



Corporate
Responsibility
Report 2019-2020

Profile

Our mission

Building a better working world

Global leader

Assurance, Tax, Advisory
and Transaction Advisory Services

150+

Countries

300 thousand

Employees and partners

\$ 37.2 billion

Global turnover

The Netherlands

4,807 15

Employees and partners

Offices

As a founder of professional services in the Netherlands, we commit ourselves to serving our clients and society and use our expertise for this purpose. We want to be an innovative partner that addresses the key economic and social issues that we are facing today in a trustworthy and contemporary way. As a young organization, we believe that constantly developing ourselves, both personally and professionally, will make us into ever better professionals. This vision has been a constant theme throughout our past and gives direction to our future. Here at EY, we are committed to building a better working world.

'We are only as good as our people,' said Alwin Ernst, shortly after opening an administrative office with his brother in Cleveland, Ohio, in 1903. Unusual words for a 'numbers man', especially in those days. Five hundred kilometers to the west, in the vibrant city of Chicago, lawyer Arthur Young was of the same mind. He is, after all, the Y in EY. He too believed in investing in expertise. He was one of the first people to recruit the best young minds from university and train them up.

Profile

To this day, every year, many talented young people start their careers with us. We use their specialist knowledge, diversity and drive in multidisciplinary teams and projects both at home and abroad.

Thereby offering our clients the optimal combination of knowledge, experience and innovation.

That's also how we started out. In 1883, a group of young entrepreneurs in the Netherlands took a risk. Barend Moret, a lecturer in accountancy, was co-founder of the first accountancy firm in the Netherlands, het Bureel van Boekhouding. They were pioneers who understood the importance of taking an independent perspective, and, as a result, were the founders of the profession. Moret also started an advisory practice. He believed that combining knowledge and insights from a wide range of disciplines would lead to the best solutions for clients. Our founders were innovative thinkers and active members of the community in which they lived and worked. Mergers and partnerships have made us bigger, stronger, more international and more diverse. But we remain true to the values of our founders: independent, innovative expertise delivered by people with talent and drive. People who actively engage with the world around them. It's in our DNA. And we feel obliged, and honored, to go forward in the spirit of our founders.

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We use ourselves and our knowledge to build a better working world.

As we have shown over the past 135+ years, the future belongs to those who have the ability and the desire to change. We want to lead the way in our field. For many of our clients, the world is their workplace. Companies are bought and sold. Large organizations, including our own, are closely scrutinized by society. Start-ups and recently established businesses challenge the established order with innovations that change our lives. All these businesses are increasingly striving for sustainable growth. By building trust in financial markets, we enable businesses to work on long-term value creation.

We want the future generation to be part of a better working Netherlands too. That's why many of us set aside time for social projects. We wholeheartedly encourage this. In fact, it's an integral part of what we do. We want to build a better working world for our clients, our employees and our communities, because we believe it's the right thing to do and because it makes our work more enjoyable and meaningful. It also ensures that our profession remains attractive and that young people continue to opt with enthusiasm for a career in professional services.

We have summarized our purpose in one sentence: "We use ourselves and our knowledge to build a better working world."

Table of contents

1

Why Corporate Responsibility is important to us

2

Learn more here about why we are committed to fulfilling our social role.

2

Our strategy: 2017-2020

10

Learn more here about our Purpose objectives.

3

Our contribution: 2019-2020

15

Learn more here about how we performed against our Corporate Responsibility strategy in 2019-2020.

4

Contact

26

Please find the contact details for our Corporate Responsibility and sustainability experts here.

1. Foreword

Our purpose

“Our purpose - *Building a better working world* - is at the heart of everything we do. Our advice and services help build trust in the global capital markets and economies. We are committed to building a better working Netherlands, both for our clients and for society as a whole. We believe that companies must do more to promote sustainable, inclusive growth. That’s why we use our knowledge and skills to help solve some of the greatest challenges of our time. For example, in addition to their day-to-day work, every EY employee gets the opportunity to make a positive social impact.

In this document, we explain our Corporate Responsibility (CR) strategy in the Netherlands and how it will create long-term value for our stakeholders. We also examine our performance over the past year in relation to the CR objectives, demonstrating how we have helped our clients to become more sustainable. Finally, employees and social organizations tell us about EY’s social impact.”

Coen Boogaart
Chairman of the Board



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We believe that companies must do more to promote sustainable, inclusive growth.

Performance dashboard

Our contribution in 2019-2020

The performance dashboard displays our key results from the past year in the field of Corporate Responsibility. For more information, see page 15: Our contribution.

