

Collective labour agreement (CLA)

ABN AMRO

1 july 2024 - 1 july 2026

This (interactive) magazine contains the English translation of the collective labour agreement. Please note that the original Dutch text takes precedence.



Contents

1. This collective labour agreement	6	2. Development	10	3.5 Right to disconnect	15
1.1 General	7	2.1 Together & Better: continuous dialogue	11	3.6 Workload	16
1.1.1 Term	7	2.1.1 Boosting performance through personal development	11	3.7 Informal care duties	16
1.1.2 Supersession of previous collective labour agreements	7	2.1.2 Development and flexibility	11	4. Work	17
1.1.3 Interim changes	7	2.2 Personal development budget	12	4.1 Employment contract	18
1.2 To whom does this collective labour agreement apply?	7	2.2.1 Budget carryover	12	4.1.1 Permanent and fixed-term employment contract	18
1.3 Hardship clause and dispute resolution	7	2.3 Time compensation for training	12	4.1.2 Trial period	18
1.4 Trade unions	7	2.3.1 Compulsory training	12	4.1.3 Rules on successive fixed-term employment contracts	18
1.4.1 Trade union membership	7	2.3.2 Non-compulsory course/training	13	4.1.4 Fixed-term employment contract renewal	18
1.4.2 Trade union visibility	8	2.4 The ‘career switch’ scheme	13	4.1.5 Employment contract termination	18
1.4.3 Regular consultations	8	2.4.1 Applying to the scheme	13	4.1.6 Alternative work	18
1.4.4 Reorganisations	8	2.4.2 Using the scheme	13	4.1.7 Ontslag vanwege AOW-leeftijd	18
1.4.5 Diversity and inclusion	8	2.4.3 ‘Career switch’ salary top-up	13	4.1.8 Termination of employment due to an urgent reason	19
1.4.6 Sustainable employment	9	3. Wellbeing	14	4.1.9 Other information on the procedure for termination of employment	19
1.5 Employee Council	9	3.1 MyWellbeing	15	4.2 Working time	19
		3.2 Wellbeing as part of the Together & Better dialogue	15	4.2.1 Standard working time	19
		3.3 Annual health check	15		
		3.4 A compliant home office	15		

4.2.2	Non-standard working time	19	4.6.3	Called in to work	22	5.4	Salary scales	25
4.2.3	Requesting a change to your working time	19	4.6.4	Transitional allowance	22	5.5	Benefit budget	26
4.3	Working hours	19	4.7	Stand-in allowance	22	5.5.1	What is the benefit budget?	26
4.3.1	Time off in lieu scheme at Customer Care & Operations	19	4.7.1	Stand-in allowance entitlement	22	5.5.2	Amount and payment	26
4.3.2	Fixed schedule required	19	4.7.2	Stand-in allowance amount	22	5.6	Recognition premium	26
4.3.3	Hybrid working	20				5.7	Salary supplement and pay supplement	27
4.3.4	Working from home and internet allowance	20	5.	Pay	23	6.	Benefits	28
4.4	Overtime	20	5.1	Pay adjustments	24	6.1	Sick pay over the first two years of sick leave	29
4.4.1	What is considered overtime?	20	5.1.1	Pay rises	24	6.1.1	Sick pay amount	29
4.4.2	Overtime pay	20	5.2	Job evaluation	24	6.1.2	Termination of employment	29
4.4.3	Overtime limit	20	5.2.1	Job evaluation system	24	6.2	Top-ups from the third year of sick leave	29
4.4.4	Meal breaks	20	5.2.2	Objection to NJM job profile assignment	24	6.2.1	Top-ups in case of full occupational disability	29
4.5	Working unsocial hours	21	5.3	Salary	24	6.2.2	Top-ups in case of partial occupational disability	29
4.5.1	Unsocial hours allowance	21	5.3.1	Salary amount	24	6.2.3	Top-up term	30
4.5.2	Schedule period	21	5.3.2	Salary scaling	24	6.2.4	Transitional arrangement	30
4.5.3	Unsocial hours allowance calculation	21	5.3.3	In-scale salary increment	24	6.3	Long-service award	30
4.5.4	Transitional allowance	21	5.3.4	Promotion-related salary increment	24	6.3.1	Long-service award entitlement	30
4.6	On-call allowance	22	5.3.5	Salary and demotion	25			
4.6.1	On-call allowance entitlement	22						
4.6.2	On-call allowance amount	22						

6.3.2	Long-service award amount	30	6.6.1	Net pay pension scheme eligibility	34	7. Leave	38	
6.3.3	Years of service calculation	30	6.6.2	Net pay pension contribution	34	7.1 Annual leave	39	
6.4	Death benefit	31	6.6.3	Net pay pension scheme	35	7.1.1	Annual leave entitlement	39
6.4.1	Death benefit entitlement	31	6.7 Early retirement scheme	35	7.1.2	Allocation of and taking annual leave	39	
6.4.2	Death benefit amount	31	6.7.1	Term	35	7.1.3	Pay and benefits while on annual leave	39
6.4.3	Next of kin	31	6.7.2	Benefit	35	7.1.4	Sickness while on annual leave	39
6.5	Workplace pension	31	6.7.3	Conditions	35	7.1.5	Expiry of accrued annual leave entitlement	39
6.5.1	The bank's workplace pension scheme	31	6.7.4	Early retirement and your pension	35	7.2 Additional day off on the Friday after Ascension Day	40	
6.5.2	CDC pension scheme	31	6.7.5	Early retirement and death	35	7.3 Public holidays	40	
6.5.3	Pension base	32	6.7.6	Applying	35	7.3.1	Day off	40
6.5.4	Collective defined contribution and pension accrual	32	6.8 Commuting allowance until 1 January 2025	35	7.3.2	Flexible public holidays	40	
6.5.5	Pension accrual and sick leave	33	6.8.1	Annual public transport pass until 1 January 2025	35	7.4 B4B days	40	
6.5.6	Conditional indexation	33	6.8.2	Pay-per-use allowance until 1 January 2025	36	7.5 Generation leave	40	
6.5.7	Reservation of right to lower or suspend pension contributions	34	6.9 Commuting allowance from 1 January 2025	36	7.5.1	Duration	40	
6.5.8	Nature of the workplace pension agreement	34	6.10 Company car	36	7.5.2	Pay	40	
6.5.9	Dutch Future of Pensions Act	34	6.11 Transitional arrangement for travel budget allowance	36	7.5.3	Pay and benefits while on leave	40	
6.5.10	Compensation for employer's pension contribution for ICS employees	34	6.12 Company emergency response team allowance	37	7.5.4	Request	41	
6.6	Net pay pension	34			7.5.5	Rules	41	
					7.6 Child-related leave	41		
					7.6.1	Prenatal and postnatal maternity leave	41	

7.6.2	Birth leave for partners	41
7.6.3	Parental leave	42
7.6.4	Adoption leave	42
7.7	Care leave	43
7.7.1	Short-term care leave	43
7.7.2	Long-term care leave	43
7.8	Other leave	44
7.8.1	Special leave	44
7.8.2	Medical appointments	44
7.9	Transitional arrangement for time savings	44

Glossary	45
-----------------	-----------

Signatures	46
-------------------	-----------

Appendix I	47
-------------------	-----------

Sick leave rules	47
------------------	----

Appendix II	48
--------------------	-----------

Banker's oath and disciplinary rules	48
--------------------------------------	----

Appendix III	49
---------------------	-----------

Policy on consequences of compulsory training programmes	49
--	----

Appendix IV	50
--------------------	-----------

Rules of the disputes committee	50
---------------------------------	----

Scope	50
-------	----

Composition of the committee	50
------------------------------	----

a. Procedure of the Advisory and Arbitration Committees	51
---	----

b. Procedure of the Contract Termination Advisory Committee (clause 1.3 of the Social Plan)	52
---	----



1. This collective labour agreement

1.1	General	7
1.1.1	Term	7
1.1.2	Supersession of previous collective labour agreements	7
1.1.3	Interim changes	7
1.2	To whom does this collective labour agreement apply?	7
1.3	Hardship clause and dispute resolution	7
1.4	Trade unions	7
1.4.1	Trade union membership	7
1.4.2	Trade union visibility	8
1.4.3	Regular consultations	8
1.4.4	Reorganisations	8
1.4.5	Diversity and inclusion	8
1.4.6	Sustainable employment	9
1.5	Employee Council	9

1. This collective labour agreement



This collective labour agreement (hereinafter also referred to as the ‘CLA’), including the appendices, constitutes a collective labour agreement as defined in the Dutch Collective Labour Agreements Act (*Wet op de collectieve arbeidsovereenkomst*). This CLA will be in force until 1 July 2026. Given that this CLA includes schemes and rates that are subject to change, make sure you always consult the most up-to-date version on SharePoint.

In this section, you will find information about the term of this CLA, to whom this CLA applies, and details of general arrangements regarding trade unions and the Employee Council.

1.1 General

1.1.1 Term

This collective labour agreement is in force from 1 July 2024 through to 1 July 2026 and will be renewed for a period of one year each time. This CLA will not be renewed if one of the parties to it give written notice of termination at least three months ahead of the end of the term.

1.1.2 Supersession of previous collective labour agreements

This collective labour agreement supersedes the CLA in force between 1 July 2022 and 1 July 2024. The parties to this CLA state that they intend for none of the provisions from any previous CLAs to continue to have effect beyond 30 June 2024. In past CLAs, the parties’ intention was always for previous CLAs not to continue to have effect.

1.1.3 Interim changes

Since a court of law may rule part of this collective labour agreement non-binding, or regulatory, tax, or other authorities may issue directives or opinions on this CLA or part thereof, this CLA is subject to change. If it needs to be changed, the unaffected parts of this CLA will remain in effect as normal, and the parties to the CLA will enter into consultation on a solution. In so doing, they will endeavour to replace the non-binding part of this CLA with provisions that approximate the original intention of the non-binding part as closely as possible.

There is also the eventuality that new legislation or regulations are implemented during the term of this CLA that affect the provisions of this CLA. In that case, the parties to the CLA will enter into consultation on the necessity to amend this CLA in the interim.

1.2 To whom does this collective labour agreement apply?

This collective labour agreement applies to everyone who has an employment contract with the bank. It also applies if you are employed by one of the bank’s subsidiaries and your employment contract states that you are governed by this CLA. This goes at least for employees of ABN AMRO Arbo Services B.V. (Beter) and ABN AMRO Asset Based Finance N.V. Besides having an employment contract with the bank or one of its subsidiaries, you must also be based in the Netherlands and have been assigned salary scale 2 to 15. This CLA does not apply to you if you are a relief employee or an intern.

1.3 Hardship clause and dispute resolution

The bank may derogate from this CLA if this is in your favour.

If you have a dispute with the bank on the application of this CLA, you can seek mediation by the Disputes Committee. You can find the rules of the Dispute Committee appended to this CLA. If you want to file a grievance with the Disputes Committee, you must do so within six weeks.

1.4 Trade unions

1.4.1 Trade union membership

If you decide to join one of the trade unions that is a party to this collective labour agreement, the bank will reimburse you for the membership fee for the first year.

The trade unions can communicate on the 'HR' SharePoint page. The trade unions may use meeting rooms at the bank for meetings with their members.

If you are a trade union official, you are entitled to a maximum of ten days of leave to attend trade union meetings. If you are a regular trade union member, you are entitled to a maximum of four days of leave to attend such meetings. In addition, you are entitled to a maximum of six days' leave to take training offered by the trade union. This kind of trade union-related leave must always be taken in close consultation with your manager.

1.4.2 Trade union visibility

It is important that trade unions be visible to employees. The parties to the CLA will continue their talks on ways to get more employees to join trade unions. The trade unions will be invited to be part of onboarding programmes for new employees.

The bank pays the trade unions an annual per-employee amount that is in line with the standard employer's contribution stipulated by the AWWN employers' association. The only exception is the Our NEXT Move trade union, which receives an annual contribution of €10,000 from the bank. The reference date for the bank's payment to trade unions is 31 March. Additionally, during the term of this CLA, the trade unions receive an annual payment of €10,000 each towards international trade union activities. The De Unie trade union may, after prior consultation with the bank, spend this amount on a social responsibility cause. The amount must be claimed in the year in which it was spent.

1.4.3 Regular consultations

The parties to this CLA will have regular consultations on HR issues. During the term of this CLA, they will at least discuss job evaluation, development, performance management, reskilling and upskilling, hybrid working, sustainable employment and terms and conditions of employment, diversity, and working conditions.

1.4.4 Reorganisations

The bank will give trade unions the earliest possible notice of reorganisations. The bank will in any case do so at such time when the trade unions' views can still materially influence a reorganisation. The parties to the CLA will draw up a social plan. This social plan cannot be changed through a request for advice to the employee representation body.

1.4.5 Diversity and inclusion

The bank aims to be an organisation where all employees feel safe, appreciated and welcome, and one that makes the most of the diversity of talent available.

The parties to this CLA are committed to equal pay for equal work. An (internal) survey has shown that employees enjoy equal pay and have the same opportunities for promotion, but there is still room for improvement when it comes to the number of women in senior leadership positions. The parties to this CLA will continue to discuss interventions to be launched by the bank to shatter the glass ceiling.

Additionally, the bank's recruitment practices include a focus on ensuring a diverse composition of the workforce. The bank aims to forge a workplace culture where differences between employees are appreciated and harnessed. Creating equal opportunities for all employees continues to be important. This is a specific focus in the recruitment of new employees, for example. The bank's recruiters and line managers receive training to become aware of their selective perception, so as to empower them to look at talent more broadly and spot talent from different cultural backgrounds earlier.

The bank will continue the Reboot programme to help refugees with a residence permit in the Netherlands find a permanent job. Besides being offered a job at the bank, people in this situation receive coaching on behaviour and culture, as well as language lessons, with a view to getting them successfully integrated into Dutch society and making them sustainably employable.

The bank has committed to hiring at least 25 employees with an occupational disability every year, based on the UN's definition.¹ The bank is working towards hiring 225 people with an occupational disability by 1 January 2026, which is the target from the Social Agreement.

The bank looks at what people with a disability can do instead of what they can not do, including through the B-Able network and the B-Able desk that managers and employees can turn to if they have questions. After identifying opportunities within the organisation, the

¹ People with a disability that was diagnosed at least six months previously and whose health situation is not expected to improve within the next two years. This health situation affects the person's personal situation and occupational situation, and was diagnosed by an appropriately competent company or other doctor.

bank makes a conscious effort to fill those positions with talent with a disability. This includes hiring employees to take care of offering customers a warm welcome across the bank's network of branches. The bank has signed a covenant with Dutch Employee Insurance Agency (Uitvoeringsinstituut Werknemersverzekeringen [UWV]) and the Employer Service Point (WerkgeversServicePunt [WSP]) specifically for this purpose. Additionally, the bank employs hearing-impaired baristas at its larger offices. This responsibility does not stop at the boundaries of the bank's organisation.

The bank's labour market participation adviser helps business clients, partners from across the bank's value chain, and suppliers with guidance to realise their ambitions with respect to the labour force participation rate of people with a disability.

The bank will, furthermore, make a budget of up to 0.25% of its total annual wage bill available for improving the labour market position of people from disadvantaged groups.

