

GRI Content Index

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		There are no significant changes to our supply chain during 2017.	
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3. Ethics and integrity			
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102-26	Role of highest governance body in setting purpose, values, and strategy	Basis of preparation	68-72
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102-27	Collective knowledge of highest governance body	Supervisory Board members	98
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102-28	Evaluating the highest governance body's performance	Basis of preparation	68-72
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102-29	Identifying and managing economic, environmental, and social impacts	Basis of preparation	68-72
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102-30	Effectiveness of risk management processes	Basis of preparation	68-72
		Supervisory board report	99-103
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102-31	Review of economic, environmental, and social topics	Supervisory Board report	99-103
		Corporate governance	109-113
		Risk management and internal control	117-129
		In 2017, the Supervisory Board discussed a number of recurring topics at each meeting. These topics included safety & health, environmental and other sustainability topics; the Company's operational and financial objectives and financial performance; pensions; financing of the company; financial reports and succession planning for senior management.	
102-32	Highest governance body's role in sustainability reporting	Basis of preparation Article 3.1.6 of Executive Board Rules on website: www.vopak.com/rules	68-72
102-33	Communicating critical concerns	Supervisory Board report	99-103
		Corporate governance	109-113
		Risk management and internal control	117-129
		Whistle-blower regulation on website: www.vopak.com/rules	
102-34	Nature and total number of critical concerns	Social (People) Environmental (Planet) Financial and governance (Profit)	73-79 80-88 89-95
		Reporting the number of critical concerns is deemed as not applicable, as no relevant information. For the nature and conclusions, see Supervisory Board report.	99-103
102-35	Remuneration policies	Remuneration report www.vopak.com/remuneration-policy	104-108

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102-36	Process for determining remuneration	Remuneration report www.vopak.com/remuneration-policy	104-108
102-37	Stakeholders' involvement in remuneration	According to our Stakeholder engagement & materiality assessment remuneration is not a key topic. For voting results on remuneration at the AGM, a reference is made to our website: https://www.vopak.com/investors/corporate-governance/shareholders/shareholders-meetings	64-67
102-38	Annual total compensation ratio	Remuneration report Note 3. Talent attraction and retention	104-108 77-78
102-39	Percentage increase in annual total compensation ratio	Note 3. Talent attraction and retention	77-78

5. Stakeholder engagement

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102-44	Key topics and concerns raised	Stakeholder engagement and materiality assessment	64-67

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6. Reporting practice			
102-45	Entities included in the consolidated financial statements	Note 8.11 Principle subsidiaries, joint ventures and associates (in Consolidated Financial Statements)	211-212
		Basis of preparation	68-72
102-46	Defining report content and topic Boundaries	Stakeholder engagement and materiality assessment	64-67
		Basis of preparation and 'Definition, reporting policies and boundaries' per topic.	68-72
102-47	List of material topics	Stakeholder engagement and materiality assessment	64-67
102-48	Restatements of information	Basis of preparation	68-72
102-49	Changes in reporting	Basis of preparation	68-72
102-50	Reporting period	Basis of preparation	68-72
102-51	Date of most recent report	16 February 2018 (2016 report: 17 February 2017)	
102-52	Reporting cycle	Basis of preparation	68-72
102-53	Contact point for questions regarding the report	Contact us	242
102-54	Claims of reporting in accordance with the GRI Standards	Basis of preparation	68-72
102-55	GRI content index	This GRI Content Index 2017	
		Basis of preparation	68-72
102-56	External assurance	Basis of preparation	68-72
		Assurance report of the independent auditor	227-228

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Topic Specific Disclosures			
Occupational health and safety			
103		Operational leadership: Health and safety & If things go wrong Note 1. Occupational health and safety CEO Statement Remuneration report	37 73-74 6-7 104-108
403-1	Workers representation in formal joint management–worker health and safety committees	Operational leadership Reporting of workers in health and safety committees not applicable. Safety committees are organized on a terminal level at all terminals. All levels of employees and contractors can be represented through these committees. This percentage does not reflect the topic of personal safety. Safety is, and will always be, our top priority. This is applicable to all employees and contractors.	34-38
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Operational leadership Basis of preparation Note 1. Occupational health and safety We do not differentiate on gender in relation to the treatment of personal injuries, therefore not applicable.	34-38 68-72 73-74
403-3	Workers with high incidence or high risk of diseases related to their occupation	Note 1. Occupational health and safety	73-74
403-4	Health and safety topics covered in formal agreements with trade unions	Not applicable as health and safety topics are part of the collective labor agreements. We store vital products with care, whereby safety is, and will always be, our top priority. This is applicable to all employees and contractors. Therefore deemed as not applicable to report the percentage to which health and safety topics are covered by agreements with trade unions.	