Our people and society

20,473

Number of hours spent on Community Investment projects

780

Colleagues involved in Community Investment projects

17.1

Percentage of the total number of employees

Supporting the next generation

800

Hours spent during Social Impact Days

Scaling up impact entrepreneurship

87

Foundations and social start-ups coached

750

Inspired children

200

Engaged employees

9

Participating offices



Performance dashboard

OUR CLIENTS

Number of clients to which we have provided assurance with regard to their sustainability information

29

Assurance activities

Number of clients advised on sustainability/ non-financial reporting

9

Advisory activities

SOCIETY

CO₂ emissions (in tCO₂e)

15,231

Total CO₂ emissions

27%▼

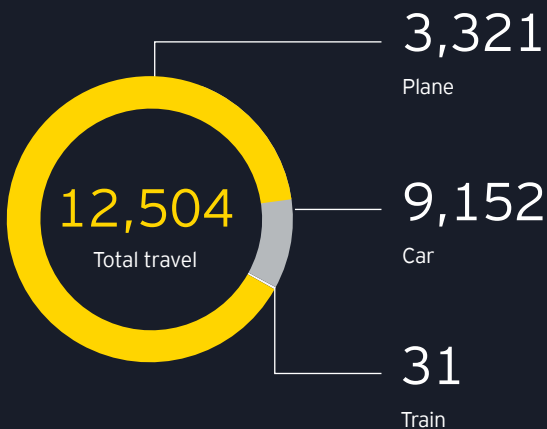
compared with last year (20,738)

3.2

tCO₂ per fte

27%▼

compared with last year (4.4)



OUR PEOPLE

Sustainable Development Goals

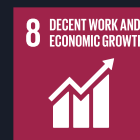


15.8 million

Euros invested in training

102

Average number of hours of training per fte



17%

Operational profit margin

3%

Growth in turnover

16,730

Number of hours spent on innovative services



97%

Engagement quality rating 1 or 2

0

Number of violations of the ban on providing consultancy services to audit clients

0%

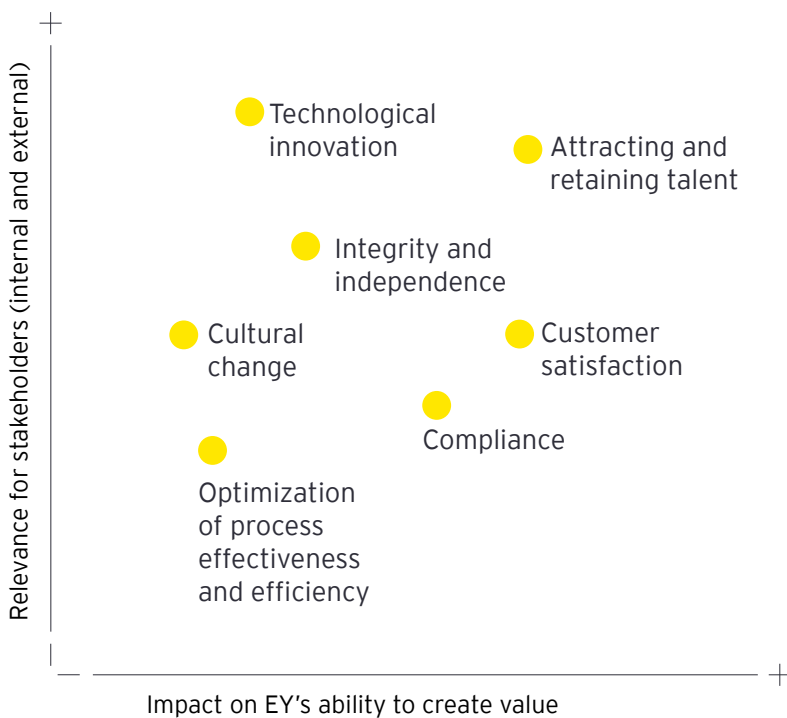
Violations relating to independence

Materiality matrix

EY Netherlands Stakeholder Dialog

The views of our internal and external stakeholders are extremely important to us. Their input plays a vital role in determining our strategy, business operations and annual reporting. That’s why, twice a year, we organize the EY Stakeholder Dialog, where we talk at length with our key stakeholders: clients, employees, partners, legislators and regulators, investors, universities, NGOs and start-ups. These stakeholders have been selected for their mutual impact and vested interest.

The EY Stakeholder Dialog steering group was set up in 2018. This steering group evaluates the dialogs, monitors and formulates improvement measures and adapts the strategy where necessary. In the first half of 2020, we entered into a dialog with our stakeholders once again, with a view to identifying the themes that our stakeholders believe are materially important to our organization. The material themes provide insights into how EY creates value, which forms the framework for our strategy and business operations, and also serve as a point of reference for our annual reports. This financial year we performed another materiality assessment, the results of which were not known until after the financial year had closed. We will include the results next financial year and these will serve as a point of reference for the 2020/2021 CR annual report.



