Collaboration ERM/IRM

Peter den Dekker Head of Insurance & Risk Management 7 November 2017



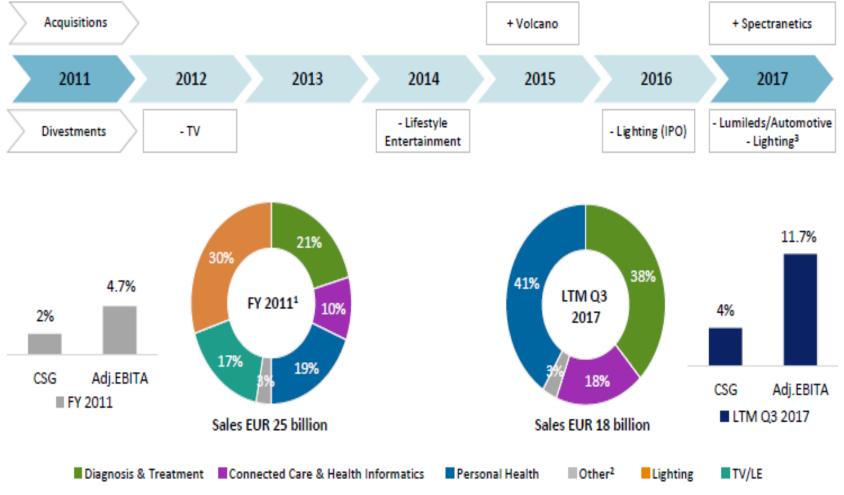


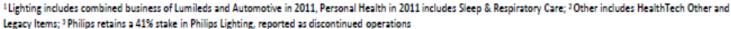
At Philips, we strive to make the world healthier and more sustainable through innovation

Philips leading digital revolution and transforming healthcare



We have transformed into a focused HealthTech leader







Our strong portfolio has >60% of sales from leadership positions in core businesses¹

Key businesses and leadership positions

Diagnosis & Treatment









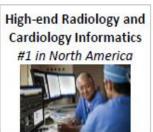
Connected Care & Health Informatics











Personal Health









Respiratory Care





Healthy Breathing





¹ Leadership position refers to #1 or #2 position in Philips addressable market; 2 Based on non-invasive ventilators for the hospital setting



Innovation focus



Digitalizing solutions:

Systems, smart devices, software and services



Collaboration:

Co-creation with partners and customers



Philips Risk Model

- The Philips Risk Model provides an overview of and categorization of main enterprise risk areas relevant to Philips and serves as a tool to:
 - Enable cross company analysis and benchmarking
 - Align internal and external risk reporting
 - To consolidate an Enterprise wide risk profile, bottom up and top down
 - Trigger risk identification from various perspectives,
 - Provide a common language, a common set of risk definitions
- The Philips Risk Model is structured along **four main categories of enterprise objectives** (based on the COSO framework): *Strategic, Operational, Financial and Compliance*.
- Aligns with risk categorization in Annual report, the Philips Group Top risks and COSO
- Aligned with key stakeholders and evolves reporting demand driven, centrally governed

Philips Risk Model

Strategic

- Macroeconomic changes
- Industry/market changes
- Business model changes
- Digitalization
- Growth of emerging markets
- Mergers & Acquisitions
- Divestments
- Joint ventures
- Intellectual property rights
- Investor Relations
- Brand & Communication
- Governance

Operational

- Transformation programs
- Innovation process
- Intellectual Property usage
- LSP Execution
- Supply chain
- IT
- Information Security
- People
- Product quality and liability
- Sustainability
- Physical Assets
- Disaster Recovery & Business Continuity
- Sales & Marketing

Compliance

Risks

- General Business Principles
- Anti-Bribery and Corruption
- Antitrust
- Export Control & Sanctions
- Data privacy
- Healthcare compliance
- · Quality & Regulatory
- Product security
- Customs
- Trade compliance
- Laws & regulations (other)
- Internal controls