1.4.6 Sustainable employment

The parties to the CLA continue to strive for sustainable employment, which includes a sub-focus on the ratio of permanent to contingent workers and this latter group's position within the bank. The challenge in this respect is to strike a balance between the required level of flexibility in a shrinking financial industry and a labour market where specialists often prefer flexible work arrangements on the one hand, and preserving jobs on the other. The bank continues to work to minimise differences between permanent and contingent workers. Contingent workers also have, for example, access to the internal job bank and the option to set up an ergonomically sound home workplace paid for by the bank.

Contingent workers are also invited to take the Employee Engagement Survey. The results of the survey are analysed to assess differences between permanent and contingent workers, so as to be able to launch targeted interventions to minimise these differences. The bank strives for a ratio of 80% permanent staff to 20% flexible workers. In addition, the bank aims to further make employment at the bank more sustainable during the term of this CLA. One example of such efforts is the bank's intention to scale back the number of contingent workers and converting fixed-term contracts into permanent ones. The parties to this CLA will monitor progress on this front on a regular basis.

The bank also works to increase employee mobility to other industries that are facing staff shortages. As part of this, the bank is a party to the 'Get into teaching' programme that is intended to make it easier for employees from the financial industry to transition to a career in teaching. Aside from that, the bank is also exploring opportunities for career changes to other industries, whereby the focus is on sustainable impact. One example is the initiative to facilitate a career change to the health and wellbeing sector.

1.5 Employee Council

The bank briefs the Employee Council on the following every year:

- the social policy
- the number of fixed-term employment contracts
- the occupational health and safety implementation plan
- the extent and frequency of overtime. When requested, the bank also provides a summary of consultations on work schedules and the outcome thereof.

If the bank changes the rules governing special staff terms for payment services and mortgages, the bank will first seek the opinion of the Employee Council and the Association of Retired Employees of ABN AMRO Bank N.V.

The bank will also do this if it intends to introduce new banking services with special terms for staff.



2. Development

2.1	Together & Better: continuous dialogue	11
2.1.1	Boosting performance through personal development	11
2.1.2	Development and flexibility	11
2.2	Personal development budget	12
2.2.1	Budget carryover	12
2.3	Time compensation for training	12
2.3.1	Compulsory training	12
2.3.2	Non-compulsory course/training	13
2.4	The ‘career switch’ scheme	13
2.4.1	Applying to the scheme	13
2.4.2	Using the scheme	13
2.4.3	‘Career switch’ salary top-up	13

2. Development



Your development always comes first, regardless of your age, whether you work full time or part time, or how long you have been working at the bank. In this section, you will read all about investing in your development, your personal development budget, and the rules on training allowances.

2.1 Together & Better: continuous dialogue

You and your manager and/or your team (if you are part of a self-organising team) maintain an ongoing dialogue on your development and performance.

2.1.1 Boosting performance through personal development Topics, goals and records

The continuous dialogue covers the following topics: Compliance (banking licence), Outcomes, Conduct, Development and Wellbeing. It is up to you to take the initiative to set targets for each of these topics, except for wellbeing (because it is not permitted under data protection legislation). Next, you discuss these targets with your manager and use

the Together & Better form on Talent2Grow to make an official record of your targets, which is compulsory. Your targets must not go against the interests of the bank's clients, must not incite you to take excessive risk, and must not be more than 50% financial in nature. You maintain ongoing consultations with your manager and/or your team (if yours is a self-organising team) and adjust targets as necessary. The targets are also used in calculating the recognition premium. You can read more about this in clause 5.6.

You seek feedback from your colleagues, clients, and other stakeholders on an ongoing basis. Together with your manager and/or your team (if yours is a self-organising team), you review your performance at least four times a year based on progress made on the targets and feedback you have received. If your performance is below par, you will be required to draw up an improvement plan with your manager.

2.1.2 Development and flexibility

Advancing technology, increasing regulation, and growing globalisation will keep the bank in a state of ongoing change. In today's constantly changing world, and with a view to the new path that the bank is taking, it is essential that you be able to change with us. The bank would like to work with you to keep the organisation flexible. On top of all the development opportunities, the bank will support you in developing new skills that you can also use in a new job (reskilling) and in continuing to reinforce your current skills (upskilling).

Talent development

Your talent and development are centre stage. It is one of the topics you will discuss with your manager and your team as part of the Together & Better dialogue. The bank empowers you, regardless of your age and

education, to pursue ongoing personal and professional development by keeping up and improving the knowledge and skill levels you need for your job. When it comes to your development, you are in the driving seat. While developing in your current role, you also think about your future at the bank or elsewhere. Your Together & Better form lets you record what you have agreed with your manager and/or team on how to stay employable, both in the short and long term. You and your manager will review these agreements on a regular basis. The bank will always make the required resources available to enable you to keep developing.

Development options include taking training, engaging in on-the-job learning activities, and taking part in projects or internships across or outside the bank. Another option for professional development is to switch to a project-based way of working at the bank. This will give you the opportunity to temporarily do other work away from your team or department. If you want to do this, make sure you discuss it with your manager and the team as early as possible before submitting your request. Your manager will grant the request, unless it leads to organisational problems.

In addition, the bank gives you the chance to have an external firm estimate your market value as an employee. To get a clear overall view of your skills, ambitions, and position in the labour market, you can, with the help of a coach, have a career scan done at the bank or a trade union. The Dutch tax authority has made this conditional on the career or labour market value scan being part of an outplacement process or being focused on maintaining or improving the knowledge and skill levels you need for your job.

Any costs involved in activities for your development undertaken in mutual agreement between you and your manager will be covered by the bank. This is not subject to any limitations in terms of budget, age, or whether you work full time or part time. You are also entitled to a personal development budget (see clause 2.2 for the rules governing this budget).

Financial insight

Once every three years, you can get a financial insight report paid for by the bank. Prepared by one of the bank's financial specialists, this report provides a brief, clear overall view of your personal financial situation.

Studies started before joining the bank

If you were already following a course or training programme before you joined the bank, you are entitled to reimbursement of the costs of the course or training programme under this scheme. This is on the condition that both your manager and the next manager up have signed off on it. You will then receive the reimbursement from the date of commencement of employment, unless your employment contract ends or is terminated during the trial period. You will receive the reimbursement after your trial period.

Repayment scheme

If your employment contract is terminated while you are following a non-compulsory course or training programme or within three years after completing such, if the costs for the course or training programme are more than €10,000 you will be required to pay back these costs in full or in part, unless you have made arrangements to the contrary with your manager.

If your employment contract is terminated while you are taking the course or training programme, you will be required to pay back the costs in full. If this happens within one year of you completing the course or training programme, you will be required to pay back 75% of the costs. If this happens after one year but before two years have passed, or after two years but within three years of completing the training, you will be required to pay back 50% or 25% respectively of the costs.

Working agreement on development

During the term of this collective labour agreement, the parties to this CLA will also maintain their joint efforts to raise awareness of training opportunities and encourage employees to make greater and better use of these opportunities.

2.2 Personal development budget

Every year, you will receive a personal development budget of €1,000 that will remain available for three years. With the personal development budget, you decide what to spend the money on in working on your personal development. If you have just joined the bank, the budget will be made available after your trial period.

Using the budget

The budget is intended for development-related products and services such as books and training courses, on the condition that they fall within the scope of the tax-free margin set under tax regulations. See the intranet for more information about development options and development-related products and services. If your budget is not enough, you can ask your manager for a top-up from the departmental

budget. This is subject to the same requirement of tax exemption. You can arrange this in Together & Better, as specified in clause 2.1.

On MyLearning, you can apply for development-related products and services, both from the catalogue and from other providers. Whatever you apply for will always be assessed against the rules for tax exemption.

2.2.1 Budget carryover

Any funds from your personal development budget that you have not used will automatically be carried over to the next year and the year after that.

If you have not used up the budget allocated for one year by the end of the three-year period, any remaining entitlement will expire

2.3 Time compensation for training

When it comes to the time needed for you to take the training recorded in Together & Better, you and your manager will agree arrangements that are reasonable for both sides. This is subject to the following basic principles.

2.3.1 Compulsory training

Compulsory training must be taken during your usual working hours as much as possible.

Compulsory training always includes the eLearning programmes that all employees across the bank or at a department are required to complete (such as compliance training). This applies across all of the bank's units.

2.3.2 Non-compulsory course/training

You and your manager can agree that you will follow a non-compulsory course or training programme fully or partly during your working hours or to use (some or all of) your Banking for Better Days for it. If you have agreed that you will follow this course/training programme fully or partly outside your working hours, you will be granted time off in lieu of the time you spent on the session.

You will be granted time off in lieu for:

- attending the sessions (i.e. not for studying at home/elsewhere);
- the actual duration of that session (i.e. not the time to travel there);
- a session held in the (late) afternoon, evening, on the weekend, or on a day or part of a day you would otherwise have had off.

When following a training programme that takes place over several consecutive days, if this also includes an evening session you will not be granted time off in lieu for the evening session.

2.4 The 'career switch' scheme

The 'career switch' scheme lets you add a new twist to your career.

It involves you cutting the hours you work while receiving a salary top-up.

2.4.1 Applying to the scheme

You can ask your manager in writing whether you would be eligible to use this scheme. Do this at least four months ahead of your intended start date.

Your manager will assess your request as if it were a request to reduce your working time. As part of this assessment, your manager will also look at whether or not the bank can afford to see you leave the bank after the

scheme ends. Your manager will confirm the decision on the request at least three months before your intended start date. If your request is denied, your manager will have to explain why. You can file a grievance about this with the Disputes Committee. Your manager may only deny your request if they are able to explain that there are important business interests that stand in the way of you using the scheme.

2.4.2 Using the scheme

Using the scheme means that your working time will, for a period of up to two years, be reduced to 50% of your usual working time before you entered the scheme, i.e. you will be switching to part-time employment. You decide for how long you want to make use of the scheme, unless your manager explains that there are important business interests that dictate that the term of your use of the scheme must be shorter or longer than what you want.

Prior to this period, you will enter into a termination agreement with the bank. When your use of the scheme ends, your employment at the bank will be terminated by mutual agreement.

Your salary, other pay, and pension accrual rate will be brought into line with your shorter working time. Your other benefits will, to the extent applicable, be governed by the provisions on part-time employment in those schemes.

The bank's code of conduct will continue to apply during the period you make use of the scheme, including rules on other work and income.

When using the 'career switch' scheme, you cannot use the Early Retirement Scheme from clause 6.7.

2.4.3 'Career switch' salary top-up

While using this scheme, you will receive a 'career switch' salary top-up.

This top-up is a percentage of your salary, including your benefit budget and allowances from before you started using the scheme.

This percentage depends on how long you have been working at the bank when you enter the scheme:

- 0 to 10 years of service: 10%
- 10 to 20 years of service: 15%
- 20 to 30 years of service: 20%
- 30 or more years of service: 25%.



3. Wellbeing

3.1	MyWellbeing	15
3.2	Wellbeing as part of the Together & Better dialogue	15
3.3	Annual health check	15
3.4	A compliant home office	15
3.5	Right to disconnect	15
3.6	Workload	16
3.7	Informal care duties	16

3. Wellbeing



Today's rapidly changing world is very demanding on you as an employee, making it crucial that you strike the right energy balance. You feeling good will have a positive effect on your health, focus, resilience, performance, and sustainable employability. This section will go into the various wellbeing schemes the bank offers.

3.1 MyWellbeing

The MyWellbeing platform is all about your physical, mental and socio-emotional wellbeing. On it, you will find workshops, courses, lectures and more in the area of mental resilience and focus, sleep and nutrition. Every day, you can join in with workouts for relaxation and exercise. MyWellbeing also features other topics, such as serious illness, the menopause, grief, and topics to help you keep your health in mind as you work from home and set up your home office. Besides optimising your health, the bank is also committed to making sure the work you do

energises you. This is why MyWellbeing is also the place to go for career and development tools and information.

See 'Get started with MyWellbeing' on the intranet for tips and the bank's complete range of wellbeing resources.

3.2 Wellbeing as part of the Together & Better dialogue

Additionally, wellbeing is a fixture on the agenda for the continuous Together & Better dialogue, encouraging you to keep engaging with your manager and/or team about your wellbeing throughout the year. Your manager will support you in staying healthy and keeping up or improving your energy levels.

3.3 Annual health check

Every year, you can get a comprehensive health check paid for by the bank through the 'Gezondheidswinst' (health gains) programme run by our occupational health and safety partner Beter. The check involves you filling in a digital questionnaire and going for a medical examination that includes an ECG to record your heart's electrical activity. The health check gives you insight into your physical, mental and emotional health and is topped off with personal advice on what you can do to improve your health and how to handle pressure at work. And if you want, you can turn to Beter for a consult on the prevention of health problems and work stress.

3.4 A compliant home office

With a view to enabling you to work as responsibly from home as you do at the office, the bank offers you the opportunity to set up an ergonomically sound home office paid for by the bank. Through the portal you can order home office essentials, such as a desk and desk chair, selected by the bank. See the Home Office Setup Scheme on the intranet for more information, and check out the Computer Work Scheme for details on how to properly set up your home workplace.

3.5 Right to disconnect

Striking a good balance between your work life and your private life is key for your mental and physical health. Given that working from home means that your private life and work life may start to overlap, it is important that you, your manager, and your team discuss this. It is particularly important in these discussions that you feel you have scope to raise issues you face. For you to truly feel you have time away from your work, you have a right to disconnect outside your agreed working hours. In (urgent) situations where you need to be available nonetheless, this will be subject to the arrangements you have made to that effect with your manager and/or your team.

Aside from the right to disconnect, you also have annual leave and various other forms of leave available to you. These will contribute to your mental and physical wellbeing. Leave is an opportunity to detach from your work for a short or longer period, to spend time with your family, fulfil your care duties, or focus on another personal goal that you want to dedicate extra time and focus to on a temporary basis. See Section 7 for details of the various leave options.

3.6 Workload

Maintaining the right balance between effort and relaxation contributes to a healthy work environment. In this context, the bank regularly runs surveys to monitor employees' experienced workload, in consultation with the employee representation body. The parties to the collective labour agreement evaluate the outcome of these surveys on a regular basis.

3.7 Informal care duties

Since 2014, the bank has been recognised as a 'carer-friendly organisation' by the 'Werk en Mantelzorg' (work and informal care) foundation, which is testimony to the fact that the bank offers employees who face informal care duties alongside their work scope to take on these care responsibilities. The bank will work together with these employees to find customised solutions. Using various channels to address the topic of informal care, the bank offers employees tools to make arrangements that are right for them. The bank is committed to maintaining its policy in the area of informal care and continuing its internal and external communications on this topic.