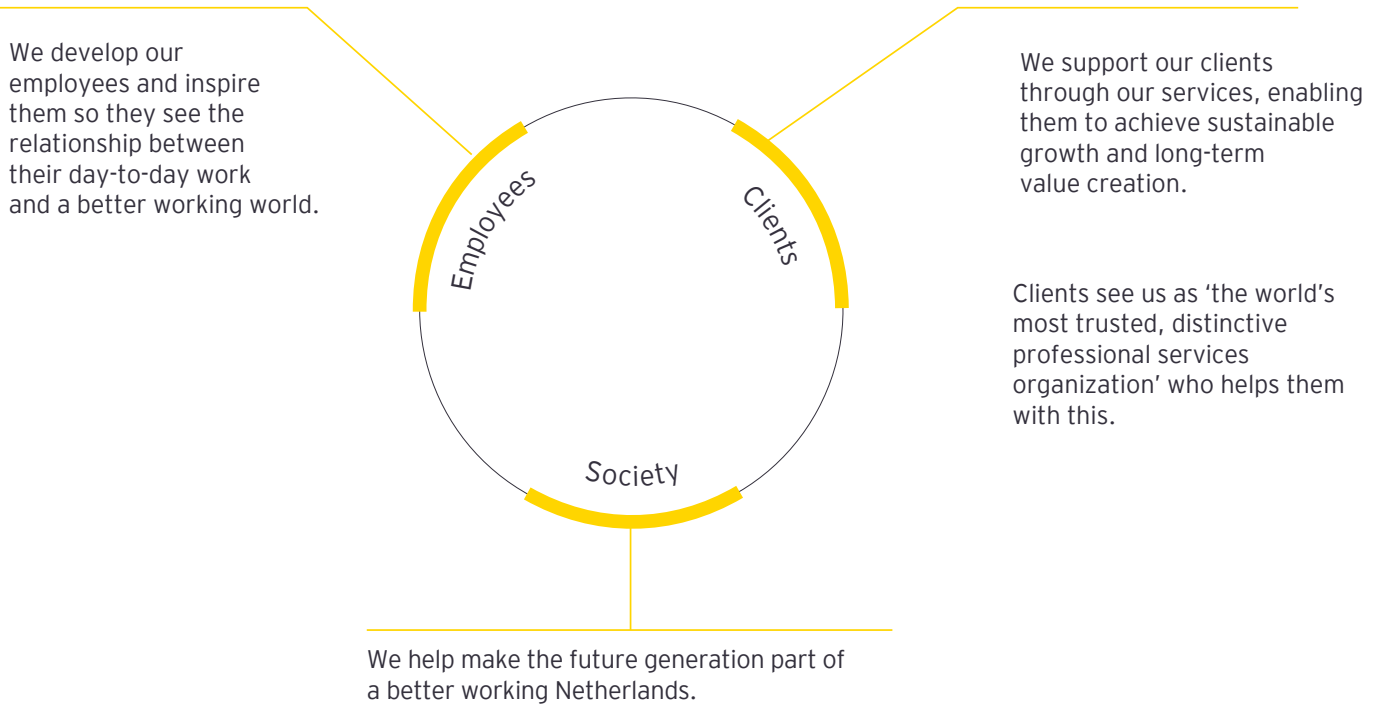
Materiality matrix

Relevance table - material themes by stakeholder group

Material issue	Description	Most relevant to
Attracting and retaining talent	Investing in committed, loyal employees. Among other things, this includes personal career planning and development, varied work, work/life balance, a friendly work environment, a clear mission (purpose), motivational assessment methods, appropriate support and inspirational leadership. The focus here is on attracting the best employees in a difficult labor market and on meeting the expectations of a new generation of employees.	Partners & Directors, Legislators and Regulators, Clients, Universities, Supervisory Board, Investors, Employees
Integrity and independence	Providing services that meet our ethical standards. Key in this context are anti-corruption, thorough due diligence on acceptance of a client and (personal) independence during assurance projects.	Partners & Directors, Politicians, Universities, Supervisory Board, Investors, Start-ups, Employees
Technological innovation	Investing in innovative technology and digitalization in order to improve the services offered and service quality and to develop new products and services. Examples include online tooling, blockchain, data analytics, robotic process automation and artificial intelligence.	Clients, Former partners, NGOs, Supervisory Board
Customer satisfaction	Providing exceptional, high-quality services that exceed clients' expectations and offer clear added value for clients.	Partners & Directors, Clients, Former partners, NGOs, Universities, Start-ups, Employees
Compliance	Working in accordance with applicable legislation and regulations and anticipating greater restrictions imposed by supervisory bodies. A particular focus here is on more stringent compliance with the requirements of the Audit Firms (Supervision) Act and the Audit Firms (Supervision) Decree.	Partners & Directors, Clients, Politicians, Investors, Employees
Cultural change	Investing in a culture of high-quality collaboration, trust, integrity and quality. If quality is to be encouraged, employees must feel able to acknowledge their mistakes. This involves moving from a hierarchical, formal culture to an open error management culture.	Legislators and regulators, Former partners, Politicians, Investors
Optimization of process effectiveness and efficiency	Adequate process management in which sufficient partner and manager involvement is guaranteed. Organizing processes more efficiently and effectively by means of technological and personal developments in order to provide higher quality services. The focus is on internal process-related improvements in services.	Partners & Directors, Clients, Politicians, Former partners

2. Our Purpose/ Objectives

At EY, we use our skills and knowledge to build a better working Netherlands. This builds trust in financial markets, enabling businesses to work on long-term value creation. Within our new Purpose strategy, we are focusing on three pillars: Employees, Clients and Society.