Financial

- Treasury
- Tax
- Pensions
- Accounting and reporting



ERM Support Team

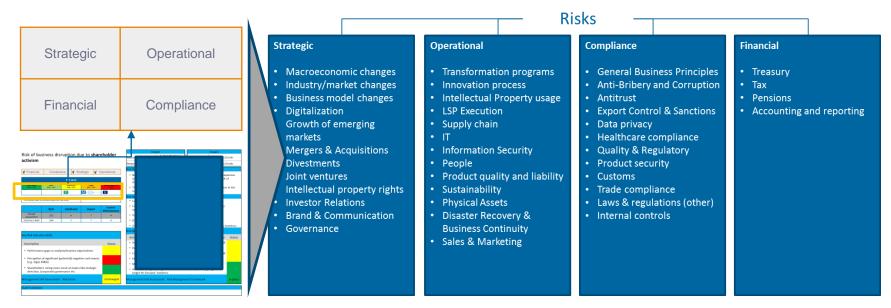
ERM support team

Internal Audit – Legal – Treasury – Accounting – Risk Management Markets – Quality & Regulatory – Strategy & Innovation - IRM





From mapping risk to an Objective category to mapping risk to a Risk Category



Why

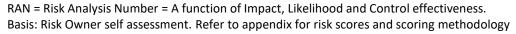
- To consolidate an Enterprise wide risk profile, bottom up and top down
- Enable cross company analysis and benchmarking
- To align internal and external risk reporting

The RSA Archer ERM tool requires each risk to be mapped to a risk category



Movement risk Levels Q3 16' – Q2 17'

Unmanaged risk assumes no control measures are in place or suddenly									
Managed risk takes into account current control measures; Current situation.						Risk leve	el .		
Planned risk indicates the level of managed risk we aim to achieve		Very Lo	114/	Lo	\ \/	Mediun		High	Very High
Marked as Priority risk requiring breakthrough in risk reduction		RAN<10		RAN•		RAN<25		RAN<350	RAN >350
Marks 2016 level only in case of change		10 (14 < ± 0		10 01	130				10 (14 > 330
Strategic						Planned r	ISK ZO		
Missing out on the Digital enpartunity/Discustive Compatit						P		M	U
Ne							Р	M ∢	······································
Slo						P	M	LY	······································
В						P		M	·
Ur						P M	∢ ······		U
Operational					Planne	d risk zone			
Proach of Information Cocurity						P	√]⊲	LY	U
F	mation					P	M	4	·U
ī	cts					P M	LY		······································
E						P	M	•	U
ī	nt				M	P LY		U	
ī						P M, 11		U	
Slow recovery from Business disaster					P M	•U			
Financial			Planr	ned ris	zone				
Sub-ontimal value realization from Divertments (1991);ds, Lig	ghting,			l	Р		M∢		U
Funding denote of defined benefit relision plans					P M			U	
Compliance		Planne	ed risk z	zone					
Non	ity		E					LY	U
Non			P				LY	M	U
Non-compliance to our and negulations			Ē)		M			······································





Overview of the risk analysis methodology

U	Unmanaged risk level	Assessment of risk arising from the nature of our activities and business	Impact Potential consequence if the risk occurs, expressed in yearly CASH impact.		
environment, assuming <i>no</i>		measures* are in place or suddenly fail.	Likelihood Chance of the risk to occur in the plan period, expressed in % probability.		
M	Managed risk level	Assessment of risk taking into account effectiveness of <i>current</i> control measures.	Control effectiveness Perceived effectiveness of existing control measures, expressed in % risk level reduction.		
P	Planned risk level	The Managed risk level we aim to achieve. Guides resource allocation and control improvement actions.	Balanced with growth, return, stakeholder expectations, legal and regulatory requirements, our GBP and Brand reputation.	梦	

We measure the Managed risk level using the Risk Priority Number (RPN)

The o	Risk level				
Very Low RPN<100	Low RPN<150	Medium RPN<250	High RPN<350	Very High RPN >350	
	P	Improve M Current situation	Control	U Š X ॐ	

3 scores drive RPN: Impact, Likelihood and Control Eff. scored on a 9-point scale (ref. appendix) The RPN = I x L x (10-CE). Example: I=5, L=8, CE=5, RPN = $7 \times 6 \times (10-5) = 210$

^{*} Control measures include any process, policy, device, practice, or other actions specifically taken to modify the impact or likelihood of the risk.



Risk scoring scales

Inherent Impact: The potential consequence if the risk actually occurs, expressed in yearly CASH impact, assuming that no control measures* are in place or suddenly fail.

Inherent Likelihood: The chance of the risk to **Control Effectiveness:** The perceived occur over the plan period, expressed as the % effectiveness of existing control probability, assuming that no control measures* are in place or suddenly fail.

measures*, expressed as the % risk level reduction.