4. Work

4.1 Employment contract

- 4.1.1 Permanent and fixed-term employment contract
- 4.1.2 Trial period
- 4.1.3 Rules on successive fixed-term employment contracts
- 4.1.4 Fixed-term employment contract renewal
- 4.1.5 Employment contract termination
- 4.1.6 Alternative work
- 4.1.7 Ontslag vanwege AOW-leeftijd
- 4.1.8 Termination of employment due to an urgent reason
- 4.1.9 Other information on the procedure for termination of employment

4.2 Working time

- 4.2.1 Standard working time
- 4.2.2 Non-standard working time
- 4.2.3 Requesting a change to your working time

4.3 Working hours

- 4.3.1 Time off in lieu scheme at Customer Care & Operations
- 4.3.2 Fixed schedule required
- 4.3.3 Hybrid working
- 4.3.4 Working from home and internet allowance

4.4 Overtime

- 4.4.1 What is considered overtime?
- 4.4.2 Overtime pay
- 4.4.3 Overtime limit
- 4.4.4 Meal breaks

4.5 Working unsocial hours

- 4.5.1 Unsocial hours allowance
- 4.5.2 Schedule period
- 4.5.3 Unsocial hours allowance calculation
- 4.5.4 Transitional allowance

4.6 On-call allowance

- 4.6.1 On-call allowance entitlement
- 4.6.2 On-call allowance amount
- 4.6.3 Called in to work
- 4.6.4 Transitional allowance

4.7 Stand-in allowance

- 4.7.1 Stand-in allowance entitlement
- 4.7.2 Stand-in allowance amount

18

18

18

18

18

18

18

18

19

19

19

19

19

19

19

19

19

20

20

20

20

20

20

20

21

21

21

21

21

22

22

22

22

22

22

22

22

4. Work



Most employees are able to organise their own hours and do not work to a schedule. For some jobs, however, fixed working hours may still be needed. This section will present general rules governing your employment contract with the bank and everything you need to know about working hours and the associated allowances.

4.1 Employment contract

4.1.1 Permanent and fixed-term employment contract

Your employment contract is either a permanent or a fixed-term contract. Permanent employment is the norm at ABN AMRO. Entered into solely by way of exception, fixed-term contracts may be subject to rules that deviate from statutory rules.

4.1.2 Trial period

The bank may agree a trial period of a maximum of two months with you, regardless of whether yours is a permanent or a fixed-term employment

contract. If you are on an employment contract with a term of six months or under, there will not be a trial period. There will not be a trial period either if you worked for the bank through an agency or under a secondment arrangement for under six months prior to signing an employment contract with the bank. In that case, the bank must in all reasonableness be considered the successor to that other employer with respect to the work performed.

Both the bank and you may each separately terminate the employment contract at any time during the trial period. This will not be subject to a notice period. See the intranet for instructions on how to terminate the employment contract.

4.1.3 Rules on successive fixed-term employment contracts

Fixed-term employment contracts are governed by Section 668a(1) of Book 7 of the Dutch Civil Code in effect as of 1 January 2022. If the terms of your fixed-term employment contracts add up to more than three years, your last fixed-term employment contract will automatically be converted into a permanent employment contract. The same happens if you have had more than three successive fixed-term employment contracts. If you worked at the bank through an agency or under a secondment arrangement prior to signing an employment contract with the bank, only the last employment contract with that other employer will count towards the series of three successive fixed-term contracts. The bank must in all reasonableness be considered the successor to that other employer with respect to the work performed. If a series of employment contracts is interrupted for more than six months, the contracts will cease to be considered successive contracts.

4.1.4 Fixed-term employment contract renewal

If you are on a fixed-term employment contract of six months or longer, the bank will notify you no later than one month before the end of your employment contract as to whether or not your contract will be renewed. If the bank decides not to renew your employment contract, the bank will explain its reasons for taking this decision.

4.1.5 Employment contract termination

Both the bank and you may each independently terminate the employment contract with due observance of the notice period stated in your employment contract. This applies to both fixed-term and permanent employment contracts. Notice of termination must be given in writing. The notice period starts on the last day of the month in which notice is given. See SharePoint for instructions on how to terminate your employment contract.

The notice period you must observe may be longer than the statutory notice period. If so, the bank will also be required to observe this longer notice period.

4.1.6 Alternative work

The bank may always ask you to temporarily do work other than your normal work. If a request to this effect is reasonable, you must comply with it. Your salary will not be affected.

4.1.7 Ontslag vanwege AOW-leeftijd

The bank will terminate your employment contract effective the date on which you reach the state retirement age as stated in the Dutch Old Age Pensions Act (*Algemene ouderdomswet [AOW]*).

4.1.8 Termination of employment due to an urgent reason

Both the bank and you may each independently terminate the employment contract on account of an urgent reason. Such termination will not be subject to a notice period.

If you do not accept the bank's termination of your employment contract due to an urgent reason, you can take the matter to court by filing a notice of objection with the sub-district court within two months of termination of your employment.

4.1.9 Other information on the procedure for termination of employment

See Title 10 of Book 7 of the Dutch Civil Code for more (general) information on the procedure for termination of an employment contract, including details of the statutory cooling-off period and the deadlines for filing a notice of objection to the sub-district court.

4.2 Working time

4.2.1 Standard working time

The standard working time is 36 hours per week and 1,872 hours per year.

4.2.2 Non-standard working time

You may agree on a different working time with your manager. The maximum working time is an average of 40 hours per week and 2,080 hours per year. Your career prospects will not be affected by working fewer than the standard number of hours.

4.2.3 Requesting a change to your working time

You may ask your manager to reduce or increase the hours you work. Your manager will accept the start date and extent of the change you propose, provided that it does not conflict with compelling business or service-related interests, as specified in the Dutch Flexible Working Act (*Wet flexibel werken*).

If your performance is below the required level, you cannot increase your working time.

A request to change your working time must be submitted in writing to your manager. You must do so at least two months before the date on which you want the change to take effect.

Your manager will confirm their decision in writing. They will do so at least one month before the intended start date. If your manager denies your request, either partially or in full, they will be required to explain why. If you do not receive the decision in time, your request will be deemed to have been granted. If you disagree with your manager's decision, you can file a grievance about it with the Disputes Committee. If you want to file a grievance, you must do so within six months after your manager has notified you of their decision.

You can request a change to your working time a maximum of three times per year.

4.3 Working hours

For some jobs, working hours have to be set according to a fixed schedule. If a fixed schedule is not required, different rules apply.

4.3.1 Time off in lieu scheme at Customer Care & Operations

If you work on a fixed schedule in the phone, chat, and webcare domain at Customer Care & Operations, you may (occasionally) be required to start up the systems before your shift and/or wrap up calls and/or chats with clients (in the queue) after your shift. You will receive time off in lieu to compensate for this additional time you work beyond your normal working hours.

The compensation consists of 20 additional hours of leave on an annual basis. The number of hours will be prorated to your working time (with a 36-hour working week being 100%) and your length of service. You cannot have this leave entitlement paid out. This leave entitlement will expire when you leave the bank or transfer to a job outside Customer Care & Operations.

4.3.2 Fixed schedule required

The usual working days are Monday to Saturday. Your usual working hours fall between 07:00 and 21:00 on Monday to Friday and between 08:00 and 17:00 on Saturday.

Your manager will agree your specific working hours with you and record them in a fixed schedule. In setting your working hours, the aim will be to strike a balance between your interests, the team's interests, and the company's interests.



Working hours and the required staffing levels will be reviewed at least once a year during a team meeting. After that, your working hours will be established in consultation with your manager.

Your working hours will be set according to a fixed schedule that will apply for at least three months (one quarter) and at most one year. Time off will be scheduled in time periods of at least half a day.

If you work the standard working time of 36 hours a week, you can, for example, choose a schedule with one half a day off every week, a full day off every two weeks, or a four-day working week with four nine-hour working days. A schedule must, however, always be organisationally possible or practical.

If you are scheduled to work on a Saturday, you will be entitled to have the following Monday off.

If your scheduled leave falls on a public holiday, you will not be entitled to a day off at another time. Care will be taken in drawing up your schedule to ensure you are not disproportionately disadvantaged. If you are sick during scheduled paid time off (compensation hours), you will not be entitled to take that time off at another time.

4.3.3 Hybrid working

Hybrid working is a combination of working (on your own and in a team) at the office, at home, or elsewhere in person and remotely (digitally). This means it is largely up to you to decide where and when you work, unless your job requires you to be in a certain location. Together with your manager and your team, you make the necessary arrangements, looking at the bank's interests, the team's interests, and the requirements of the

job. Furthermore, you are required to, in principle, perform your work while physically being in the Netherlands. If you want to work from abroad for part of the time, the bank's Global Mobility Centre will decide to what extent this will be allowed.

4.3.4 Working from home and internet allowance

On days that you work from home and are not travelling for work, you will receive a fixed homeworking allowance of €3 for each day that you work from home. This allowance will be paid out net to the extent permitted by tax legislation. On top of that, you get a fixed net monthly allowance of €25 for your internet connection at home.

If you are on sick leave, the internet allowance will continue to be paid over the first two years of occupational disability. If after two years, your ability to work has fallen to 0% of your capacity prior to the sick leave, the internet allowance will be stopped.

You must claim your homeworking allowance no later than in the calendar year following the current calendar year.

4.4 Overtime

4.4.1 What is considered overtime?

Sometimes you will be required to work beyond your working time. If your job is job grade 11 or lower, you will be compensated for overtime.

Your manager may occasionally ask you or the team as a whole to work overtime. In some cases, your manager can even require you to work overtime.

If your manager intends to require you to work overtime, your manager will weigh the company's interests against your personal interests. If you will be required to work overtime, you will be notified right away. Your manager cannot require you to work overtime on Sundays or public holidays.

4.4.2 Overtime pay

Overtime pay is awarded for job grades 2 to 11 and will only be paid if you work more than half an hour of overtime.

Overtime is paid as a percentage of your hourly pay:

Overtime pay	Percentage of your hourly pay			
	Hours	Sun/PH	Mon to Fri	Sat
00:00 - 17:00	200	150	175	
17:00 - 24:00	200	150	200	

Overtime pay is paid on a monthly basis.

4.4.3 Overtime limit

You are allowed to work a maximum of 45 hours of overtime per quarter. If you work part time, the overtime limit will be prorated to your working time.

4.4.4 Meal breaks

If working overtime for two hours or longer means you are unable to have dinner at home in the evening, you will be entitled to take a 30-minute

meal break. These 30 minutes will count towards your overtime pay. Your meal will be paid for under the Meal Allowance Scheme.

4.5 Working unsocial hours

4.5.1 Unsocial hours allowance

If you have to work to a fixed schedule and this means that you work fully or partly outside the usual working hours, you will be paid the unsocial hours allowance shown in the unsocial hours allowance table.

The unsocial hours allowance will not be paid for work performed between 07:00 and 21:00 on Monday to Friday.

4.5.2 Schedule period

If you work fully or partly outside the usual working hours, your working hours will be recorded in a schedule spanning at least three months. You will be involved in due time before schedules are drawn up. You will be given a statement specifying your working hours and the unsocial hours allowance.

The period covered by a schedule may be different for certain business units. Such a deviation will be possible only if the employee participation body has approved it after a request for approval.

4.5.3 Unsocial hours allowance calculation

The unsocial hours allowance is a percentage of your hourly wage.

Days/hours	Unsocial hours allowance as a percentage of your hourly wage
Monday to Friday	
Hours between 00:00 and 07:00	67.5
Hours between 07:00 and 21:00	0
Hours between 21:00 and 24:00	67.5
Zaterdag	
Hours between 00:00 and 08:00	67.5
Hours between 08:00 and 17:00	45
Hours between 17:00 and 24:00	90
Zondag / Feestdag	
Hours between 00:00 and 24:00	90

If you work outside the usual working hours, you will be paid the unsocial hours allowance for public holidays for hours you work from 13:00 on 31 December. And if you work outside the usual working hours and you work a shift that starts before 06:00, you will also be paid the unsocial hours allowance at 67.5% for time worked between 07:00 and 08:00.

The aim is for you to have two consecutive days off every week. If a scheduled day off comes after a night shift, your sleep time immediately after the night shift will not be considered part of your

day off. A 30-minute break between 21:00 and 07:00 (08:00 on Saturdays) will be considered time worked.

Your unsocial hours allowance is paid monthly, including while you are on annual leave.

You can convert all or part of your unsocial hours allowance into time off in lieu in your schedule. Such time off in lieu will be calculated based on the weighting of hours as specified in the table. Time off in lieu will not lead to a reduction in working time.

If you work as per a schedule, the Meal Allowance Scheme will also apply.

When you work outside the hours of your fixed schedule, you will only be asked to work overtime in exceptional situations. You will be entitled to overtime pay in such cases.

4.5.4 Transitional allowance

If you work or have worked on a fixed schedule, you will be entitled to a transitional allowance in the following situations:

- if your unsocial hours allowance exceeds 5% of your salary and ceases to apply;
- if your unsocial hours allowance is reduced by more than 5% of your salary. This does not apply if your unsocial hours allowance was reduced because all or part of the allowance was converted into time off in lieu (or additional time off in lieu) in your schedule. It does not apply either if you work based on schedules drawn up for less than three months and your unsocial hours allowance is reduced.



The transitional allowance will be adjusted in line with the general pay adjustments under the CLA. See the table for the amount and duration of your transitional allowance.

4.6 On-call allowance

4.6.1 On-call allowance entitlement

You will be paid the on-call allowance when you are on call. Being on call means that you may, based on a schedule, be called up to work outside your usual working hours and have to be available to work. Entitlement to the on-call allowance is subject to your job being classified in job grades 2 to 11.

When you are scheduled to be on call, you must always be reachable and be able to be at work within a reasonable time. Your on-call shifts will be scheduled for a period of at least three months. You will not be required to be on call for more than 80 days in any one year.

4.6.2 On-call allowance amount

The on-call allowance is a percentage of your hourly wage.

On-call days	On-call hours	Allowance as a percentage of your hourly wage
Monday to Friday	08:00 tot 24:00	12%
Monday to Friday	00:00 tot 8:00	4%
Saturday and Sunday	00:00 tot 24:00	24%
Public holidays	00:00 tot 24:00	26%

Your on-call allowance is paid monthly.

4.6.3 Called in to work

If you are on call and you are called in to work, you will be entitled to overtime pay for the hours you work and spend travelling to work. You and your manager will agree beforehand on how you will travel to work. Any additional costs incurred for public transport will be reimbursed in full. If you travel to work using your own car, expenses will be reimbursed under the Domestic business travel allowance scheme.

4.6.4 Transitional allowance

If you cease to be scheduled to be on call, you will be entitled to a transitional allowance. This is conditional on your on-call allowance having exceeded 5% of your salary over the past 12 months.

See the transitional allowance table for the unsocial hours allowance in section 4.5.4 for the amount and duration of your transitional allowance after termination of the on-call allowance.

4.7 Stand-in allowance

4.7.1 Stand-in allowance entitlement

Your manager may ask you to temporarily fulfil the tasks for a higher-level job, in which case you will be entitled to a stand-in allowance. Entitlement to a stand-in allowance is conditional on you standing in for a period of at least three months and not on account of someone being on annual leave.

4.7.2 Stand-in allowance amount

The stand-in allowance amounts to 5% of the maximum salary in the salary scale for the higher-level job. Covering the full stand-in period, the stand-in allowance will be paid in the month after the stand-in period has ended.



5. Pay

5.1	Pay adjustments	24
5.1.1	Pay rises	24
5.2	Job evaluation	24
5.2.1	Job evaluation system	24
5.2.2	Objection to NJM job profile assignment	24
5.3	Salary	24
5.3.1	Salary amount	24
5.3.2	Salary scaling	24
5.3.3	In-scale salary increment	24
5.3.4	Promotion-related salary increment	24
5.3.5	Salary and demotion	25
5.4	Salary scales	25
5.5	Benefit budget	26
5.5.1	What is the benefit budget?	26
5.5.2	Amount and payment	26
5.6	Recognition premium	26
5.7	Salary supplement and pay supplement	27

5. Pay



The bank is committed to being an attractive employer and offering you the kind of pay that motivates you and is aligned with your duties and responsibilities. In this section, you will find everything you need to know about your salary and other pay components.