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Process safety			
103		Operational leadership: Health and safety Note 2. Process safety	34-35 75-77
Own indicator	Number of Process safety events, by business activity 1. Report number of Tier 1 process safety events with narrative per API RP 754 definitions and reported per business activity (refining, upstream, etc.). 2. Report number of Tier 2 process safety events with narrative per API RP 754 definitions and reported per business activity (refining, upstream, etc.). 3. Report on asset integrity monitoring and maintenance program, including progress against actions identified.	Operational leadership Note 2. Process safety	34-38 75-77
Talent attraction & retention			
103		People leadership: Talent attraction and retention & People development Note 3. Talent attraction and retention	44-45 77-78
401-1	New employee hires and employee turnover	Note 3. Talent attraction and retention for employee hires and turnover per region. Other breakdowns not applicable, as this does not reflect our definition of 'talent attraction & retention.'	77-78
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Benefits are proportionally provided to all employees.	
401-3	Parental leave	Not applicable as this indicator does not reflect our definition of Talent attraction and retention.	
404-1	Average hours of training per year per employee	Note 3. Talent attraction and retention We do not differentiate on gender or employee category in training of our employees, therefore not applicable.	77-78
404-2	Programs for upgrading employee skills and transition assistance programs	Operational leadership Information unavailable. During 2017, we have replaced our HR digital platform, however application that enables us to report on this in detail is not yet available (expected in 2018).	34-38
404-3	Percentage of employees receiving regular performance and career development reviews	People leadership	44-46

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Diversity			
103		People leadership: Diversity Note 4. Diversity	45 78-79
405-1	Diversity of governance bodies and employees	Executive Board members Report of the Executive Board Note 4. Diversity Supervisory Board members Supervisory Board report Corporate governance Reporting on other indicators is not applicable, due to lack of materiality	15 16-18 78-79 98 99-103 109-113
405-2	Ratio of basic salary and remuneration of women to men	Not applicable, due to lack of materiality on equality. See stakeholder engagement and materiality assessment and Note 4. Diversity for the definition of our topic 'Diversity'.	64-67 78
VOC emissions			
103		Operational leadership: Environmental Care: Volatile Organic Compounds (VOCs) Note 5. VOC emissions	36 80-81
Other indicator	NO _x , SO _x and other significant air emissions a. Report the amount of significant air emissions, in kilograms or multiples for each of the following: <ul style="list-style-type: none"> • NO_x • SO_x • Volatile organic compounds (VOC) <ul style="list-style-type: none"> • Other standard categories of air emissions identified in relevant regulations b. Report standards, methodologies, and assumptions used. c. Report the source of the emission factors used.	Note 5. VOC emissions	80-81

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Soil and groundwater pollution			
103		Operational leadership: Environmental care: Soil and groundwater pollution	36
		Note 6. Soil and groundwater pollution	81-82
Other indicator	Total number and volume of reportable spills (to soil and groundwater) a. Report the total number and total volume of recorded reportable spills. b. Report the details on the higher volume reportable spills c. Report the impacts of significant spills.	Note 6. Soil and groundwater pollution	81-82
Water pollution			
103		Operational leadership: Environmental care: Water pollution	36
		Note 7. Water pollution	82-83
Other indicator	Total number and volume of reportable spills (to sewage and surface water) a. Report the total number and total volume of recorded reportable spills. b. Report the details on the higher volume reportable spills c. Report the impacts of significant spills.	Note 7. Water pollution	82-83
CO₂ emissions			
103		Operational leadership: Environmental care: Carbon dioxide	36
Other indicator	Direct CO ₂ emissions (Scope 1) a. Report gross direct (Scope 1) CO ₂ emissions in metric tons. b. Report standards, methodologies, and assumptions used. c. Report the source of the emission factors used d. Report the chosen consolidation approach for emissions (equity share, financial control, operational control).	Note 8. CO ₂ emissions	83-85
Other indicator	Energy indirect CO ₂ emissions (Scope 2) a. Report gross energy indirect (Scope 2) CO ₂ emissions in metric tons b. Report gases included in the calculation, if available. c. Report standards, methodologies, and assumptions used. d. Report the source of the emission factors used. e. Report the chosen consolidation approach for emissions (equity share, financial control, operational control).	Note 8. CO ₂ emissions	83-85

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		Note 10. Application of best practices	89-91
(Cyber) security threats			
103		Operational leadership: Security, including cybersecurity	37-38
		Note 11. (Cyber)security threats	91-92
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Note 11. (Cyber)security threats	91-92
Business ethics and integrity			
103		Corporate governance	109-113
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		Note 12. Business ethics and integrity	92-93
307-1	Non-compliance with environmental laws and regulations	Note 12. Business ethics and integrity	92-93
419-1	Non-compliance with laws and regulations in the social and economic area	Note 12. Business ethics and integrity	92-93
		Note 14: Our responsibility towards taxation	94-95
205-1	Operations assessed for risks related to corruption	Operational leadership	34-38
		Based on our risk management assessment no significant risks related to corruption were identified, a reference is made to Risk management and internal control.	117-129
205-2	Communication and training about anti-corruption policies and procedures	Risk management and internal control This information is not available as our last training dates from 2011 and this information was not collected. In 2017, we have designed a company-wide training on anti-corruption that will be implemented in 2018.	117-129
205-3	Confirmed incidents of corruption and actions taken	Note 12. Business ethics and integrity	92-93

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Financial performance			
103		CEO Statement	6-7
		Executive Board report	14-27
201-1	Direct economic value generated and distributed.	Vopak at a glance	4
		Key figures	5
		Note 14. Vopak's responsibility towards taxation	94-95
		Segmentation (in the Consolidated Financial Statements)	146-148
		Due to confidentiality constraints, we do not provide any information on payments from or to governments.	
201-2	Financial implications and other risks and opportunities due to climate change	Note 9. Our response to climate change	85-88
		Risk management and internal control	117-129
		Information on financial implications is unavailable. Part of our ambition to get these data during 2018, see Our response to climate change.	
201-3	Defined benefit plan obligations and other retirement plans	Note 8.4 Pensions and other employee benefits (in the Consolidated Financial Statements)	198-204
201-4	Financial assistance received from government	Due to confidentiality constraints, we do not provide any information on payments from or to governments.	