Score	Description	Financial impact	
9	Extremely High		Л
8	Very High	10	MOC
7	High	5(0M
6	Medium - High	2	DM
5	Medium	1	DM
4	Medium - Low		M
3	Low - Medium		M
2	Low		M
1	Very Low		TOW

Score	Description	Likelihood
9	Almost Certain	90%-100%
8	Most Likely	80%-90%
7	Very Likely	70%-80%
6	More then Likely	60%-70%
5	Likely	50%-60%
4	Less then likely	40%-50%
3	Unlikely	30%-40%
2	Very Unlikely	20% – 30%
1	Most Unlikely	10%-20%

Score	Control Effectiveness, % risk reduction	
9	80%-100% (Almost) fully mitigated	
8	70%-80%	
7	60%-70%	
6	50%-60%	
5	40%-50% Some controls in place	
4	30%-40%	
3	20%-30%	
2	10% – 20%	
1	0-10% (Almost) no controls	

Impact scales have been updated. 2015 RPNs have been adjusted accordingly to make a like for like comparison.

^{*} Control measures include any process, policy, device, practice, or other actions specifically taken to modify the impact or likelihood of the risk.



		Areas – COSO Framework		
coso	High Level Area	Elements		
	Governance	Tone at the top / Risk & Control Framework / CSR / Sustainability / Cross Sector Alignment / Board Structure & Performance		
	Transformation projects (PG1/PG15)	Accelerate! / End2End / PIL /Gemini		
U	Investor Relations (PG10)	Investor Relations / Shareholder activism / Crisis Communication / Community Relationship		
Strategic	Mergers, Acquisition & Divesture	Valuation and Pricing / Integration / Value Realization / Joint Ventures		
Stra	Market Dynamics (PG2 / Sector risks / PG13)	Continued Recession & Impairment /Technology / Growth Emerging Markets / Negative Market Conditions / Competition / Pricing Pressures / Product Demand / Macro-Economic Factors / Lifestyle Trends / Socio-Political / Regulatory		
	Brand & communication	Media Relations / Customer Relations / Corporate Reputation & Image		
	Digital (PG7)	Digital Sales / Missing-out on Digital Opportunity / Analytics / Social Media / Campaign Management / Content Management / Search / Mobile		
	Product Development	Product Strategy / Product Development / Product Quality / Product Security / Product Release		
	Sales & Marketing (Sector risks)	Product Portfolio / Research & Development / Innovation / Pricing / Margin Management / Brand Value Creation		
	Value chain (PG9)	Purchasing / Planning Reliability / Supply Chain / Contract Management / Customer Service / Product Quality / Sustainability		
Operational	People (PG12)	Recruiting & Retention / Employee Engagement / Health & Safety / Leadership / Culture / Global Resourcing / Development & Performance / Succession Planning / Compensation & Benefits / Labor Relations / Outsourcing / Contractors / Talent		
Opera	Information Technology (PG5 & PG8/PG8a)	IT Governance / Information Management & Transformation / Project Management / Availability & Continuity / Information Security & Access / Integrity / Infrastructure / Cyber Security / IT Vendor Management / InfoSec Breach / Non-consistent Deployment of Product Security & Services		
	Hazards (PG11)	Natural Events / Terrorism & Malicious Acts / Business Disaster & Continuity		
	Physical assets	Real Estate Management / Property & Equipment Inventory / Facility Management		
ā	Legal	Liability / Intellectual Property / Contracts / Anti-Corruption		
Compliance	Regulatory (PG6)	Export Control / Environment / Anti-Trust & Competitive Practices / Trade / Customs / Securities / Product Safety / Data Protection & Privacy / FDA Compliance / Labor / Tax		
Соп	Standards of business conduct (PG6)	Ethics / Fraud / Illegal Acts / Compliance to GBP		
		Liquidity & Cash / Funding & Investment / Interest Rate / Foreign Currency / Commodity / Credit Risk / Inflation / Country / Insurance /		
	Treasury	Equity / Hedging / Financial Instruments		

Actuarial Losses / Pension Fund Legislation & Governance / Pension Fund Operation Losses carried forward not realized / Transfer Pricing / Permanent Establishments / M&A Tax Obligations / Tax Optimization / Tax

Finance

Pensions (PG3)