5.1 Pay adjustments

5.1.1 Pay rises

On 1 July 2024, the salary scales and your salary will be increased permanently by 6%.

On 1 July 2025, the salary scales and your salary will be increased permanently by 3.75%.

5.2 Job evaluation

5.2.1 Job evaluation system

The bank uses the Hay job evaluation system. All jobs are classified in job grades 2 to 15 and each job grade is linked to a salary scale.

5.2.2 Objection to NJM job profile assignment

If you disagree with the job profile you have been assigned and/or the associated Hay level, you can file an objection with the Disputes Committee. You have six weeks to do so. See the Rules of the Disputes Committee (Appendix IV to this collective labour agreement).

5.3 Salary

5.3.1 Salary amount

Your salary depends on the seniority of your job and your performance. Your salary can be increased within your salary scale. A promotion may also lead to your salary being increased. If you are promoted, you will advance to a higher salary scale because you have moved up to a higher-level job.

5.3.2 Salary scaling

You are assigned a job grade based on the seniority of your job. All jobs are classified in job grades 2 to 15 and each job grade is linked to a salary scale. Your salary will be scaled in your assigned salary scale based on a 36-hour working week. Your actual salary is based on the working time agreed with you.

You may be placed in one salary scale down if you are still in training for a job and you have not yet taken on all the duties associated with that job. The length of the on-the-job training phase will be confirmed to you in writing. After you have successfully completed the training, you will be moved up to the higher salary scale.

If you temporarily take on a lower-level job as part of a career plan you have made with your manager, your salary scale will not change. If such a

plan will soon see you move to a job that is at least two levels up from your current job, you can be moved up one salary scale before you take on that job.

In some cases, you may be placed in a salary scale without having been assigned a job grade, such as when you take general training immediately after joining the bank or when your job level has not been established yet. You may then be assigned to a salary scale that is one scale lower than the expected job grade. As soon as the job grade has been established, you will be moved to the appropriate salary scale with retroactive effect.

You may be entitled to a salary supplement based on the current state of the labour market.

5.3.3 In-scale salary increment

If you have not yet reached the top of your salary scale and have been working at the bank since before 30 September of the previous year, you will receive a 2.5% salary increment as of 1 April. This salary increment will be awarded up to the top of the salary scale.

If your job is subject to the bonus freeze, you will not be eligible for this salary increment.

5.3.4 Promotion-related salary increment

If you make a promotion to a higher-level job, your salary and your salary supplement will be scaled in the new salary scale as much as possible. If there is still scope for it in the scale, your salary will subsequently be increased by 3% of the maximum salary in the scale, or by a lower percentage if you are near the top of the scale.



In some cases, being moved up to a higher salary scale will not be treated as a promotion and will not lead to your salary being increased, such as after a training phase or after reassessment of the seniority of the job. This may also be the case when placement in a higher salary scale is an intermediate step on a career path towards an even higher-level job.

5.3.5 Salary and demotion

You may be moved down to a lower-level job for various reasons. This would also see you placed in the associated salary scale.

A. If you are demoted:

- due to a reorganisation, or
- because your job has been downgraded:

Your salary will be scaled in the lower salary scale as much as possible. The part of your salary that does not fit in that lower salary scale will be paid out as a salary supplement. The resulting salary supplement will subsequently be added to any salary supplement you are already receiving. If you are also receiving a pay supplement, it will not be affected.

B. If you are demoted:

- because of poor performance, or
- because you have failed to meet compulsory training requirements: you will be moved to the salary scale associated with the lower job grade.

Your salary will be scaled in the lower salary scale as much as possible. The part of your salary that does not fit in that lower salary scale will be paid out as a salary supplement. The resulting salary supplement will

subsequently be added to any salary supplement you are already receiving. After that, your salary supplement will be phased out in two equal steps, the first of which will be six months after you start the lower-level job. The second step will be six months after the first step. Any pay supplement you are receiving will be reduced at each step in proportion to the reduction of the sum of your salary and salary supplement.

C. If you are demoted:

- because you requested a lower-level job: you will be placed in the salary scale that is appropriate given the lower job grade.

Your salary will be scaled in the lower salary scale as much as possible. The part of your salary that does not fit in that lower salary scale will be paid out as a salary supplement. The resulting salary supplement will subsequently be added to any salary supplement you are already receiving. After that, your salary supplement will be used as the basis for calculation of your salary supplement as a lump-sum payment. This lump-sum payment will be calculated in the same way as the severance pay from the Social Plan that is in effect at the time. Any provisions on maximum pay, pay capping, 13th month payment, and minimum pay applicable at that time will be prorated accordingly.

A possible pay supplement will be reduced in proportion to the reduction of the sum of your salary and salary supplement. The amount by which your pay supplement is reduced will be added to the basis for calculation of the lump-sum payment. After receiving the lump-sum payment, you will cease to be entitled to a salary supplement.

The lump-sum payment will be paid along with your first lower salary after demotion.

5.4 Salary scales

The salary scales are based on a standard weekly working time of 36 hours. In case of a longer or shorter working week, the amounts are prorated accordingly. Your salary includes 8% holiday pay.

Salary scales from 1 July 2024:

Salary scale	Minimum amount	Maximum amount
	in Euros	in Euros
2	22,604	32,291
3	25,060	35,799
4	27,075	38,678
5	30,311	43,301
6	33,958	48,511
7	38,145	54,492
8	42,873	61,247
9	48,284	68,977
10	55,270	78,956
11	63,210	90,299
12	73,435	104,907
13	85,358	121,939
14	100,075	142,963
15	117,673	168,104



Salary scales from 1 July 2025:

Salary scale	Minimum amount	Maximum amount
	in Euros	in Euros
2	23,452	33,502
3	26,000	37,142
4	28,091	40,129
5	31,448	44,925
6	35,232	50,331
7	39,576	56,536
8	44,481	63,544
9	50,095	71,564
10	57,342	81,917
11	65,581	93,686
12	76,190	108,842
13	88,559	126,512
14	103,828	148,325
15	122,086	174,408

5.5 Benefit budget

5.5.1 What is the benefit budget?

Alongside your salary, you receive a monthly benefit budget that you can use to buy benefits in the Benefit Shop.

The parties to the CLA are committed to incorporating the topic of sustainability into employees’ pay and benefits package. With this in mind, the parties to the CLA have teamed up to explore ways to harness the benefit budget to help employees green their homes, switch to renewable energy, decarbonise their travel, and take other sustainability measures. During the term of this CLA, the topic of sustainability will continue to be high on the agenda.

5.5.2 Amount and payment

Your benefit budget totals 11% of your salary. If you do not buy or reserve anything in the Benefit Shop for an entire month, one twelfth or your benefit budget will be paid out to you for that month.

5.6 Recognition premium

Every year in March, you will receive a recognition premium, unless your performance is below par. If you left the bank before 30 September 2024, you will not be eligible for a recognition premium.

The recognition premium is determined by your manager’s assessment of your progress on the goals you have set yourself in Together & Better (Result, Conduct, and Development) and your performance in a broad sense over the previous year. Your manager will record their assessment, along with their reasoning behind it, in writing on the Together & Better form and explain it to you during a performance review. If you are a

member of a self-organising team, your manager may delegate this to the team.

The recognition premium is a percentage of your salary for the previous year and is not part of the basis for calculation of the benefit budget, pension accrual, or other pay components.

If you are part of the bank’s ‘identified staff’, allocation and payment of the recognition premium will be subject to the Controlled remuneration policy under the Dutch Financial Supervision Act 2021 (*Regeling beheerst belongingsbeleid Wft 2021*) and ABN AMRO’s Variable Compensation Plan, neither of which are part of this CLA.

If your job is subject to the bonus freeze or a disciplinary measure has been taken against you, you will normally not be eligible for the recognition premium. If a recognition premium has already been paid in those cases, you will be required to pay it back.

Application

The amount of the recognition premium depends on your manager’s assessment of your performance. In case of good performance, the premium will be 2.5% and in case of outstanding performance it will be 5%. Inadequate performance will result in a recognition premium of 0%.

If you work at the bank on 1 March, you will be paid a recognition premium for the previous calendar year in that month.

If you leave the bank at any point during a year, the recognition premium will be settled upon termination of employment, though it will only be

calculated based on the part of your salary that was not already used as the basis for calculation of a recognition premium.

Your performance will be assessed as 'good' if you do what is expected of you in your job, based on the extent to which you have achieved the goals you set in consultation with your manager and your overall performance.

Your performance will be assessed as 'outstanding' if you do more than is expected of you, based on the extent to which you have achieved the goals you set in consultation with your manager and your overall performance.

Your performance will be assessed as 'inadequate' if you have failed to do what is expected of you, based on the extent to which you have achieved the goals you set in consultation with your manager and your overall performance. This assessment should not come as a surprise to you. You and your manager will have discussed your performance in reviews, of which a record has been kept.

If you are partially incapacitated for work or have not worked for an entire year due to a period of illness or leave, you should talk to your manager about the possibility of adjusting your goals. This might make you eligible for a recognition premium.

If you are fully incapacitated for work and have not been able to work for an entire year, your recognition premium will be set at 2.5%.

5.7 Salary supplement and pay supplement

You may be entitled to a salary supplement and/or a pay supplement.

Since 1 January 2015, these supplements include the old pay components that ceased to be paid out separately as of that date.

The salary supplement and the pay supplement are based on your working time. If you change your working time, these supplements will be changed accordingly. One twelfth of your salary supplement and pay supplement is paid out on a monthly basis. These supplements are not changed in step with pay adjustments under the CLA.



6. Benefits

6.1 Sick pay over the first two years of sick leave	29		
6.1.1 Sick pay amount	29		
6.1.2 Termination of employment	29		
6.2 Top-ups from the third year of sick leave	29		
6.2.1 Top-ups in case of full occupational disability	29		
6.2.2 Top-ups in case of partial occupational disability	29		
6.2.3 Top-up term	30		
6.2.4 Transitional arrangement	30		
6.3 Long-service award	30		
6.3.1 Long-service award entitlement	30		
6.3.2 Long-service award amount	30		
6.3.3 Years of service calculation	30		
6.4 Death benefit	31		
6.4.1 Death benefit entitlement	31		
6.4.2 Death benefit amount	31		
6.4.3 Next of kin	31		
6.5 Workplace pension	31		
6.5.1 The bank's workplace pension scheme	31		
6.5.2 CDC pension scheme	31		
6.5.3 Pension base	32		
6.5.4 Collective defined contribution and pension accrual	32		
6.5.5 Pension accrual and sick leave	33		
6.5.6 Conditional indexation	33		
6.5.7 Reservation of right to lower or suspend pension contributions	34		
6.5.8 Nature of the workplace pension agreement	34		
6.5.9 Dutch Future of Pensions Act	34		
6.5.10 Compensation for employer's pension contribution for ICS employees	34		
6.6 Net pay pension	34		
6.6.1 Net pay pension scheme eligibility	34		
6.6.2 Net pay pension contribution	34		
6.6.3 Net pay pension scheme	35		
6.7 Early retirement scheme	35		
6.7.1 Term	35		
6.7.2 Benefit	35		
6.7.3 Conditions	35		
6.7.4 Early retirement and your pension	35		
6.7.5 Early retirement and death	35		
6.7.6 Applying	35		
6.8 Commuting allowance until 1 January 2025	35		
6.8.1 Annual public transport pass until 1 January 2025	35		
6.8.2 Pay-per-use allowance until 1 January 2025	36		
6.9 Commuting allowance from 1 January 2025	36		
6.10 Company car	36		
6.11 Transitional arrangement for travel budget	36		
6.12 Company emergency response team allowance	37		

6. Benefits



A modern and sustainable pay and benefits package means more than just a good salary. This section will go into other benefits, such as sick pay and your income for later, i.e. your pension.

6.1 Sick pay over the first two years of sick leave

6.1.1 Sick pay amount

In case of sick leave, you will continue to be paid your full wage for the first twelve months of sick leave. For the purposes of this section, 'wage' includes your salary, benefit budget, and your possible salary supplement, pay supplement, unsocial hours allowance, on-call allowance, transitional allowance, and 'career switch' salary top-up that you would be paid if you were not on sick leave.

Over the subsequent period of twelve months, you will be paid 80% of your wage. This is subject to the following:

- The wage you earn while working at a lower level or while retraining for another job will be topped up to 100% for the number of hours you work.

- If you return to work at your own level but reduce your hours, the top-up will be paid for the hours you actually work.
- Your wage will also be topped up to 100% in case of full occupational disability and you can, due to the nature of your condition, not be expected to make a return to work.

The company doctor will decide whether you can resume your duties or should retrain for another job, as well as whether you can, given the nature of your condition, be expected to make a return to work.

6.1.2 Termination of employment

Your employment contract will be terminated after two years of sick leave if you cannot be expected to make a full or partial recovery over the next 26 weeks. The bank will initiate a written contract termination procedure with the Employee Insurance Agency (*Uitvoeringsinstituut Werknemersverzekeringen [UWV]*). You will be given the opportunity to challenge your dismissal. After the bank has received permission from the Employee Insurance Agency, the bank will proceed to terminate your employment contract. The bank will then observe the applicable notice period. The applicable notice period will be reduced by the time it took to complete the contract termination procedure with the Employee Insurance Agency. The bank will then observe a notice period of at least one month.

If you are partially incapacitated for work, the efforts will be focused on enabling a return to work.

If the Employee Insurance Agency finds during the application procedure for benefits under the Work and Income (Capacity for Work) Act (*Wet werk en inkomen naar arbeidsvermogen [WIA]*) that the bank has fallen

short in its efforts to enable a return to work for you, they may extend the obligation on the bank to continue to pay your wage by one year. The bank will then continue to pay you your full wage for a maximum period of one year.

6.2 Top-ups from the third year of sick leave

6.2.1 Top-ups in case of full occupational disability

If you are unable to work due to sickness and you are receiving benefits under the Work and Income (Capacity for Work) Act (*Wet werk en inkomen naar arbeidsvermogen [WIA]*) based on full occupational disability, the bank will top up these benefits to 75% of the basis for calculation from the third year of sickness. The basis for calculation of the top-up under this scheme is the wage used for the purpose of calculation of national insurance contributions earned in the last year before your sickness. This is subject to a maximum of €200,000 if the first day of sick leave was before 1 January 2025 and €300,000 if the first day of sick leave is after 1 January 2025.

6.2.2 Top-ups in case of partial occupational disability

If you are partially incapacitated for work and you perform work and receive benefits under the Dutch government's Return-to-Work Scheme for the Partially Disabled (*Wet gedeeltelijk arbeidsongeschikten [WGA]*), the bank will top up these benefits to 75% of the basis for calculation from the third year of sickness, multiplied by your disability rate. On top of that, you will be paid the wage for the hours you work based on the wage value allocated to the work.

If you, after the wage-related phase, use under 50% of your residual earning capacity, you will be paid a top-up of 5% of the basis for

calculation up to the maximum wage for calculation of the premium for the Work and Income (Capacity for Work) Act, multiplied by your disability rate. On the wage for the purpose of calculation of national insurance contributions that exceeds this maximum, you will be paid a top-up of 75%, multiplied by your disability rate. If you, after the wage-related phase, use under 50% of your residual earning capacity due to a circumstance for which you cannot be held responsible, the bank will top up your benefits under the Work and Income (Capacity for Work) Act for as long as you work at the bank as if you were fully utilising your residual earning capacity. The bank will increase the top-ups under this scheme by 2% as of 1 January every year.