Within the social pillar, we focus on six different themes:

Age 5-10

Lessons

We deliver lessons to young children.

Age 10-17

Social Impact Days

We organize the EY Social Impact Days for children from vulnerable backgrounds.

Age 17-25

Lectures

We deliver lectures to secondary school pupils and university students.

Access to the labor market

We improve access to the labor market for students with an LBO (lower secondary vocational education) or MBO (senior secondary vocational education) qualification.

Young people in the cultural sector

We support vulnerable young people in the cultural sector.

Age 17-35

Business coaching

We provide coaching to young social enterprises.

Value creation model

Our ambition

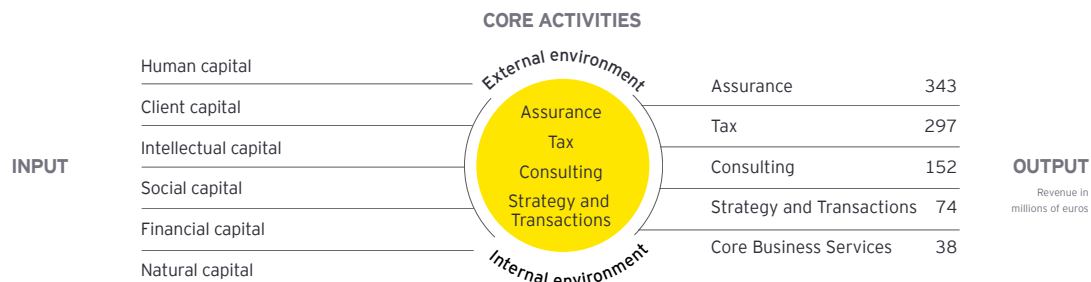
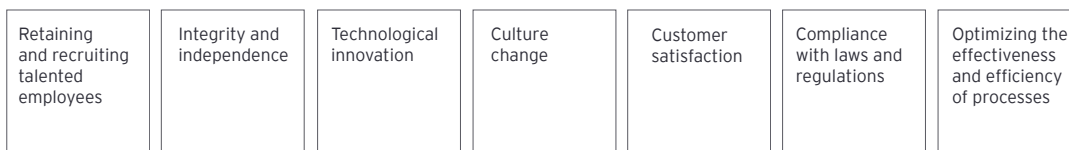
Create long-term value as the world's most trusted, distinctive professional services organization.

Strategic pillars

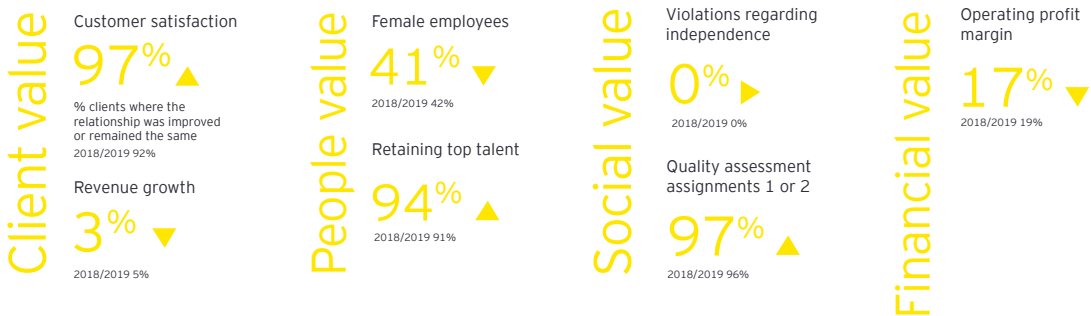
Client centricity, exceptional and diverse people, data and technology, global integration and teaming.

Building a better working world

Material topics



Outcome



Impact



● Most material SDGs

Materiality matrix

Material themes KPI table

Material issue	Key performance indicators (KPIs)	2019-2020 results	Contribution to SDG and UN indicator
Attracting and retaining talent	▶ Retention of top talent	94%	 4.3.1
	▶ Hours and euros spent on training by gender and employee category	487,000 hours 15.8 million	 4.4.1
	▶ Number of hours spent on Community Investment projects	20,473	 5.1.1
	▶ Percentage of female employees	41%	 5.5.2
Integrity and independence	▶ Engagement quality rating 1 or 2	97%	 16.6
	▶ Violations relating to independence	0%	
	▶ Number of violations of the ban on providing consultancy services	0	
Technological innovation	▶ Number of hours spent on innovative services	16,730	 8.2.1
	▶ Number of social start-ups supported	87	 17.16
Customer satisfaction	▶ Engagement quality rating 1 or 2 (%)	97%	 16.6
Compliance	▶ Violations relating to independence	0%	 16.6
	▶ Number of violations of the ban on providing consultancy services	0	
Cultural change	▶ Percentage of overtime	3.7%	 8.8
Optimization of process effectiveness and efficiency	▶ Operational profit margin	17%	 8.1.1
	▶ Growth in turnover	3%	

3. Sustainable Development Goals

The Sustainable Development Goals (SDGs) were established by the member states of the United Nations (UN) in 2015 as a global agenda for sustainable development. The SDGs act as a common framework that focuses on ending poverty, fighting inequality and injustice and combating climate change. Success in achieving this agenda relies on the collective efforts of the social stakeholders. Given their significant impact on people and the environment, companies also belong to this group. Companies that incorporate the SDGs into their strategy demonstrate to their stakeholders that they believe in social long-term value and positive impact creation.