Tax

Mapping to reporting structures

	Risk Category	Annual Report	Top Enterprise risks	COSO risk areas	
	Macroeconomic changes	Macroeconomic changes	Negative Market conditions		
	Industry/market changes	Changes in industry/market	Disruptive Competition	Market Dynamics (PG2 / Sector risks / PG1	
	Business model changes		New Business Models Transition		
	Digitalization		Missing out on the Digital opportunity	Digital (PG7)	
	Growth of emerging markets	Growth of emerging markets	Unfavorable China market environment		
	Mergers & Acquisitions	Acquisitions	Unsuccessful Acquisition and integration	Mergers & Acquisition	
Strategic	Divestments			Divesture	
	Joint ventures	Joint ventures			
	Intellectual property rights	Intellectual property rights			
	Investor Relations		Shareholder activism	Investor Relations (PG10)	
	Brand & Communication	Reputation		Brand & communication	
	Governance			Governance	
	Transformation programs	Transformation programs	Failure of Transformation programs	Transformation projects (PG1/PG15)	
	Innovation process	Innovation process		Product Development	
	Intellectual property usage	Intellectual Property			
	LSP Execution		Acquisition and execution of LSPs		
	Supply chain	Supply chain	Sole/Single suppliers	Value chain (PG9)	
	IT	IT	IT landscape transformation		
Operation	Information Security		Breach of Information Security	Information Technology (PG5 & PG8/PG8a	
	People	People	Talent	People (PG12)	
	Product quality and liability	Product quality and liability		Product Development	
	Sustainability				
	Physical Assets			Physical assets	
	Disaster Recovery & Business Continuity		Slow recovery from Business disaster	Hazards (PG11)	
	Sales & Marketing	Reputation		Sales & Marketing (Sector risks)	
	General Business Principles	General Business Principles	Non-compliance to GBP and Regulations	Standards of business conduct (PG6)	
	Anti-Bribery and Corruption	General Business Principles	Non-compliance to GBP and Regulations	Legal	
	Antitrust	Market practices	Non-compliance to GBP and Regulations		
	Export Control & Sanctions	General Business Principles	Non-compliance to GBP and Regulations		
	Data privacy	Data privacy	Non-compliance to GBP and Regulations		
Samuellanes	Healthcare compliance	Regulatory			
Compliance	Quality & Regulatory	Product security	Non-compliance with FDA and other medical reg.	Regulatory (PG6)	
	Product security	Product security	Products & Services Security		
	Customs				
	Trade compliance				
	Laws & regulations (other)	Legal / Regulatory		7	
	Internal controls	Internal controls			
	Treasury	Treasury	Sub-optimal value realization from Divestments	Treasury	
Cin an aint	Tax	Tax		Tax	
Financial	Pensions	Pensions	Pension plans	Pensions (PG3)	
	Accounting and reporting	Accounting and reporting		Accounting and Reporting	



Royal Philips Insurance & Risk Management Department (IRMD)

- Global IRMD team Amsterdam Global
 - Peter den Dekker
 - Pim Moerman
 - Evelijn Braakman
 - Gaby van Kolk
- Regional IRMD teams
 - Jim Durchak
 Mariana Glingani
 Panama
 Latin America
 Asia Pacific
 Jia Ming Zhong
 China
 North America
 Latin America
 Asia Pacific
 Greater China

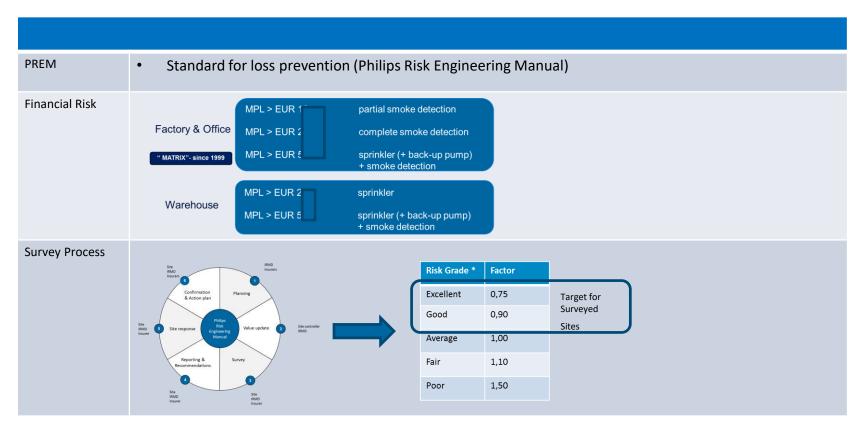


Royal Philips Insurance & Risk Management Department (IRMD)