If your disability rate is under 35%, you will be paid a gradually reducing salary top-up of 75%, 50%, and 25% of the basis for calculation, multiplied by the disability rate. This is not subject to indexation.

The sum of the top-ups paid by the bank, benefits under the Work and Income (Capacity for Work) Act, and the wage paid for hours worked will never exceed the basis for calculation.

6.2.3 Top-up term

Top-ups will continue to be paid for as long as you are incapacitated for work under the Work and Income (Capacity for Work) Act, as well as after termination of your employment contract, unless specified otherwise. After termination of the employment contract, the top-ups will be adjusted to the extent of your residual earning capacity.

Please note: If your employment contract was terminated before 1 January 2014, the top-ups will be adjusted based on your residual

earning capacity, whereby your residual earning capacity will never be lower than when you left the bank.

The top-ups will in any case cease to be paid when you reach state retirement age.

6.2.4 Transitional arrangement

If you are on disability benefits under the Disability Insurance Act (Wet op de Arbeidsongeschiktheidverzekering [WAO]) as of 1 January 2006, the rules from Section 10 of ABN AMRO's collective labour agreement for the period from 1 June 2004 to 1 January 2006 will apply. Those rules also apply if you are on disability benefits under the Disability Insurance Act as of 1 January 2006 and fall ill to such an extent that your residual earning capacity is diminished, or if you fall ill again within five years after expiry of your disability benefits under the Disability Insurance Act due to the same cause as defined in the rules of the Act abolishing the penalty scheme and promoting occupational rehabilitation (Wet AMBER).

Please note: this does not apply if you worked at Fortis Bank Nederland N.V., Fortis Commercial Finance Holding N.V., or Fortis Commercial Finance N.V. on 30 June 2010 and you were transferred to the bank on 1 July 2010. In that case, the rules from Articles 8.6.1 to 8.6.7, Article 8.7.5 and Articles 8.8.5 to 8.8.10 of the collective labour agreement for Fortis Bank Nederland (FBN) for the period from 1 January 2009 to 1 March 2010 will continue to apply in a similar situation or if the first day of sick leave was before 1 January 2011.

6.3 Long-service award

6.3.1 Long-service award entitlement

If you have worked at the bank for 25 or 40 consecutive years, you will receive a long-service award.

6.3.2 Long-service award amount

At your 25-year and 40-year service anniversary, you will receive one month's salary and one twelfth of a possible salary supplement.

The amount will be calculated based on your last pre-tax monthly salary prior to your service anniversary. If you are partially incapacitated for work, the basis for calculation of your long-service award will, besides your last monthly salary, also include the last benefit payment under either the Disability Insurance Act (Wet op de Arbeidsongeschiktheidverzekering [WAO]) or the Work and Income (Capacity for Work) Act (Wet werk en inkomen naar arbeidsvermogen [WIA]).

Under current tax rules, your long-service award is not subject to wage tax and national insurance contributions, provided that the long-service award is paid out by the bank. The net amount is, therefore, the same as the gross amount.

Your long-service award will be paid out along with the salary for the month of your service anniversary.

6.3.3 Years of service calculation

If your employment with the bank was interrupted at any time, the count of your years of service restarts after the interruption. Years worked prior to the interruption will not count towards your total years of service.

Your uninterrupted years of service at the former International Card Services B.V. (ICS) will also count if you transferred to the bank under an agreement between the bank and ICS on 1 January 2021.

Your uninterrupted years of service at the now defunct Fortis Bank Nederland N.V., Fortis Commercial Finance Holding N.V., and Fortis Commercial Finance N.V. will also count if you were automatically transferred to the bank on 1 July 2010.

Your uninterrupted years of service at ABN AMRO Hypothekengroep B.V. will also count if you were transferred to the bank on 1 November 2012. This is on the condition that you transferred under the 'Agreement to transfer HR Business Partners' or the 'Agreement to transfer staffing activities'.

Any prior years of service at ABN Bank or AMRO Bank will count towards your total years of service if you had these years registered as years of service at ABN AMRO in 1992.

If you are fully incapacitated for work, the first two years of sick leave will count as years of services. Any years during which you were partially incapacitated for work will also count as years of service.

6.4 Death benefit

6.4.1 Death benefit entitlement

If you die while in employment at the bank, your next of kin will receive a death benefit.

6.4.2 Death benefit amount

The death benefit amounts to three monthly salaries and three twelfths of your salary supplement, if you were receiving this, for the month prior to your death.

If you are fully or partially incapacitated for work, the death benefit will be topped up with three times the last pre-tax top-up by the bank in the month before your death.

Under current tax rules, wage tax and national insurance contributions will not be deducted from the death benefit paid to your next of kin. The net amount is, therefore, the same as the gross amount.

The death benefit will be paid out in the month after your death. Salary payment will stop on the day after your death.

6.4.3 Next of kin

For the purposes of the death benefit, 'next of kin' are the persons designated in Section 74(1) of the Work and Income based on Capacity for Work Act (Wet werk en inkomen naar arbeidsvermogen [WIA]):

- a. the surviving partner;
- b. if there is no surviving partner, the under-age children to whom the deceased was related under family law;
- c. in the absence of both a surviving partner and under-age children, the person whom the deceased supported and with whom they were living together as a family.

6.5 Workplace pension

6.5.1 The bank's workplace pension scheme

The bank has a pension scheme for its employees, former employees, retired employees, and others with pension entitlements.

6.5.2 CDC pension scheme

Your pension scheme is a 'collective defined contribution' (CDC) pension scheme. A CDC pension scheme means that the bank allocates a collective contribution. The pension fund uses this defined contribution to fund a conditionally indexed average salary pension scheme with a retirement age of 68. The pension fund is Stichting Pensioenfonds van ABN AMRO Bank N.V. Under the Dutch Pensions Act the pension scheme is deemed to be a defined benefit scheme. The pension scheme covers a retirement, partner's, and orphan's pension.

The pension fund aims to build up retirement pension entitlements at a rate of 1.875% of your pension base. A partner's pension is built up at 70% of the retirement pension built up annually. When you die, each of your children will receive an orphan's pension of 20% of the partner's pension until they reach age 21. If your child loses both parents, the orphan's pension will be doubled.

When you take leave, you will continue to build up a pension as described in the schemes in this CLA.

Features of the CDC pension scheme

The defined contribution under the CDC pension scheme is fixed for a period of five years.

If the defined contribution as calculated at the start of any year turns out to be inadequate to cover the intended pension accrual, employees will build up proportionally less in pension entitlements that year, unless there are sufficient funds available in the pension reserve.

When necessitated by the pension fund's coverage ratio, previously built up pension entitlements and rights may be reduced. It is the responsibility of the pension fund board to weigh the interests of all of the pension fund's stakeholders. A decision to reduce pension entitlements and pension rights will, therefore, meet this requirement.

You can retire as early as from age 57. You can also postpone your retirement date to five years after the first day of the month when you reach the state pension age. In both situations, your pension will be recalculated based on the target retirement age of 68.

On the retirement date, you can choose to semi-retire and start receiving a part-time pension. As of that date, you can also choose to exchange your partner's pension for an increase in your retirement pension or exchange part of your retirement pension for a partner's pension. You can also opt for a joint life policy for your pension. Furthermore, you can choose to vary your retirement pension payments over time, with slightly higher payments over the first years and lower payments after that, or the other way around. The board of the pension fund sets the terms for this kind of variation in pension payments.

The bank pays the full defined contribution to the pension fund. You pay a member's contribution amounting to 5.5% of your pension base to the bank through a monthly deduction from your pay.

6.5.3 Pension base

Your pensionable pay is the sum of your salary, salary supplement, and pay supplement.

As on 1 January 2024, the maximum pensionable pay is €137,800. This is the amount that current tax legislation stipulates as the maximum amount based on which you can build up a pension. If this amount is changed, the maximum pensionable pay in the pension pay will be adjusted accordingly. If your standard working time is under 36 hours a week, your maximum pensionable pay will be prorated accordingly.

The pensionable salary equals the pensionable pay to the extent that it does not exceed the maximum pensionable pay.

As on 1 January 2024, the first €17,545 of your pay is non-pensionable, i.e. excluded from the calculation of pension contributions. Under current tax legislation, the non-pensionable part of your pay is the minimum amount from which you can start building up a pension at a rate of 1.875%. If this amount is changed, the amount of the non-pensionable part of your pay will also be changed in the pension scheme. If your standard working time is under 36 hours a week, the non-pensionable part of your pay will be prorated accordingly.

Calculated on a monthly basis, the pension base is the difference between your pensionable salary and the non-pensionable part of your pay.

If you, as an employee or a former employee with whom the bank has agreed to continue pension accrual, die before retirement, the partner's pension will be calculated based on retirement as of the first day of the

month that you would have reached state retirement age, though the basis for calculation will be the pension base as it was on the date of your death.

6.5.4 Collective defined contribution and pension accrual

The defined contribution is a fixed percentage of the pension base of 37% up to 1 January 2025 and 30% from 1 January 2025 to 1 January 2030.

Since the bank can never be held to pay a pension contribution that is higher than the collective defined contribution, the bank will not pay a higher contribution. The bank will never be entitled to repayment of the contribution or a discount on the contribution.

If the defined contribution as calculated at the start of any year turns out to be inadequate to cover the targeted pension accrual, employees will build up less in pension entitlements that year, unless there are sufficient funds available in the pension reserve.

If there is any income from contributions left over after the targeted pension accrual has been covered, the pension fund will put these funds in a reserve.

This pension contribution reserve roughly works as follows:

- if the defined contribution paid by the bank exceeds the contribution needed to cover the targeted pension accrual in any one year, the surplus will be put into the pension contribution reserve;
- if the defined contribution is lower than the contribution needed to cover the targeted pension accrual in any one year, the shortfall will be made up using funds from the pension contribution reserve;

- if the pension contribution reserve does not contain sufficient funds to make up a shortfall in full, the remaining shortfall will be made up by reducing pension accrual in that year.

See the pension fund guide for further details of the pension contribution reserve.

The pension fund aims to build up retirement pension entitlements at a rate of 1.875% of your pension base. Every year, the pension fund announces the pension accrual rate for the year. In deciding on the pension accrual rate that they have to set every year, the board of the pension fund goes by a guideline published on the pension fund's website.

The pension fund has set the pension accrual rate for 2024 at the targeted 1.875%.

6.5.5 Pension accrual and sick leave

During the first two years of sick leave, you will continue to build up a pension as if you were not on sick leave.

If you are on benefits under the Work and Income (Capacity for Work) Act (Wet werk en inkomen naar arbeidsvermogen [WIA]) and you were employed with the bank on the first day of sick leave, your pension accrual will continue at 75% of your occupational disability rate from the third year of sick leave. For as long as you receive benefits under the Work and Income (Capacity for Work) Act, you will be exempted from paying the member's contribution relating to the part of your job that you are no longer able to do due to occupational disability.

If your employment contract is terminated, we will continue pension accrual for the part of the job you were no longer able to do due to occupational disability, though only if the occupational disability arose during your employment with the bank.

If your occupational disability rate drops after termination of your employment contract, we will adjust the contributions into your pension pot, meaning that you will be building up less pension from that point onwards.

If your occupational disability rate subsequently rises again, we will again adjust the contributions into your pension pot. However, this is subject to your occupational disability rate not rising beyond the level it was at when your employment contract was terminated, or, if this was later, on the start date of your benefits under the Work and Income (Capacity for Work) Act, meaning that you will never build up pension based on a disability rate that exceeds that level.

Please note: If your employment contract was terminated before 2014, we will adjust your pension accrual if your occupational disability rate drops, but not if your occupational disability rate increases again.

Continued pension accrual will end when you retire or in any case on the first day of the month when your state pension goes into payment.

If you are on benefits under the Disability Insurance Act (Wet op de Arbeidsongeschiktheidverzekering [WAO]) or regain entitlement to such benefits, the level of continued pension accrual on a contribution-free basis will be determined in accordance with the rules that were in effect prior to this pension agreement. Pension accrual will otherwise follow the

pension agreement. Continued pension accrual will end when you retire or in any case on the first day of the month when your state pension goes into payment.

6.5.6 Conditional indexation

Pension entitlements and rights are, in principle, increased annually. The board of the pension fund decides on the level of indexation of pension entitlements and rights on an annual basis. The fund has not created a reserve for conditional indexation. Indexation is funded from investment returns. The level of indexation depends on the pension fund's equity.

Indexation is based on the consumer price index published by Statistics Netherlands, whereby fund members are expected to maintain 90% of their spending power after 15 years, based on the index. The parties to the CLA will change this target as per the pension fund's advice based on the outcome of the periodic review of the pension fund's strategic investment policy based on a thorough asset liability management (ALM) study conducted by the pension fund.

In deciding on conditional indexation (including extraordinary indexation), the board of the pension fund goes by a guideline published on the pension fund's website. If the pension fund's equity is as such that it is expected to be able to cover all future conditional indexations based on the consumer price index, the board of the pension fund will be authorised to decide to proceed to extraordinary indexation within the rules set by the Dutch Pensions Act.

6.5.7 Reservation of right to lower or suspend pension contributions

Subject to trade union consent, the bank may reduce or terminate pension contributions in the event of a significant change in circumstances. This relates only to the bank's part of the pension contribution.

The bank may provide full or partial compensation for contributions not paid due to the above reduction or termination of contribution payments.

6.5.8 Nature of the workplace pension agreement

This workplace pension agreement has the nature of a standard provision.

6.5.9 Dutch Future of Pensions Act

On 1 July 2023, the Dutch Future of Pensions Act (Wet Toekomst Pensioenen) came into force. CDC pension schemes will no longer be allowed as of 1 January 2028. The bank has set 1 January 2027 as the target date for entry into force of a solidarity contribution scheme, i.e. a scheme with a collective investment pool.

This solidarity contribution scheme will be detailed in a transition plan that will be submitted to the members of the trade unions in the fall of 2024.

The main points of the new pension scheme are as follows:

- Pension base, member's contribution, and contribution-free pension accrual in case of occupational disability will all remain unchanged compared to the current pension scheme.

- The contribution will be fixed for a five-year period each time, just like under the current pension scheme. The first five-year period will end on 1 January 2030.
- The contribution is 30% of the pension base. Approximately 3% is used to cover risk premiums and administrative costs. The remaining 27% goes towards building up an individual pension pot for a retirement pension and a 70% partner's pension from the retirement date.

The partner's pension and orphan's pension payable in the event of death prior to the retirement date are insured fully under risk-based insurance.

- The partner's pension amounts to 41% of the last earned pensionable salary. The orphan's pension amounts to 20% of the last earned pensionable salary. There is no cap on the number of orphans receiving this pension.
- The partner's and orphan's pension cover provided by the risk-based insurance will not be reduced in the event of occupational disability.
- The partner's pension that will be paid out in the event of your death before retirement and that has already been built up by the day that we switch to the solidarity contribution scheme will be preserved.

The transition plan will detail the compensation for the average pay system no longer being implemented.

Any existing pension entitlements will be moved to the solidarity contribution scheme as soon as it takes effect. This, as well as the priority rules, will be detailed in the transition plan.

