http://www.eneco.nl)  
Chamber of Commerce Rotterdam 24433142 - NL65ABNA0640001025 - NL.8192.41.222.801

# Declaration of compliance with Suppliers Code of Conduct Smart Meters



## Declaration of compliance with Suppliers Code of Conduct Smart Meters (2012)

regarding data from low-volume meters that can be read remotely.

**Name of legal entities:** Eneco Consumenten B.V. and Eneco Zakelijk B.V., hereafter jointly referred to as Eneco, and Oxxio Nederland B.V. and CEN B.V., hereafter jointly referred to as Oxxio.

**Registered offices:** Rotterdam

**Period:** 1 January 2021 up to and including 31 December 2021

Eneco and Oxxio make use of meter data obtained from low-volume meters that can be read remotely in order to carry out their services properly. As a supplement to the Personal Data Protection Act (now the General Data Protection Regulation), suppliers and meter reading companies acting under their responsibility in the Dutch energy sector have drafted a code of conduct regarding the use, recording, exchange and storing of data obtained from low-volume meters that can be read remotely.

Eneco B.V. hereby states, duly represented in this matter by its director F.C.W. (Frans) van de Noort, in its capacity as director of Eneco Consumenten Nederland B.V., who in turn is the director of Eneco Consumenten B.V., Oxxio Nederland B.V. and CEN B.V., as well as in its capacity as director of Eneco Zakelijk Nederland B.V., who in turn is the director of Eneco Zakelijk B.V., that Eneco and Oxxio have complied with the rules and obligations laid down in the Suppliers Code of Conduct Smart Meters during the above-mentioned period and adequate responses were given to customer inquiries.

Article 3.1.2 of the code of conduct states that personal meter data must be processed in accordance with the law. With regard to this specific issue, it should be noted that the General Data Protection Regulation (GDPR) came into effect on 25 May 2018. Eneco is compliant with the GDPR. In addition, Eneco drew up a proposal for a new code of conduct, together with Energie Nederland, containing the obligations that follow from the GDPR. This proposal was discussed with the Dutch Data Protection Authority and will come into force after formal approval by the Dutch Data Protection Authority.

Rotterdam, 2 February 2022

A handwritten signature in black ink, appearing to be "F.C.W. van de Noort".

F.C.W. (Frans) van de Noort,

Member of the Management Board of N.V. Eneco