EY too is committed to these goals. Our mission is *Building a better working world*. This is our purpose and it forms the basis of our stakeholders' expectations. Through our services, we strive to contribute to sustainable and inclusive growth. We are conscious of our important role in society and use it to drive both our internal CR strategy and our services.

We see the SDGs as an opportunity for our clients and our company to stimulate growth, manage risks, attract capital and shape a vision for social value. Business models based on the SDGs ensure future-proof companies and help attract new types of capital. Embedding the SDGs in our corporate strategy sends a signal to stakeholders that risks have been recognized and are being managed.

We are embedding the SDGs in our organization through a six-step plan. When it comes to creating impact on the SDGs, we want to constantly improve our approach. We understand the major social significance of the SDGs and incorporate these goals into our strategy and business operations wherever we can.



4. Our long-term value creation

Creating social added value

In recent years, a growing synergy has emerged between financial and non-financial issues. We refer to this as long-term value creation, a focus on creating social added value in the long term. EY aims to create long-term value by delivering exceptional services.

In FY 2019/2020 we helped our clients optimize their financial, social and environmental value from a long-term perspective. We also supported our clients in their quest for decarbonization strategies and activities. And, at EY Netherlands, we have also committed ourselves to making our business operations carbon neutral from FY 2020/2021 onwards.

Many of our teams and departments are working on innovative client issues, examples of which can be found in this report. The effects of COVID-19, social unrest and climate change, among others, create new opportunities and risks on the global markets. We help our clients respond to these issues in the best possible way, from both a financial and a non-financial perspective. We help our clients build and maintain their stakeholder relations, for example, recognize and address risks, manage essential value chains and resources efficiently, develop and digitalize business models, decarbonize their business operations and obtain sustainable finance.

Business
operations

target: from FY

2020/2021

Carbon
neutral



5. Our contribution

We have been measuring our contribution to the SDGs since FY 2015/2016. This year, we will report our contribution in full in this Corporate Responsibility report. This is the result of growing synergy between the work on our material themes and the contribution to our material SDGs.

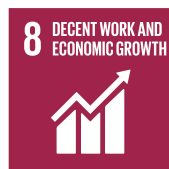
In order to create as much continuity and future-proofness as possible, we only review our material SDGs if the EY stakeholder dialog gives us reason to do so. In FY 2019/2020, this remained unchanged. We still regard SDG 4 (Quality Education), 5 (Gender Equality), 8 (Decent Work and Economic Growth), 12 (Responsible Consumption and Production), 16 (Peace, Justice and Strong Institutions) and 17 (Partnerships for the Goals) as our most material SDGs.

Our employees are our most valuable capital. They make the difference by helping our clients solve complex issues. That's why we will continue to support them on an ongoing basis with education and training opportunities (SDG 4). We provide our employees with valuable knowledge and skills for future employers. In addition, we are aware of the importance of diversity in our organization.

In order to embed this diversity within our organization, we are committed to giving every employee the same opportunities, whatever their beliefs, ethnicity, gender or orientation. We are also investing in awareness raising (through workshops), facilities and regulations to create a good work-life balance for (prospective) parents. This all contributes to SDG 5.

Through our services we increase confidence in the capital markets and enable businesses and the public sector to operate more efficiently. We invest in technological innovation to guarantee the quality of our services and strive for sustainable growth (SDG 8). In addition, we support our clients in their transition to a more sustainable future and help them create long-term value (SDG 12).

Finally, we fulfill an important social role through our audit activities. To safeguard our integrity and independence, we have robust processes such as PACE (Process for Acceptance of Clients and Engagements) and our own Independence Desk. In addition, we have been investing for some time now in the creation of a learning culture, in which learning from our mistakes is key. Through our work, we contribute to the reliability of financial and non-financial information and to calm and stable financial markets (SDG 16). By sharing our knowledge in a wide range of different partnerships and pro-actively participating in social debates, we also contribute to SDG 17.



6. Our clients

We make the greatest impact by supporting our clients in their quest for long-term value creation. Helping businesses with these types of issues increases our own social added value. A significant part of our added value comes from auditing and providing assurance around public reporting. Our social added value is related to our ability to build trust and, as a result, market stability. Delivery of the highest quality services is a requirement that we impose upon ourselves, and is closely linked to our ability to guarantee our integrity and independence.