6.5.10 Compensation for employer's pension contribution for ICS employees

If you received compensation for the employer's pension contribution before 1 January 2021, you will continue to receive this compensation through to 1 January 2025. Since 2021, this compensation has been known as 'pension compensation'.

6.6 Net pay pension

6.6.1 Net pay pension scheme eligibility

The bank has a net pay pension scheme for its employees, former employees, retired employees, and others with pension entitlements. Membership of the bank's net pay pension scheme is voluntary and subject to your pensionable pay exceeding your maximum pensionable pay.

6.6.2 Net pay pension contribution

If your pensionable pay exceeds your maximum pensionable pay, the excess will not be included in your pension accrual under the CDC pension scheme. To compensate you for this, the bank offers you a contribution into a net pay pension pot. This contribution is an age-independent percentage of the abovementioned excess, i.e. the pension base for the net pay pension. This pension base is calculated monthly.

The net pay pension contribution is a fixed percentage of the pension base for the net pay pension of 30% up to 1 January 2025 and 23.75% from 1 January 2025 to 1 January 2030.

6.6.3 Net pay pension scheme

The net pay pension scheme is administered by the pension fund. If you want to opt out of this scheme, please make this known to the pension fund in writing.

The net pay pension scheme is a defined contribution (DC) pension scheme. Under the net pay pension scheme, you build up capital from net contributions paid in and returns earned on those funds. You decide for yourself, within the boundaries set by tax legislation, how much you want to invest. You can have the pension paid out in the form of a variable payment from the pension fund or a fixed payment from another pension provider of your choice. If you opt for variable payments, investments will continue after the pension has gone into payment. This means that the payment may go up or down every year.

This scheme is a defined contribution scheme as defined in the Dutch Pensions Act. As of the target date of 1 January 2027, it will be a flexible contribution scheme.

The scheme also includes a risk-based partner's and orphan's pension to cover the eventuality of you dying before retirement. The risk premiums payable to insure these pensions will be paid from your contribution. The same goes for the risk premium to cover continued pension accrual in the event of occupational disability. In case of sickness, the provisions from the pension agreement will apply.

Pension payments are exempt from wage tax and/or national insurance contributions.

6.7 Early retirement scheme

6.7.1 Term

If you are three years or less away from your state retirement age, you have the opportunity to take advantage of the temporary additional early retirement options under the early retirement scheme (Regeling Vervroegd Uittreden [RVU]) offered by the Dutch government's pension agreement. You can take early retirement under this scheme up to 1 January 2026. When using the early retirement scheme, your employment will end and you effectively resign.

6.7.2 Benefit

You will receive a benefit until you reach state retirement age. In case of a standard working time of 36 hours a week or more, the gross monthly benefit paid under the early retirement scheme amounts to €2,182 as of 1 January 2024. This is the amount of the temporary exemption under tax legislation and is linked to the net state pension of a single person. The amount is adjusted annually as of 1 January. If your standard working time is under 36 hours a week, the amount will be prorated accordingly.

6.7.3 Conditions

You must have worked for at least ten consecutive years and not use any other schemes, such as ABN AMRO's generation leave scheme, the 'career switch' scheme, the resignation scheme, or any other severance scheme.

If you have worked for a whole year after returning from generation leave, and you meet the other conditions, you can take early retirement under the early retirement scheme.

6.7.4 Early retirement and your pension

As soon as you take early retirement, you cease to build up pension entitlements because your employment ends at that point. You can, alongside early retirement under the early retirement scheme, also have your retirement pension go into payment early. If you wish to do so, you must arrange it directly with the pension fund.

6.7.5 Early retirement and death

If you die during early retirement under the early retirement scheme, the benefit will cease to be paid. Since you are no longer employed by the bank, your partner will not receive the death benefit. Your partner will, however, be entitled to a partner's pension from the pension fund, unless you have opted out of that.

6.7.6 Applying

You must submit your application to use the early retirement scheme to your manager at least three months in advance and subsequently record it in MyHR at least three and at most six months in advance.

6.8 Commuting allowance until 1 January 2025

When it comes to your commute to and from work, you have, up to 1 January 2025, a choice between an annual public transport pass and a pay-per-use commuting allowance.

6.8.1 Annual public transport pass until 1 January 2025

The bank offers you an annual public transport pass for travel in 2nd class. By ordering this pass, you declare that you will use it for business travel, including your commute.

If you want a pass for travel in 1st class, you can pay the upgrade from your pre-tax benefit budget.

In case of sick leave, you must return the pass two months after the first day of sick leave. Make sure you request the pass again in time when returning to work after sick leave.

6.8.2 Pay-per-use allowance until 1 January 2025

If you do not choose an annual public transport pass and you are not entitled to a public transport pass for students or another scheme either, you can, up to 1 January 2025, choose a pay-per-use allowance. The allowance under the pay-per-use model allows you to use different means of transport, even for a single trip.

For your commute to and from work, you can claim an allowance per kilometre in arrears every month to cover the distance travelled both ways between your home and your place of work.

The standard allowance per kilometre is €0.23. If you travel all or part of the journey on foot or by bike, the allowance per kilometre will be €0.30 for that part of your commute. This allowance will be paid out net to the extent permitted by tax legislation.

The allowance is subject to your commute not being more than 40 kilometres one way. The bank will calculate the distances using a system of its own choice.

If you also want to be able to travel on public transport, you can apply for a mobility card. This mobility card is intended for commuting and business travel, i.e. not for private journeys. With a mobility card, you can,

for example, cycle to the train station and claim the allowance for those kilometres, and then continue your journey on public transport.

6.9 Commuting allowance from 1 January 2025

From 1 January 2025, you can use different means of transport, even within one single journey.

For your commute to and from work by means other than or in conjunction with public transport, you can claim an allowance per kilometre in arrears every month to cover the distance travelled both ways between your home and your place of work. The standard allowance per kilometre is €0.23. If you travel all or part of the journey on foot or by bike, the allowance per kilometre will be €0.30 for that part of your commute. This allowance will be paid out net to the extent permitted by tax legislation.

The allowance is subject to your commute not being more than 40 kilometres one way. The bank will calculate the distances using a system of its own choice.

A mobility card covers travel on public transport (in full). This mobility card is intended for commuting and business travel in 2nd class and can also be used for private journeys. If you want a pass for travel in 1st class, you can pay the upgrade from your pre-tax benefit budget.

6.10 Company car

If you have a permanent employment contract and you drive over 15,000 kilometres a year for business purposes, not including your commute, the allowances/facilities under 6.8 and 6.9 are not available to you. Instead, you are eligible for a fully electric company car. See the intranet for details of the company car scheme. You can spend a standard monthly lease allowance of €800 on a company car.

You decide whether or not you also want to have the company car available for private use. Private use of a company car is subject to an additional tax liability whereby you will be required to add a certain percentage of the car's retail price to your taxable income. The bank is under an obligation to withhold the applicable taxes from your salary.

If you also want to be able to travel on public transport, you can apply for a mobility card. With a mobility card, you can, for example, drive to the train station in the company car and continue your journey on public transport. Use of the mobility card is conditional on the company car not being used and, therefore, on the car being parked up.

6.11 Transitional arrangement for travel budget

The 'travel budget' scheme was discontinued as of 1 January 2022. If you were receiving a travel budget before 1 January 2022, you will keep this budget and the travel budget scheme will continue to apply to you. A promotion after 1 January 2022 will no longer entitle employees to an increase in the travel budget. In case of a demotion to a pay grade below pay grade 12 after 1 January 2022, you will retain the travel budget for



the month in which you were demoted and the following five months.
After those five months, you will cease to be entitled to the travel budget.

If you have a travel budget, from 1 January 2022 you are no longer able to use this budget to pay for a company-leased car, unless you drive over 15,000 kilometres a year for work (see 6.10). If you are eligible for a company car under clause 6.10, the standard lease allowance specified there will not be paid on top of your travel budget. Instead, if you are paying a personal contribution for the company car, this may be lowered if your travel budget is lower than the standard lease allowance. If you already had a company-leased car before 1 January 2022, you can keep it until the lease end date.

If you have a travel budget but not a company-leased car, the allowances/facilities under 6.8, 6.9 and 6.10 do not apply. You can then charge your travel expenses to your travel budget. If you choose a mobility card, the fixed monthly fee for it will come out of your travel budget.

6.12 Company emergency response team allowance

As a member or the chief of the company emergency response team, you are entitled to an annual allowance of €210 before tax. This allowance will be paid annually in February in arrears. This is on the condition that you were a member of the company emergency response team for the entire previous year and have taken the appropriate training and refresher courses. If you are both the chief and a member of the company emergency response team, the allowance will not be doubled.



7. Leave

7.1 Annual leave	39	7.5 Generation leave	40
7.1.1 Annual leave entitlement	39	7.5.1 Duration	40
7.1.2 Allocation of and taking annual leave	39	7.5.2 Pay	40
7.1.3 Pay and benefits while on annual leave	39	7.5.3 Pay and benefits while on leave	40
7.1.4 Sickness while on annual leave	39	7.5.4 Request	41
7.1.5 Expiry of accrued annual leave entitlement	39	7.5.5 Rules	41
7.2 Additional day off on the Friday after Ascension Day	40	7.6 Child-related leave	41
7.3 Public holidays	40	7.6.1 Prenatal and postnatal maternity leave	41
7.3.1 Day off	40	7.6.2 Birth leave for partners	41
7.3.2 Flexible public holidays	40	7.6.3 Parental leave	42
7.4 B4B days	40	7.6.4 Adoption leave	42
		7.7 Care leave	43
		7.7.1 Short-term care leave	43
		7.7.2 Long-term care leave	43
		7.8 Other leave	44
		7.8.1 Special leave	44
		7.8.2 Medical appointments	44
		7.9 Transitional arrangement for time savings	44

7. Leave



You can only make the most of your talents if you are fit, healthy and full of energy. Striking a good work-life balance will help you with that. And you may also need a little extra time off sometimes to spend on the enjoyable or less enjoyable things in life. In this section, you will find information and rules about the various leave schemes.

7.1 Annual leave

7.1.1 Annual leave entitlement

If you work a standard working week of 36 hours, you are entitled to 144 hours of statutory annual leave and 36 hours on top of the statutory minimum. If you work fewer hours, your annual leave entitlement will be prorated to the number of hours you work. You can use your benefit budget to purchase additional annual leave entitlement. Your annual leave balance cannot exceed 50 times your average weekly working time.

7.1.2 Allocation of and taking annual leave

You are allocated your annual leave entitlement at the start of the year. If your employment contract commences or is terminated during the year, your annual leave entitlement for that year will be prorated to the part of the year you were employed by the bank. You will stop accruing annual leave entitlement when you cease to receive your salary.

You may take three consecutive weeks of annual leave. Your team will discuss who will take annual leave when, following which your manager will schedule your annual leave after consultation.

The bank may require employees in certain jobs to take at least two consecutive weeks of annual leave.

If certain days are customarily days that people do not work (perhaps according to local custom), your manager may decide that you will have to use part of your annual leave entitlement to be able to have these days off.

Public holidays will be days off if the work permits it. You cannot be made to work on days that are religious holidays according to your religious beliefs. Any leave you take on such days will have to come out of your annual leave entitlement.

Sick leave will not affect how much annual leave you accrue and can take. When you return to work after a period of sick leave, your employment may be considered 'newly negotiated employment', which may, in turn, lead to a change in your working time. You will then start to accrue annual leave entitlement based on that newly negotiated employment.

7.1.3 Pay and benefits while on annual leave

During annual leave, all your pay and benefits will continue to be paid, unless you take annual leave for a very long period. In that case, accrual of annual leave entitlement will stop at the end of the month following the current month. Pension accrual, travel budget entitlement, and any training arrangements will continue for the current month and five subsequent months. If you have products on special staff terms, these will remain effective as normal.

7.1.4 Sickness while on annual leave

If you become sick while on annual leave, any annual leave you took but did not enjoy as annual leave will not be considered annual leave. This is, however, conditional on you having adhered to the sick leave rules. You can find these rules appended to this CLA.

7.1.5 Expiry of accrued annual leave entitlement

Statutory annual leave entitlement expires six months after the last day of the year in which you accrued the statutory annual leave entitlement.

Any annual leave entitlement over and above the statutory minimum that you accrued or purchased from 1 January 2020 will lapse five years after the last day of the year when you accrued or purchased the leave entitlement. Any annual leave entitlement over and above the statutory minimum that you accrued or purchased before 1 January 2020 will lapse ten years after the last day of the year when you accrued or purchased the leave entitlement.

7.2 Additional day off on the Friday after Ascension Day

If the work permits it you will have the Friday after Ascension Day off. If you are not scheduled to work on that Friday, you cannot take this day off on another day.

7.3 Public holidays

At the bank, we observe the following public holidays: New Year's Day, Easter Sunday, Easter Monday, King's Day, Liberation Day, Ascension Day, Whit Sunday, Whit Monday, Christmas Day, and Boxing Day.

7.3.1 Day off

If the work permits it you will have the above public holidays off.

7.3.2 Flexible public holidays

You cannot be made to work on days that are religious holidays according to your religious beliefs. Any leave you take on such days will have to come out of your annual leave entitlement. Another option might be to swap certain public holidays. Here's how this works: You can swap a maximum of two public holidays for a day off on an occasion that fits in with your own faith or beliefs. The following public holidays can be swapped: Easter Monday, King's Day, Liberation Day, Ascension Day, Whit Monday, and Boxing Day.

Requests to swap a public holiday for another day must be submitted by 28 February of the current calendar year and will always be granted. You have the guarantee that you can have a day off on traditional holidays or other holidays of your choosing.

Given the nature of the work at the Customer Care & Operations department and the bank branches, it is not always possible to swap public holidays there. Discuss the options with your manager. The basic principle is that such swap requests will be granted as much as possible.

7.4 B4B days

Every year, you can take your average weekly working time as Banking for Better days (B4B days). You can do this once a year. B4B days are days that you can spend, at your own discretion, on your personal development or social projects in the broadest sense, thus contributing to the bank's sustainability strategy.

Entitlement to B4B days is awarded in proportion to your working time as of 1 January every year. If you do not take these days (in full), they will expire at the end of the year.

The parties to this CLA will work to raise further awareness of the B4B days among employees and keep encouraging employees to use this option, partly by jointly promoting the concept.

7.5 Generation leave

7.5.1 Duration

You can take between one and six months' generation leave. You can split up your generation leave into two separate periods. You can take generation leave after five years have passed since the start of your previous generation leave.

Generation leave can be taken on a full-time or part-time basis. If you take full-time generation leave and combine different forms of leave, the total leave period must not exceed six months. If you take part-time generation leave, the total period of leave cannot exceed six months either. When taking part-time leave, you must still work at least ten hours a week.

You can also take generation leave right before you retire, in which case the generation leave will be capped at three years.

If you want to change the duration of your generation leave during the leave, you must do so in consultation with your manager.

7.5.2 Pay

During your generation leave, you will be paid 40% of your hourly wage for the hours of leave. This is subject to a maximum of 13 times your average weekly working time. In order to make generation leave accessible to everyone, the minimum hourly leave pay is €14.29 from 1 July 2024 and €14.83 from 1 July 2025. This minimum amount will be increased by the percentage of the pay rises specified in clause 5.1.1.

Generation leave pay is paid out monthly.