- The objective of IRMD is to evaluate, control and treat identifiable operational risks which can have an adverse effect on the profitability of the Group by:
 - developing a positive attitude towards the identification, reduction or elimination and control of exposures that threaten the business;
 - Securing cost effective treatment of all the identified insurable risks by means of risk control, self-insurance and insurance (risk transfer);
 - Business Partner in M&A transactions, projects, contract management, ERM steering group, BCM, HS&S,
 Sustainability, supply chain management, Cyber/Data privacy, global crisis team, etc.
 - through the combination of the foregoing, minimizing the total cost of risk for Philips.
 - Mandatory participation in the Philips Global Insurance Programs for all operating companies of the Group.



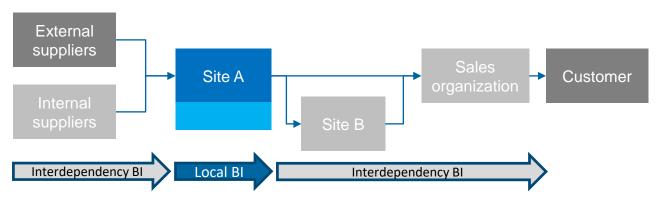
Philips Risk Engineering





Valuation of Loss Exposures

Defining values



Exposure	Description	Calculation
Property Damage (PD)	Loss of Assets (Buildings, Machinery, Inventory)	Replacement Value Commercial value (finished stock)
Local Business Interruption (BI)	Local site loss of Added Value	Sales minus BOM and Variable Expenses
Interdependency Business Interruption (IBI)	Upstream and downstream loss of Added Value	Sales minus BOM and Variable Expenses



Philips Real Estate Strategic Footprint Processes

- Develop Group-level Real Estate strategy in alignment with Business Strategies (i.e. Manufacturing, WH/DC, R&D, etc.)
- Assess each Site's strategic fit by applying guiding principles
- Visualize portfolio Site strategic fit via Traffic light indication, backed by group-level topic owner
- Plan and execute Site consolidation



Site Traffic Light Concept

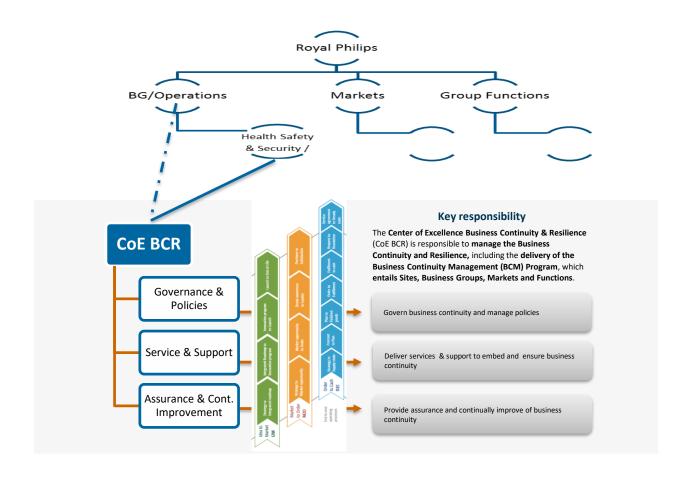
Green: Its decided to keep site.

Yellow: Site under investigation, decision expected in 6-12 months

Red: Its decided to close site within 1-3 years



Governance – Center of Excellence Business Continuity & Resilience





Business Continuity Program



Business Recovery

- BG Pilot Sites
- Assurance & Training
- Performance & Reporting
- (Site) Crisis Management

BCM Support Solution

- IT Delivery
- Enterprise Information Management

Supply Chain Management

• Supplier resilience framework

IT Continuity Management

• IT Continuity by business design

Extended Scope

- Philips Global Business Services (GBS)
- Philips Customer Services (CS)



Integral Supplier Risk Framework

Key objective: make integral risk transparent and manage it proactively.

Why? In order to minimize the patient and customer risk and enable better business decisions.

