

CSR Scorecard Alliander N.V. (including subsidiaries)








Formal Name	Alliander N.V.
CoC Number	34108286
Subscription	Expert Review published 11-10-16
Verification type	Limited assurance by 3rd party


















FIRA Comment Summary

FIRA executed an expert review of the Alliander 2015 Annual Report. Specific topics were selected for review as described in the CSR Scorecard.

We encourage Alliander to disclose practices on avoidance of conflict minerals, and prevention of leaching, and to quantify implemented measures on contribution to the circular economy, and network energy efficiency. Furthermore we encourage Alliander to disclose practices on other material issues such as human development, safe infrastructure, and dispute resolution in relation to disconnection.

Core Subject	CSR Aspect	CSR Program Alliander N.V. (including subsidiaries)	Supplier Score	Next steps
	Work for Vulnerable Groups (Social Return) Selected by FIRA Selected by Alliander N.V. (including subsidiaries) <i>ISO 26000 Class: Discrimination & vulnerable groups - Company</i>	✓ Measure Diversity ✓ Measure Step2Work ✓ KPI value Women in leadership positions ✓ KPI value People distance labour market		 Evaluate targets based on social return capacity/potential, and report on results.
	Sourcing Products with Conflict Minerals Selected by FIRA <i>ISO 26000 Class: Civil and political rights - Supply Chain</i>			
	Health & Safety at Work Selected by FIRA Selected by Alliander N.V. (including subsidiaries) <i>ISO 26000 Class: Health and safety at work - Company</i>	✓ Measure Safety at work ✓ Measure Healthy employees ✓ KPI value Safety ladder score ✓ KPI value Number of recorded accidents ✓ KPI value Employee Absenteeism ✓ KPI value Lost time injury frequency		
	Employability & Human Development Selected by FIRA <i>ISO 26000 Class: Human development - Company</i>	✓ Measure Career Center		

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	Prevention of Leaching Selected by FIRA <i>ISO 26000 Class: Prevention of pollution - Products/Services</i>			 Disclose measures to prevent leaching of cables and pipes.
	Circular Economy Selected by FIRA <i>ISO 26000 Class: Sustainable resource use - Company</i>	✓ Measure Working on circular operations		 Disclose practices on contributing to a more circular economy.
	Energy Efficiency and Renewable Energy Selected by FIRA Selected by Alliander N.V. (including subsidiaries) <i>ISO 26000 Class: Climate Change - Company</i>	✓ Measure Company energy use ✓ Measure Energy storage ✓ Measure Renewable Energy ✓ Certificate CO2 Prestatieladder ✓ KPI value CO2 emissions by scope ✓ KPI value CO2 Emissions		
	Energy Transition & Energy Losses Selected by FIRA Selected by Alliander N.V. (including subsidiaries) <i>ISO 26000 Class: Climate Change - Products/Services</i>	✓ Measure Alternative infrastructures ✓ Measure Energy storage ✓ Measure Smart Networks ✓ Measure Smart meter ✓ Measure Pilot with flexible tariffs ✓ Measure Heating Network Nijmegen ✓ KPI value Offer smart meter		 Set targets for reduction of energy loss and report results.
	Sustainable Procurement Selected by FIRA Selected by Alliander N.V. (including subsidiaries) <i>ISO 26000 Class: Promoting social responsibility - Supply Chain</i>	✓ Policy Code of conduct Suppliers ✓ Measure Supply Chain Responsibility ✓ Measure Circular procurement of the smart meter ✓ Measure Working on circular operations ✓ KPI value Sustainable procurement		 Disclose practices related to suppliers beyond tier 1.
	Creating a Safe Environment for Clients Selected by Alliander N.V. (including subsidiaries) <i>ISO 26000 Class: Consumer health & safety - Products/Services</i>			
	Complaint and Dispute Resolution Selected by FIRA Selected by Alliander N.V. (including subsidiaries) <i>ISO 26000 Class: Consumer Service - Products/Services</i>	✓ Measure Tariffs ✓ Measure Customer service ✓ Measure Pilot with flexible tariffs ✓ KPI value Satisfaction Benchmark ✓ KPI value Customer Satisfaction		 Disclose measures related to dispute resolution and disconnection.

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	Privacy and Client Data Protection Selected by FIRA <i>ISO 26000 Class: Consumer data protection - Products/Services</i>	✓ Measure Smart Networks ✓ Measure Preventing cybercrime		Disclose (incident) monitoring practices and results.
	Access to Essential Services Selected by Alliander N.V. (including subsidiaries) <i>ISO 26000 Class: Access to essential services - Products/Services</i>	✓ Measure Prevention of interruptions ✓ Measure Investments in the energy network ✓ KPI value Electricity outage duration ✓ KPI value Postcodes >5 interruptions ✓ KPI value Availability energy network		
	Technology Development Selected by Alliander N.V. (including subsidiaries) <i>ISO 26000 Class: Technology development - Company</i>	✓ Measure Prevention of interruptions ✓ Measure Energy storage		

External CSR Report

External CSR Report: [Alliander_Annual_Report_2015.pdf](#)

GRI Status: GRI G4 Comprehensive

CSR Report Verified: Yes

Completeness: We reviewed the sustainability information presented in the following chapters, leading to limited assurance: • About this report (page 3-6) • About Alliander (page 7-26) • Our results in 2015: • Customers (page 28-38) • Employees (page 39-45) • Shareholders and investors (page 46, 66-72) • The impact cases on pages 32, 44 and 71 We audited the sustainability information presented in the column 'Results 2015' on page 21-22 in the chapter 'Objectives & results' and the materiality assessment presented on page 203-207 in the chapter 'Materiality test', leading to reasonable assurance.

Assurance level: Limited Assurance

CSR Web site: [Web page](#)

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