7.5.3 Pay and benefits while on leave

If you take full-time generation leave, accrual of annual leave entitlement will stop at the end of the month following the current month. Your pension accrual, travel budget (if you receive this), and training arrangements will continue for the current month and five subsequent months. In case of part-time generation leave, this will apply in

proportion to how much leave you take. Any special staff terms will continue to apply.

7.5.4 Request

If you want to take generation leave, you must submit a request to your manager at least four months ahead of time. Your manager will respond to your request in writing within one month. If you submit your request for generation leave at least one year in advance, your manager will be under an obligation to grant you the leave.

7.5.5 Rules

- You can take generation leave if you have worked for the bank for at least one year.
- You cannot take generation leave in combination with early retirement under the early retirement scheme from clause 6.7, unless there is at least one year between the end of your generation leave and the start of your early retirement under the early retirement scheme. This minimum period between generation leave and early retirement is three months instead of one year for employees who took generation leave before 1 January 2022.
- The sick leave rules continue to apply during generation leave. If you get sick while you are on generation leave, the agreed end date of your generation leave will not change. Make arrangements with your manager on the hours of leave you missed out on due to your sickness. After six months of sickness, your generation leave will be terminated.
- The bank's other rules of conduct will continue to apply during generation leave, including rules on other work and income.
- You cannot take generation leave and leave the bank's employ immediately afterwards. If your employment contract ends during or

within three months after your generation leave, you will be required to pay the generation leave pay you received back to the bank.

This does not apply if you retire immediately after taking generation leave.

- After taking generation leave, you will return to your own job, unless you retire immediately after the leave period. Your working time will be the same as before your generation leave.
- The rules that apply during a reorganisation will apply during your leave as if you were not on leave.
- You can take generation leave again five years after the start of your previous generation leave.

7.6 Child-related leave

7.6.1 Prenatal and postnatal maternity leave

Period and duration

If you are pregnant, you are entitled to maternity leave both before (prenatal maternity leave) and after (postnatal maternity leave) the birth of your child.

You can go on prenatal leave from any working day between the first day of the sixth week and the first day of the fourth week before the due date. Prenatal leave will end on the day that you give birth. Your postnatal leave will subsequently start on the day after you give birth. Once you have given birth, you must notify your manager as soon as possible.

If your child is born before or on the due date, you will be entitled to at least 16 weeks of leave. You can extend the leave by a period equal to the interval between your due date and the actual delivery date.

Pay during leave

During your leave, you will receive sick pay and a top-up to 100% of your salary. All your benefits will continue as normal, barring only allowances for costs that you will not incur while on leave.

Request

Let your manager know at least three months in advance when you want to go on prenatal leave.

Sick leave rules

The sick leave rules will also apply during your maternity leave. If you are sick at the start of your prenatal leave or partially incapacitated for work, days of sickness from before your prenatal leave will count as prenatal leave, regardless of what caused the sickness. Prenatal leave can never be longer than six weeks. If you get sick while on leave, days of sickness will count as days of leave, regardless of what caused the sickness.

7.6.2 Birth leave for partners

If your partner is set to give birth to a child, you will be entitled to birth leave for partners.

Request

Let your manager know at least three months before the due date that you want to take birth leave.

Duration

You are entitled to birth leave equal to six times your average weekly working time. Your birth leave will start on the day following the day your partner gives birth. You have six months from the date of birth to take birth leave. The first week must be taken immediately after the birth.

After that, you can take the remaining five weeks of leave at any time during the six-month period following the birth. Subject to your manager's approval, you can take birth leave on a part-time basis, although you still have to take the leave in whole weeks. You will continue to receive your full pay during birth leave.

Sick leave rules

The sick leave rules will also apply during birth leave. If you are sick while you are on birth leave, the end date of your birth leave will not change. Make arrangements with your manager on the hours of leave you missed out on due to your sickness.

This leave replaces statutory leave entitlements.

7.6.3 Parental leave

You can take parental leave for each child aged up to 12. This can be full-time or part-time parental leave.

Conditions

You can take parental leave for a birth child or an adopted child. If you have two or more birth or adopted children, you can take parental leave several times. You can also take parental leave for different children as one consecutive period of leave. If you are getting married to or moving in with someone who has birth or adopted children, you can take parental leave for one of these children.

After taking parental leave, you return to your own job with the same working time. In case of a reorganisation, the rules will be applied as if you were not on leave.

Duration

You can take parental leave for each child. Parental leave is capped at 26 times your average weekly working time. When taking part-time parental leave, your leave can be for a maximum of 50% of your average weekly working time over a maximum period of 52 consecutive weeks.

When taking full-time parental leave in combination with other forms of leave, the combined leave period must not exceed six months. If your parental leave is interrupted by prenatal, postnatal, or adoption leave, make arrangements with your manager to take the hours of parental leave you lost at another time.

Request

Submit your parental leave request to your manager at least two months in advance. While you can specify an exact start date in your request, you can also choose to make the start date dependent on when the child is born. Your manager will send you written confirmation of the agreed arrangements within a month of you submitting your leave request.

Pay and benefits

Parental leave is not paid leave, unless you take this leave in the first year following the birth of the child. In that case, you will be entitled to nine weeks of paid parental leave. For four of these weeks, you will continue to receive your full pay. For the remaining five weeks, your pay will be reduced to 70% of your maximum wage for the purposes of calculation of national insurance contributions. You can also take fully or partially paid parental leave on a part-time basis.

If you take parental leave on a full-time basis, accrual of annual leave entitlement will stop at the end of the month following the current

month, unless the parental leave is paid leave. Your pension accrual, travel budget (if you receive this), and training arrangements will continue for the current month and five subsequent months. Any entitlement to special staff terms will continue to apply.

If you take parental leave on a part-time basis, these provisions will apply proportionally.

Sick leave rules

The rules on what to do in case of sickness will also apply during parental leave. If you are sick while on parental leave, the end date of your parental leave will not change. Make arrangements with your manager on the hours of leave you missed out on due to your sickness. After six months of sickness, your leave will be terminated.

7.6.4 Adoption leave

If you adopt a child, you will be entitled to adoption leave.

Period and duration

You can take adoption leave from four weeks before the adoption to 22 weeks after. If you are a foster parent, you are also entitled to adoption leave. This is conditional on the foster child being part of your family for the long term under a foster contract.

You can take a maximum of six times your weekly working time as adoption leave.

Pay and benefits

Your pay and all your benefits will continue during adoption leave.

Request

Adoption leave must always be taken in consultation with your manager.

7.7 Care leave

7.7.1 Short-term care leave

You will be entitled to short-term care leave if your partner, child, parent, another relative or a friend is sick and needs you to care for them. For the purposes of this kind of leave, the term 'child' includes a birth child, foster child, stepchild, and adopted child.

Period and duration

You can take a maximum of twice your average weekly working time as short-term care leave every year. If you meet the criteria, you can take long-term care leave immediately after short-term care leave.

Pay

Your pay and benefits will continue as normal during short-term care leave.

Rules

You can request short-term care leave by submitting a request to your manager. Your manager will grant you the leave, unless your interests must in all reasonableness yield to compelling business interests.

Your manager may ask you to provide proof of the need for care.

7.7.2 Long-term care leave

If someone close to you is seriously ill and needs to be cared for by you, you can take long-term care leave.

Conditions

You can take long-term care leave if, for example, your partner, child, parent, other relative or a friend needs to be cared for by you. The person in question must need care and depend on you for their care. You can also take long-term care leave to care for a dying partner, child, or parent or to be there for a child with a life-threatening illness. For the purposes of this kind of leave, the term 'child' includes a birth child, foster child, stepchild, and adopted child.

Period and duration

You can take long-term care leave for every qualifying event. Long-term care leave can be taken on a full-time or part-time basis, or as a combination of both. You must always take this kind of leave as a continuous period.

For each event that qualifies for long-term care leave, you can take a maximum of 11 times your average weekly working time as leave.

When taking long-term care leave on a part-time basis, it will be capped at 26 weeks. Any short-term care leave taken prior to the long-term care leave will count towards this maximum. When taking long-term care leave on a part-time basis, you must continue to work at least 50% of your average weekly working time. When taking long-term care leave on a full-time basis, the leave period combined with other forms of leave must not exceed six months.

Pay and benefits

You will be paid 50% of your hourly wage for the hours of leave taken.

If you take full-time long-term care leave, accrual of annual leave entitlement will stop at the end of the month following the current

month. The same goes for your commuting allowance. Your pension accrual, travel budget (if you receive this), and training arrangements will continue for the current month and five subsequent months. Any special staff terms will continue to apply. If you take long-term care leave on a part-time basis, these provisions will apply proportionally.

If your employment contract is terminated during or within three months after the end of your long-term care leave, you will be required to pay the leave pay you received back to the bank.

Rules

You can request long-term care leave by submitting a request to your manager. In your request, state how long you want to take leave for and whether you want to take it on a full-time or part-time basis. If possible, enclose a medical certificate. Your manager will grant you the leave, unless your interests must in all reasonableness yield to compelling business interests. Your manager will respond in writing within one month of receiving your request. If the care situation changes during the leave period, you can arrange with your manager for your leave to be changed, interrupted, or ended.

After taking long-term care leave, you will return to your own job with the same working time as you had immediately prior to your leave. In case of a reorganisation, the rules will apply as if you were not on leave.

The sick leave rules will also apply during long-term care leave. If you are sick, the agreed end date of your long-term care leave will not change. Make arrangements with your manager on the hours of leave you missed out on due to your sickness. After six months of sickness, your leave will be terminated.

7.8 Other leave

7.8.1 Special leave

In certain situations, you will be granted special leave. Going on a special form of leave will not affect your pay and benefits.

Bereavement leave

You will be granted a maximum of twice your average weekly working hours as bereavement leave in the event of your partner, child, parent, step-parent, foster parent, father-in-law, mother-in-law, grandparent, daughter-in-law, son-in-law, brother, sister, brother-in-law, sister-in-law, or grandchild. For the purposes of this kind of leave, the term 'child' includes a birth child, foster child, stepchild, and adopted child. Request bereavement leave from your manager, stating how much leave you need. Bereavement leave must be taken immediately after the loved one's death.

You can also use bereavement leave to attend the funeral of someone else who was close to you, such as a friend or a neighbour. Talk to your manager about what you need to grieve in the way that feels right to you.

Personal emergency leave

In the event of an unexpected personal emergency that requires a rapid response and where your presence is required, you will be granted special leave in the form of personal emergency leave. Personal

emergency leave will be for as long as necessary to deal with the emergency, within a period of two days at most. When you need to go on personal emergency leave, notify your manager as soon as possible.

Medical transition leave

A medical transition is not the same for everyone, meaning that it always requires a customised approach. In consultation with your manager and HR, we will agree on a (special) leave arrangement that is right for you.

7.8.2 Medical appointments

If you need to visit a medical practitioner (such as a doctor or a therapist) or undergo medical treatment, you must schedule your appointment outside working hours whenever possible or near the start or end of your working day. If this is not reasonably possible, you may schedule medical appointments during working hours. This also applies, for example, to cycle-related or other examinations during fertility treatment and to appointments as part of a transition process.

7.9 Transitional arrangement for time savings

Until 1 January 2007, you were able to save up hours in a personal time savings account.

Using time savings

If you take hours from your time savings account as leave, your pay and benefits will continue as normal. The only exceptions are annual leave entitlement accrual and allowances for costs you would no longer be incurring.

The sum of your time savings balance built up from 1 January 2001 and your annual leave entitlement balance cannot exceed 50 times your average weekly working time.

Time savings payout

On termination of your employment contract or upon your death, your time savings will be paid out immediately based on the hourly wage as it is at that time.

Glossary

Bank

ABN AMRO Bank N.V. If you are employed by a subsidiary of ABN AMRO Bank N.V. and this collective labour agreement has been declared to be applicable, wherever this CLA states 'the bank' this should be read as the name of the relevant subsidiary, though only with respect to pay and benefits.

Pay supplement

Your actual annual supplement based on the agreed working time.

Benefit budget

The part of your monthly pay that can be used for transactions in the Benefit Shop or that can be paid out.

Disputes Committee

The committee that handles disputes between an employee and the bank regarding the collective labour agreement, job evaluation or a decision by the bank that affects the employee personally.

Manager

The manager who exercises the employer's authority over the employee and assesses employee's performance. Where required by the work situation, the formal manager may delegate their duties to a colleague who is closer to you and your work.

Employee

A person who has an employment contract with the bank, is based in the Netherlands, and has been assigned to a salary scale between 2 and 15.

Overtime

Work performed beyond the agreed working time on the instructions of the manager, as may be required on occasions.

Partner

Unless stated otherwise:

- the employee's spouse;
- the person with whom the employee has entered into a registered partnership;
- a single person who is not a relative by blood or marriage in the direct line with whom the employee has entered into a cohabitation contract before a civil-law notary, or with whom the employee shares a household.

Unsocial hours allowance

The allowance paid to employees who work based on a fixed schedule and who work hours outside the usual working hours of the schedule.

Salary

The amount you actually earn in a year, as calculated based on the salary system used at the bank and your agreed working time. The salary includes 8% holiday pay.

Salary scale

A range of salaries between the scale minimum and scale maximum.

Salary supplement

Your actual annual supplement based on the agreed working time.

Hourly wage

The sum of your salary, benefit budget, salary supplement, and pay supplement divided by the number of agreed annual hours of work.

Trade unions

The trade unions that are parties to this collective labour agreement: Our NEXT Move, De Unie, CNV, and FNV Finance (part of the *Netherlands Trade Union Confederation [FNV]*).

Employee representation body

General term covering all forms and groups relating to employee participation, including the Employee Council.

Signatures

As agreed in Amsterdam on 20 June 2024

ABN AMRO Bank N.V., with registered offices in Amsterdam

Our NEXT Move, with registered office Amsterdam

De Unie, with registered office in Culemborg

CNV, with registered office in Utrecht

FNV Finance, with registered office in Utrecht

Appendix I

Sick leave rules

If you are sick, there are several rules you have to abide by.

Rules

- On the first day of sickness, you must report sick 30 minutes before the start of your working day by contacting your manager or the person designated for this purpose, such as a People Manager.
- You must do everything you can that may expedite your recovery.
- You must be available to be contacted between 11:00 and 16:30, except when undergoing medical treatment at that time or when the company doctor has given different instructions. If you are not staying at your home address, you must provide the address where you are receiving care.
- You must perform suitable (alternative) work as instructed by the bank, even if it is at another employer.
- You must ask your manager for permission if you want to go on holiday while on sick leave. If the company doctor concludes that the holiday will not impede your recovery, your manager will approve your holiday.
- When you have recovered, you must notify your manager, record it in the system, and resume your work immediately.
- If you get sick while on holiday, your manager may make reinstatement of the annual leave you could not enjoy as a result conditional on you providing the company doctor with a medical certificate issued by the doctor who treated you that shows the nature, duration, and treatment.

Failure to abide by these rules may have consequences for payment of your salary or statutory benefits or supplements. It may also have consequences for your employment contract with the bank.

If the bank intends to claim damages from a third party on account of your occupational disability, you will be required to cooperate.

If your sickness was caused or is aggravated by intentional acts or gross negligence on your part, you will not be paid any supplements by the bank.