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We make the greatest impact by supporting our clients in their quest for long-term value creation.



SDG 16.6

- I. **97%**
Engagement quality rating 1 or 2
- II. **0%**
Violations relating to independence
- III. **0**
Violations of the ban on providing consultancy services

Our clients

Case study

SHV Energy



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EY supported us to report in accordance with the GRI (Global Reporting Initiative) standards for the first time. This has contributed to our pursuit of reliable and transparent sustainability reporting on a ‘best-practice’ level.

Frank Rietdijk

Group Sustainability Manager

SDG impact and long-term value creation

Last year, EY’s Climate Change and Sustainability Services (CCaSS) team helped SHV Energy improve its non-financial reporting. SHV Energy serves its clients in more than 25 countries, spread over four different continents. The company plays a key role in the global energy transition by supplying cleaner sources of energy to consumers and businesses that generally don’t have access to the network of natural gas. EY helped SHV Energy identify its social impact, primarily by focusing on the SDG framework.

The foundation for this was ‘Affordable and Clean Energy (SDG 7)’, with ‘Good Health and Well-being (SDG 3), Decent Work and Economic Growth (SDG 8) and Climate Action (SDG 13)’ as essential building blocks. These SDGs were then incorporated into the value creation model, together with the business strategy, business model, the various forms of capital and the performance and impact indicators.

In addition, the sustainability report was given a more human dimension by including employees’ personal stories. And it was also drawn up in accordance with the GRI guidelines for the first time. This enables SHV Energy to inform its stakeholders more transparently and concisely over its role in the energy transition and the value that it has created.

Society

As we mentioned earlier, we believe it is important to make the future generation part of a better working Netherlands. We do this by giving young people the right skills for the future and by supporting young social entrepreneurs. In addition to their day-to-day work, colleagues are therefore given the opportunity to participate in social projects within these themes. Not only does this make their work more meaningful but it also enables them to learn new skills and build a network. Colleagues can make a social impact by contributing to an existing initiative or by starting a project themselves. By sharing their knowledge and experience with (vulnerable) young people and social enterprises, colleagues contribute in a tangible way to our mission: *Building a better working world.*

Supporting future generations

Today's young people are the future world leaders and innovators of tomorrow. And the world around us is changing faster than ever before - politically, economically, socially, technologically and in the field of sustainability. Consequently, it is crucial to equip children and young people with the right knowledge and experiences, so they are prepared to tackle the challenges that lie ahead. We recognize that, for children and young people with a vulnerable background, realizing their full potential is more difficult. That's why we believe it is important for us to focus on this group, by sharing our knowledge and experience with them. We want to inspire these young people and improve their self-confidence, letting them know that they are just as important as anybody else in our society.

Within this theme we work primarily with the foundation NL Cares. This foundation strives to bring people from different backgrounds together, with the aim of helping vulnerable groups. In collaboration with them, in November 2019 we organized Social Impact Days for children with a vulnerable background. During a morning in the office they got to see what the world of business was like and learned about different topics such as money and tax. Last year, no fewer than 200 colleagues across 9 EY offices inspired around 750 children about their future.

We are also a partner of the The Next School foundation. Last year, we organized the Teacher for a Day event on two occasions. This aims to show schoolchildren the importance of their subjects by bringing professionals into the classroom. During the Teacher for a Day event, several colleagues were linked to a secondary school teacher to produce a learning program, which they then delivered together in class. Last year, around 100 colleagues and 33 teachers worked on the lessons.

Social Impact Days 2019

750

Children inspired

200

Colleagues

9

EY offices

Teacher for a Day

33

Teachers

100

Colleagues

Society

COVID-19 and EY's social engagement

This year has been dominated by the global corona crisis caused by the outbreak of the infectious disease COVID-19. The outbreak has had a huge impact on our everyday lives and much of society has come to a standstill. EY too has had to contend with this new reality.

Although it was clear that challenging times lay ahead, the situation also offered us opportunities. Namely the opportunity to support society in the best possible way during these difficult times. In the period that followed many colleagues have joined forces to play their part. Over the past few months, for example, we have supported 87 (social) entrepreneurs with pro bono advice on various relevant issues. And colleagues themselves have launched a number of different initiatives to help out. Yentl Goosens, Manager, European Actuarial Services, tells us about the Coaching Buddy initiative she set up below.

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We're extremely proud of our coaching initiative. We want to continue helping these children for as long as we can. Because every child deserves an equal chance.

Yentl Goosens

Manager | European Actuarial Services

Coaching Buddy initiative

“The first question I asked myself when the corona pandemic started was: ‘How can EY help?’. It wasn't long before my question was answered, when it became clear that schools would have to close on 16 March. Clearly, some children would now find it even more difficult to keep up with all their schoolwork. So I wanted to play my part by helping vulnerable children by giving them online help with their homework, coaching, or simply by bringing structure to their week.

When I told colleagues in my department about this idea, they were really enthusiastic about it. Who wouldn't want to make a positive impact on the new generation in these difficult times? The idea was so well received that we were allowed to set the project

up during work time through EY's Corporate Responsibility program. And, of course, this gave us even more incentive to help the children in the best way we could.