Select and qualify a solid and competitive supply base, fit for purpose

Right supply base

- Sourcing Approach (Single/Sole Sourcing)
- N-Tier Supplier Risk

Minimize likelihood and size of disruptions

Supply Chain and Business Continuity:

- Supplier bankruptcies
- Natural disasters location risk
- Supplier Business Continuity
- Supplier Risk engineering / insurance

Ensure predictable margins

Margin risks

- FX impact
- Raw material price risk
- Supply volatility



Aim of the Integral Supplier Risk Framework

Minimize Patient/ Consumer risk

 Prevent risks flowing down to patients/consumers by mitigating them before they become an issue

Minimize business impact

• Prevent supply chain disruptions and minimize the impact in case issues occur. Provide input to TCO and the supplier selection.

Identify risk crossfunctionally Bring transparency, identify risk drivers, optimize the risk assessment and derive top level risk classification via a structural method. Enable one holistic view across businesses, commodities, suppliers and owners.

Focus efforts to mitigate risks

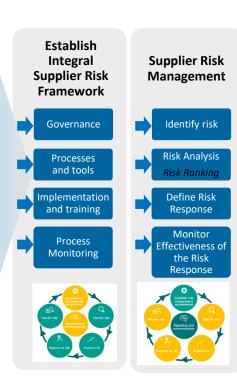
Develop a risk-based, tiered approach to allocate resources accordingly
providing an effective use of capacity. Develop structured guidelines for risk
responses ("one-size-fits all" is not applicable for risk management)

Automate for accuracy and speed

Make supplier risk management more agile by incorporation of automated solutions, which can secure accuracy and timely alerts, allowing for a better mitigation measures.

Fit in the ERM

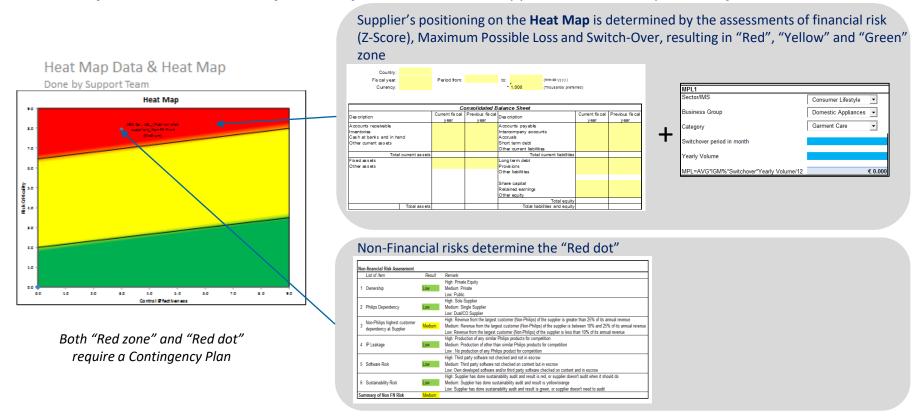
Connect to Enterprise Risk Management methodology





Supplier Risk Assessment

Based on financial and certain defined non-financial risks, the supplier risk Heat Map is identified





We are recognized for our commitment to sustainability Focus on UN Sustainable Development Goals, in particular #3 and #121



Philips commits to become carbon-neutral in its operations by

2020



Philips recognized Industry Leader in the DJSI 2015, 2016, 2017



Recognized leader

– Carbon
Disclosure Project
2013, 2014, 2015,
2016



Award-winning transaction – Revolving Credit Facility with sustainability link





Philips holds top scores in supplier rating platforms (used by our customers)







Thought leader on Circular Economy

2.1 billon lives improved in 2016. Target to improve 3 billion lives a year by 2025

1 UN Sustainable Development Goal #3: "Ensure healthy lives and promote well-being for all at all ages" and #12: "Ensure sustainable consumption and production patterns"





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Carbon Risk study

1 Executive Summary

Mr. Frans van Houten CEO of Koninklijke Philips N.V. ("Philips") has committed the firm to carbon neutrality for its global operations by 2020.

To reduce to zero emissions, Philips will drive down carbon emissions in operations, logistics, and business travel by becoming more energy efficient. They'll purchase energy from renewable sources and compensate remaining emissions via carbon credits. In addition, are to recycle 90% of operational waste and aim to send zero waste to landfill.

Carbon Risk Finance Pilot Study

Koninklijke Philips N.V.

FINAL Findings 22 August 2017 (DRAFT delivery Amsterdam, 17 July 2017)