Expert opinion

If you disagree with the company doctor's opinion that you are fit to return to work, you can turn to the Employee Insurance Agency (*Uitvoeringsinstituut Werknemersverzekeringen [UWV]*) to request a second opinion from an expert. This is subject to the following rules:

- You must request the expert opinion no later than one week after the company doctor has stated that you are fit to return to work.
- You must immediately notify both your manager and the company doctor.
- You must be available to be examined by a doctor designated by the Employee Insurance Agency.
- If the Employee Insurance Agency rules in your favour, you must immediately make an appointment with the company doctor.
- If the Employee Insurance Agency agrees with the company doctor's opinion, you must return to work that same day. The hours not worked between the point when the company doctor issued their opinion that you are fit to return to work and the point where you actually return to work will be taken out of your annual leave entitlement. If you do not have enough annual leave entitlement to cover these hours, the amount will be deducted from your pay.

Appendix II

Banker's oath and disciplinary rules

The Dutch Financial Supervision Act (Wet financieel toezicht [Wft]) requires you, as an employee of ABN AMRO Bank, to take an oath or make an affirmation. This is subject to disciplinary rules. By taking the oath or making the affirmation, you declare that you will do your job in an ethical manner and with due care. The bank will see to it that the banker's oath remains relevant and raises awareness of the desired behaviour, which puts clients' interests first, and will continue to do so after you have taken the Banker's Oath.

Rules

To ensure that you perform your work in an ethical manner and with due care, the following rules apply:

1. You are subject to the current version and any future versions of the Code of Conduct for the banking industry ((Gedragregels Bancaire Sector) and the associated Disciplinary Code for the banking industry (Tuchtreglement Bancaire Sector). Both these codes form part of your employment contract.
2. As an employee working in the banking industry, you are required to take the banker's oath. The banker's oath is confirmed by you signing a form. By taking the oath, you are also agreeing to be bound by the Code of Conduct for the banking industry and the associated Disciplinary Code. The bank keeps a record of this form.
3. You must take the banker's oath no later than three months after you join the bank. The bank will enable you to comply with the requirement under point 2 in the manner stipulated by the Dutch Financial Supervision Act.
4. If you refuse to comply with the requirement under point 2, you will not be able to continue working for the bank.

Dilemmas

The bank addresses the dilemmas you may face as a result of having taken the banker's oath and the instructions issued by the bank in that context. There is also a toolkit available with all the necessary information and resources. In addition, the bank has an Ethics Committee that you can turn to when you face issues for which laws and regulations and internal consultations cannot provide clear-cut answers.

Point of contact

Once you have taken the banker's oath, you may be called to account by third parties if you fail to adhere to the code of conduct. Third parties may call you to account through an independent disciplinary committee of the Foundation for Banking Ethics Enforcement (FBEE). The bank has a set up a point of contact that acts as a filter between FBEE and employees. This point of contact:

- is the point of contact for FBEE and the disciplinary committee;
- records reports filed by third parties;
- responds to a complaint or report by checking within the bank whether any previous complaints have been made, any matters are currently under investigation and/or any sanctions have been imposed against employees;
- assesses the petitions on their merit. The point of contact assesses whether a complaint requires further action by the bank, coordinates the measures that need to be taken, and informs the employee(s) and/or departments involved of any further action to be taken. The point of contact also decides whether or not certain conduct has to be reported to FBEE;
- is your point of contact if you need representation.

Legal expenses

If a complaint is filed against you under the Disciplinary Code, the bank will give you the opportunity to defend yourself. After consultation with your manager, you will be given the time needed for this. The bank will cover your legal expenses if you are involved in disciplinary proceedings governed by the Disciplinary Code, except when the bank has good grounds to believe at the outset that you have acted in a seriously culpable manner.

You can opt to be represented by a legal counsel appointed by the bank. If you choose a legal counsel other than the one appointed by the bank, the bank will cover their fees up to €5,000 inclusive of VAT on a one-time basis. If the complaint is upheld by the Disciplinary Committee or on appeal, the bank may decide to recover the legal expenses from you.

Appendix III

Policy on consequences of compulsory training programmes

The bank has a policy in place on the consequences of non-compliance with the competency requirements under domestic and international laws and regulations, such as the Dutch Financial Supervision Act (*Wet financieel toezicht [Wft]*).

This policy on the consequences also extends to laws and regulations where the legislator specifies the competency requirements. It is up to the bank to decide how these requirements are to be met.

If you fail to obtain the qualifications/certificates for the compulsory training as referred to above in time or fail to meet compulsory periodic lifelong learning requirements, you will no longer be authorised to counsel and/or advise clients on the bank's products and services. You will then be relieved of your duties and will temporarily have to perform other work as you wait to be assigned to another job. You and the bank will make a joint effort to find you another job. Your salary may be reduced as a result.

Appendix IV

Rules of the disputes committee

Scope

a. Advisory Committee

The role of the Disputes Committee (hereinafter called the 'committee') is to mediate in disputes between you, as an employee, and the bank over application of the CLA. If this does not lead to the desired outcome, the committee will provide a solution to the dispute. The committee also mediates and adjudicates if you feel that the bank has acted unreasonably with regard to your pay and benefits and/or your working conditions by making, or failing to make, a specific decision with implications for your legal position and where you believe that, as a consequence, your legitimate interests have been harmed.

As an employee, you can also lodge an objection with the committee regarding the job profile and/or related Hay level assigned to your role.

You may also lodge an objection with the committee if the bank fails to investigate a complaint concerning inappropriate behaviour, as specified in the Protocol on Inappropriate Behaviour, that you have suffered, such as sexual harassment, aggression, intimidation or discrimination. However, if the bank has carried out such an investigation and has issued a response or decision concerning your grievance, you can no longer bring proceedings before the committee.

b. Arbitration Committee (clause 1.3 of the Social Plan)

The parties to the CLA may stipulate by contract that the committee is authorised to act as arbiter (to the exclusion of the civil court) in any dispute between you and the bank regarding the application of another collective agreement, such as the Social Plan and the resignation scheme. In such cases, the committee will issue binding arbitration

decisions, whereby the committee will adhere to these rules insofar as possible.

c. Contract Termination Advisory Committee (clause 1.3 of the Social Plan)

The parties to the CLA may also stipulate by contract that the committee will perform the role referred to in Section 671a(2), Book 7, of the Dutch Civil Code. This is the case if the bank requests permission to terminate your employment contract on the basis of Section 669(3)(a), Book 7, of the Dutch Civil Code.

When you may not lodge an objection

Sometimes the bank makes a decision affecting a group of employees that is based on statutory decisions or was the subject of discussion with the trade unions or Employee Council. In such situations, you may not lodge an objection against the decision, although you may lodge an objection against the way that decision was implemented in your specific case. In addition, you may not lodge an objection against a decision that was taken by a body, association or fund that was set up for employees of the bank. Moreover, proceedings cannot be brought if the bank has decided to terminate your employment contract following consultation with you. Finally, you may not lodge an objection if you are suspended and your suspension is not a disciplinary measure.

Composition of the committee

a. Advisory Committee

The committee is headed by an independent chair appointed by the parties to the CLA. The committee also consists of two ordinary members, one of whom is appointed by the bank and the other by the trade unions. The chair and the members each have one or more deputies, each

appointed in the same manner. The committee arrives at its decisions by majority voting.

If your objection relates to the job profile and/or related Hay level assigned to your role, the committee will consist of the chair or their deputy and at least two members or deputy members. The bank and the trade unions will be represented equally.

b. Arbitration Committee

The committee is headed by an independent chair appointed by the parties to the CLA. The committee also consists of four ordinary members, two of whom are appointed by the bank and the other two by the trade unions.

The chair and the members each have one or more deputies, each appointed in the same manner. The committee arrives at its decisions by majority voting. In cases where the committee is asked to take a provisional measure, the committee will consist of an independent chair appointed by the parties to the CLA and two ordinary members, one of whom is appointed by the bank and the other by the trade unions.

c. Contract Termination Advisory Committee

The committee is headed by an independent chair appointed by the parties to the CLA. The committee also consists of two ordinary members, one of whom is appointed by the bank and the other by the trade unions. The chair and the members each have one or more deputies, each appointed in the same manner. The committee arrives at its decisions by majority voting.

Disputes Committee members

Once the term of the CLA comes to an end, the committee will remain competent to deal with disputes referred to it before the end of the term of the CLA. If a vacancy arises on the committee before the end of the term of the CLA, it will be filled within one month. The new member will be appointed in the same manner as the member they replace.

The committee's expenses are covered by the bank.

The chair, the members and their deputies will not participate in the resolution of any dispute in which they have a personal involvement or personal interest.

The chair, the members and their deputies of the Contract Termination Advisory Committee and the Arbitration Committee may not mediate or arbitrate in a case if they served on either of these committees on a previous occasion when the same complaint from the same complainant was considered.

Secretary's office

The committee has the support of a secretary and secretary's office, the expenses of which are covered by the bank. The secretary has deputies. The secretary and deputy secretaries are not members of the committee and are appointed by the bank. The committee determines the duties and working methods of the secretary's office.

The secretary's office is located at HR Labour Affairs, PAC HQ1107, PO Box 283, 1000 EA Amsterdam, phone +31 (0)20 628 1280, email: geschillencommissie@nl.abnamro.com.

Procedure

a. Procedure of the Advisory and Arbitration Committees

Deadline for objections

You must send your notice of objection within six weeks from the date on which the decision to which the objection relates was taken or should have been taken but was not. This deadline for objections will in any event be stated in the letter that is sent to you if you are not assigned a job during a reorganisation.

Language and assistance

Proceedings are conducted in Dutch. You may choose to be assisted by a counsellor during proceedings; this may be a trade union official, a colleague, a lawyer or a legal aid adviser, for example. You are responsible for paying the costs of any such assistance.

Content of notice of objection

If you wish to initiate proceedings, you must submit a notice of objection to the secretary's office of the committee. You must include your name and address in your notice of objection, as well as the nature of the decision that was taken or should have been taken but was not. You must provide a clear description of the facts leading to the dispute and a conclusion. If the notice of objection does not satisfy these requirements, the committee will give you the opportunity to add additional information.

Lack of suspensory effect / provisional measures

If you lodge a notice of objection, this does not result in the decision you are disputing being suspended. Once the notice of objection has been

submitted and supplemented as required, the committee may take provisional measures, which may take effect immediately, if necessary.

You will receive confirmation that the secretary's office has received your notice of objection. The secretary's office will forward copies of your notice of objection to the committee and to the bank. If your objection concerns the job profile and/or related Hay level assigned to your role, the secretary's office will send a copy of your notice of objection to the Organisational & People Development department. Secretarial staff will ask this department for an expert opinion in writing.

Statement of defence

The bank may submit a statement of defence to the secretary's office no later than four weeks after the secretary's office forwards the notice of objection to the bank. If the objection concerns the job profile and/or related Hay level assigned to your role, the bank may submit this defence no later than four weeks after the expert opinion is received.

The secretary's office forwards copies of this statement of defence to you and to the committee. The chair may then give you an opportunity to respond in writing to the bank's statement of defence, after which the bank will be given the opportunity to respond in writing to your written response. In both cases, the written response must be submitted within two weeks. The secretary's office will send copies of these responses to the committee and to the other party.

Hearing

Within four weeks of the completion of the written preparations, the chair will specify a time, date and place for a hearing. The committee may also ask other parties to appear before it, if it deems this necessary. You can bring witnesses or experts to a hearing, and so can the bank.

The secretary's office must be notified of this at least two weeks before the date of the hearing and will immediately notify the committee and the other party to the dispute that witnesses and/or experts are to attend the hearing.

Hearings are not held in public unless the committee decides otherwise and neither you nor the bank objects.

During the hearing, the committee will attempt to reach an amicable settlement between you and the bank, to which end the committee may adjourn the hearing to give you and the bank time to consider matters.

Binding recommendation/arbitration

If no settlement can be reached between you and the bank, the committee will give its oral decision to you and the bank no later than three working days after the hearing concludes. You and the bank may ask the secretary's office for details of the decision and request written confirmation.

Where possible, the committee will give written reasons for its oral decision within six weeks. The Advisory Committee's written decision is a non-binding recommendation and the Arbitration Committee's decision is an arbitration award. Minority views within the committee are not communicated. The decision will be written in Dutch. The decision may be published, in which case your name will be omitted. The secretary's office will ensure that you and the bank receive a copy of the written recommendation. A copy of the decision will be sent to the Reward department.

b. Procedure of the Contract Termination Advisory Committee (clause 1.3 of the Social Plan)

Language and assistance

Proceedings are conducted in Dutch. You may choose to be assisted by a counsellor during proceedings; this may be a trade union official, a colleague, a lawyer or a legal aid adviser, for example.

You are responsible for paying the costs of any such assistance.

Request to terminate the employment contract

The bank must initiate the proceedings by submitting a request to the secretary's office in which it requests permission to terminate your employment contract in accordance with Section 669(3)(a), Book 7 of the Dutch Civil Code. This request must state the bank's reasons for terminating the employment contract and the legal basis for the request. If the request does not include sufficient information for the bank's request to be assessed, the bank will be given the opportunity to provide additional information. The bank must do this no later than one week after the secretary's office requests this.

The secretary's office will provide the bank with confirmation that it has received the request. The secretary's office will forward copies of the request to the committee and you.

Statement of objection

Once the secretary's office has forwarded the request to you, you have two weeks to submit a statement to the secretary's office that you do not agree with the termination of your employment contract. The secretary's office will forward copies of your statement to the committee and to the bank.

All documents exchanged will be treated confidentially by the secretary's office and the committee and only shared with the parties to the dispute.

Hearing

Within four weeks of the completion of the written preparations, the chair will specify a time, date and place for a hearing. The committee may also ask other parties to appear before it, if it deems this necessary. You can bring witnesses or experts to a hearing, and so can the bank.

The secretary's office must be notified of this at least two weeks before the date of the hearing. The nature of the expert's expertise must also be stated. The secretary's office will immediately notify the committee and the other party to the dispute that witnesses and/or experts are to attend the hearing.

Hearings are not held in public unless the committee decides otherwise and neither you nor the bank objects.

Committee's decision

No later than three working days after the hearing concludes, the committee will announce whether the bank will be given permission to terminate your employment contract. You and the bank may ask the secretary's office for details of the committee's decision. The committee will provide written reasons for its decision no later than six weeks from the date of giving its oral decision. Minority views within the committee are not communicated. The decision will be written in Dutch. The decision may be published, in which case your name will be omitted.

The secretary's office will ensure that you and the bank receive a copy of the decision immediately. A copy of the decision will be sent to the Reward department.

**General rules**

- If you submit a notice of objection to the committee, this will in no way adversely affect either your position at the bank or that of any other employee involved in any way in the proceedings.
- The committee and the staff of the secretary's office are bound by a duty of confidentiality. This does not apply if you make public matters covered by that duty of confidentiality yourself.
- You may choose to be assisted by a counsellor from the bank during proceedings of the committee. You may also choose to be assisted by a counsellor from the bank with a view to avoiding the need for a case to be referred to the committee.
- The committee may deviate from the deadlines specified in these rules. The committee may also allow parties to a dispute to deviate from those deadlines.
- If circumstances arise that are not provided for by these rules, the matter at hand will be decided by the committee.

Remuneration for trade union representatives

A trade union representative at a hearing of the committee will receive payment of €500 per half day, capped at €1,000 for each day of the hearing. No payment will be made in respect of the time that a union representative spends preparing for hearings.