Ultimately, this resulted in the Coaching Buddy initiative. We then got into contact with a number of different schools and organizations so we could work in partnership with them and reach as many children as possible.

Currently, 16 volunteers are coaching children under our initiative. 5 of them are colleagues from my department and, together, they have already provided more than 100 hours of coaching. It's great to see them working so hard for the children and getting so much pleasure and satisfaction from it. We're extremely proud of our initiative. We want to continue helping these children for as long as we can. Because every child deserves an equal chance.”

Society



SDG 17

87

Number of social start-ups supported



SDG 8

I. 17%

Operational profit margin

II. 3%

Growth in turnover

III. 15,465

Number of hours spent on innovative services

Social entrepreneurship

Our society is currently facing major challenges, such as climate change and social inequality. If we are to bring about change, we must invest in sustainable solutions. EY is enhancing the innovative capacity of social entrepreneurs by helping them with strategic, financial, fiscal and environmental issues. By sharing our expertise with social entrepreneurs, we help them scale up their positive impact.

Within this theme, we are working in collaboration with Impact Hub Amsterdam. Impact Hub Amsterdam is part of a fast-growing global Impact Hub network of impact entrepreneurs and innovators, with more than 16,000 members in more than 100 cities all over the world. Over the past year we have collaborated with the Impact Hub in various ways, e.g. by organizing a speed-date event on financial issues. Last year, we also provided 1-on-1 coaching to a number of entrepreneurs. We are also a partner in the accelerator program Grow Impact, which gives impact entrepreneurs the opportunity to spend 90 days developing the growth and impact of their business together with colleagues from EY.

Last year, we supported a total of 87 foundations and social start-ups.

87

Foundations and social start-ups supported

Society

Impact Story

De Katrol

One of the important ways in which we make a positive social impact is by sharing our knowledge and expertise with society. Within our programs, colleagues are given the opportunity to coach a social organization, with a view to helping this business grow further.

One of the social enterprises that we helped is the De Katrol foundation. De Katrol provides free learning and family support at home for children in group 3 and 4 of primary schools in Rotterdam. The children generally have parents with little education who speak little or no Dutch, or come from single-parent families or families that have to survive on an income at or below the social minimum.

De Katrol wants to improve the chances of success of these vulnerable children by putting learning at the heart of their home environment. They do this by building a bridge between education (learning support) and well-being (family support). Last year, EY helped De Katrol with bookkeeping, preparing an impact assessment and communication. In total, nine colleagues dedicated themselves to helping this foundation. Colleague Marieke Struijk tells us about her experiences of helping De Katrol below. And Sandra Pardoel, Director of De Katrol, tells us why she found working with EY so useful.

“For me, being able to tell a powerful story, whether it’s about your organization or yourself as an individual, is one of the basic principles of success. I’m delighted that I’ve been able to help De Katrol with my knowledge of storytelling. In my view, that’s what Corporate Responsibility at EY is all about: being aware of what you have to offer society and sharing knowledge with those who need it.

I’ve always been fascinated by photography, video and other forms of storytelling. The question ‘How do I tell a story as effectively as possible?’ is something I think about a lot, not only creatively but also in my career. Before I joined EY it was mainly in marketing and design related work. Now I use my knowledge for communication in digital transformation projects. A good story gets



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I was delighted to see that the guidance I gave them really helped.

Marieke Struijk

Advisor | Technology Consulting

people on board and brings abstract concepts like technology to life. And, in my view, that’s really useful!

I wanted De Katrol to benefit from this too. We explored the basic components of a good business story in three workshops. ‘What is the purpose of De Katrol?’ and ‘Who do we actually want to target and when?’ were questions that were answered gradually during the course of the workshops. Working with the team from De Katrol was very uplifting: they are an enthusiastic group of people who are eager to learn and have a clear mission. I was delighted to see that they really appreciated the tools I gave them. Hopefully the workshops will help the team at De Katrol further refine and tell their story, because one thing is certain: it’s one that needs to be heard.”

Society

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In my view, that's what Corporate Responsibility at EY is all about: being aware of what you have to offer society and sharing knowledge with those who need it.

Marieke Struijk
Advisor | Technology Consulting



Society

Interview

How did you come into contact with EY?

"We heard on the grapevine that EY offered pro bono help to social organizations. That's how we got to sit round the table with EY's Corporate Responsibility team. The first time we met we explored the various issues we needed help with. Soon after that, people from EY, including Marieke, applied to help us with this."

How did Marieke help you?

"Marieke gave us some coaching on storytelling. She really helped us by going back to basics. By asking the right questions - what we do and what is at the heart of it, for example - she got to the bottom of what we need to focus on in our communications. Marieke made us realize that, as a foundation, we really make a difference and that we must share our story more with the outside world. And, with her fresh perspective, Marieke soon made something that we found difficult really straightforward. And that has really given us the incentive to get on with the job. And other people from EY helped us with various issues too. This has been hugely valuable for us, because they shared so much knowledge with us that we didn't have ourselves. And, as a result, we've really been able to put our organization on a more professional footing."

“

What I found extraordinary was that the EY'ers saw things from De Katrol's perspective. Their attention truly made all the difference.

Sandra Pardoel
Director, De Katrol

What did you learn from Marieke? What did you ultimately implement?

"Marieke ran several workshops, which were really fun and interactive. Marieke made our communication process clear and manageable by drawing up a clear annual plan with us. So, when the workshops were over, we had specific action points to work on. Our organization now has far more structure. Personally, the best thing for me was the fact that Marieke taught us how to use a program called Canva. Now all of our designs are created in this. Ultimately, this has raised the profile of our brand, which is crucial for us."

Why would you recommend other social entrepreneurs to work with EY?

"Having access to additional ideas and insights has been hugely valuable to us. It's great to have an enthusiastic EY'er on board who helps you with issues where you don't have expertise in house. EY has also made things easier for us by making our bookkeeping far more automated, for example. So we now have far more time to spend on our core activities. What I found extraordinary was that the EY'ers saw things from De Katrol's perspective. Their attention truly made all the difference."



7. Our carbon footprint

As well as the growing synergy between financial and non-financial information, there is also a growing social focus on climate change. With the signing of the Paris climate agreement, businesses are increasingly taking climate action. We help our clients comply with changing legislation and frameworks. We also advise them on decarbonization strategies. Although, as a knowledge organization, we have a low carbon footprint, we recognize the collective need to take action, so, from next year onwards, we aim to be climate neutral.

Our carbon footprint is primarily caused by employee mobility (commuter transport and traveling to clients' offices) and the energy that our offices consume. Every year, we do everything we can to reduce CO₂ emissions from our mobility, offices and waste flows. We report our carbon footprint in accordance with the Greenhouse Gas Protocol, the international standard for carbon accounting.

This financial year, our CO₂ emissions have decreased significantly. This is due in part to the impact of the COVID-19 pandemic, particularly the Dutch government's regulations on home-working and ban on flights.

The energy consumption of office premises, cars and public transport decreased significantly due to the fact that our employees worked from home. And the large-scale closure of national borders from early 2020 resulted in a sharp fall in business flights. These effects only impact the last quartile of our FY 2019/2020.

The sharp decrease in our carbon footprint is primarily due to our climate actions. We have been encouraging flexible working for some time now through our EY@ Workprogramme. Not only does this reduce our carbon footprint, it also allows our employees to choose where and when they work. Experiences during the corona pandemic have served only to strengthen this focus, both now and in the future. Since the largest contributor

to our carbon footprint is mobility, we believe that making our fleet more sustainable is our most effective climate action. This year, for example, we've added 373 electric cars and 99 charging stations. In addition, we are constantly looking for alternatives to air travel, by upgrading our digital communication tools, for example. LED lighting, movement sensors, energy audits and efficient use of space are making our office premises more energy efficient. Moreover, around two-thirds of the electricity we buy is generated sustainably and our Amsterdam, Rotterdam and Utrecht offices use district heating.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



SDG 12.6.1

- | | |
|--|---|
| <p>I. 9
Number of clients advised on sustainability/non-financial reporting (advisory activities)</p> | <p>II. 29
Number of clients to which we have provided assurance with regard to their sustainability information (assurance activities)</p> |
|--|---|

Our clients

Case study

Maats

In 2020, EY's Climate Change and Sustainability team helped industrial firm Maats Pipeline Professionals calculate and document their carbon footprint. This SME manufactures and hires machinery that is used to lay pipelines, primarily in major infrastructure projects.

Given market demand, Maats wants to lead the way in the supply of climate-neutral products. Defining the value chain and collecting data on the business processes allowed us to determine Maats' carbon footprint. And Maats also takes responsibility for emissions that occur elsewhere in the chain. The current footprint was used to identify the most polluting processes, and reduction plans were drawn up on that basis. After all, 'prevention is better than cure'. For a number of processes, however, there is currently no suitable alternative. These CO₂ emissions are offset.

A number of parties offer offsetting projects in the form of reforestation, green energy generation and nature conservation. As things stand, this is only financially viable through international projects. CEO Gerben Wansink is watching Minister of Agriculture, Carola Schouten, very closely. Earlier this year, she announced a plan to plant 17 million trees in the Netherlands by 2040. Maats wants to be one of the first to use this plan as part of its own offsetting activities.

More and more Dutch companies, large and small and in all sectors, are realizing the importance of reducing their CO₂ emissions. These developments are crucial in the global fight against climate change, as formulated in goal 13 of the Sustainable Development Goals.



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EY has helped us to understand the complete picture of our carbon footprint and to translate that into opportunities. As a result, we shall be able to market our rental machinery carbon-neutral to our clients worldwide.

Gerben Wansink
CEO

8. Contact

Climate Change and Sustainability Services



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