

## ECONOMIC, SOCIAL AND ENVIRONMENTAL INDICATORS

Unit		2010	2009	2008
<b>Economic</b>				
Total income	EUR million	49,179	46,409	7,526
Total charges and costs	EUR million	47,306	46,896	8,611
Net income	EUR million	1,760	204	(1,082)
Underlying earnings before tax	EUR million	1,972	1,185	1,573
Net underlying earnings	EUR million	1,553	1,005	962
Value of new business	EUR million	555	767	837
Earnings per share	EUR	0.83	(0.16)	(0.92)
Total dividend per share	EUR	NA	NA	0.30
Return on equity	Percentage	9.8%	5.7%	4.4%
Total revenue-generating investments	EUR billion	413.2	361.0	331.8
Total SRI assets under management*	EUR million	1,224	940	699
SRI as % of total revenue-generating investments	Percentage	0.30%	0.26%	0.21%
Employment expenses	EUR million	2,151	2,035	1,899
Standard & Poor's senior debt rating (AEGON N.V.)		A-	A-	A+
Amount spent on goods and services	EUR million	1,470	1,470	1,640
Tax payments	EUR million	(274.1)	345.1	(436.7)

\* Socially Responsible Investments, not including AEGON Industrial Fund Management Company's SRI fund in China, which at the end of 2010 had just over EUR 780 million in assets under management.

Unit		2010	2009	2008
<b>Environmental</b>				
CO2 emissions (from gas and electricity)	Metric tons	86,425	88,155	88,954
– Per employee	Metric tons	3.15	3.11	3.13
Gas consumption	Million cubic meters	3.6	3.7	4.1
Electricity consumption	GwH	150.9	154.6	175.0
Business travel by air	Million kilometers	115.7	107.0	134.6
CO2 emissions from air travel	Metric tons	13,440	12,339	17,318
– Per employee	Metric tons	0.49	0.43	0.55
Paper consumption	Metric tons	4,331	5,077	4,990
– Per employee	Kilograms	158	179	159
Use of recycled paper	Percentage	38%	20%	14%
Water use	Cubic meters	455,770	434,915	496,143
– Per employee	Liters/day	72.4	66.6	68.6
Waste production	Metric tons	4,418	3,660	4,516
– Per employee	Kilograms	160.8	129.0	143.7
Recycled waste	Percentage	69%	58%	54%

Please note that figures for AEGON's consumption of gas, electricity and water in the United States for both 2008 and 2009 have been restated to reflect a change in scope. Figures for these years and 2010 now include the following:

- Buildings owned by AEGON with 100 employees or more.
- Primary data centers supporting multiple locations.
- Other offices where AEGON leases the majority of the building, has 100 employees or more, has some control over energy and water use, and pays utility bills directly.

These figures have been extrapolated to cover 100% of AEGON's US workforce. This restatement has, in addition, led to an adjustment in figures for AEGON's emissions of carbon dioxide.

Please note that figures for AEGON's consumption of gas and water in the United Kingdom for both 2008 and 2009 have been restated following a data error.

Figures for water use in China have been included on a pro rata basis.

Unit		2010	2009	2008
<b>Social</b>				
Total employees		27,474	28,366	31,425
Employee turnover	Percentage	15%	13%	14%
Female / male breakdown	Ratio	51% / 49%	54% / 46% <sup>1</sup>	54% / 46%
Female / male senior managers	Ratio	24% / 76%	24% / 76%	23% / 77%
Part-time employees	Percentage	10.6%	9.9%	12.1%
Employees on fixed-term contracts	Percentage	8%	NM	NM
Training days	Average number of days	3.76	4.02	4.19
Training costs	EUR million	13.4	12.5	19.9
– Per employee	EUR	488	440	645
Absentee rate	Percentage	2.0%	2.3%	2.5%
Number of work-related injuries and illnesses		292	328	375
Dow Jones Sustainability index overall score 2		70	68	69
Number of customer complaints 3		53,470	64,963	86,196
Brand value 4	EUR billion	4.0	3.3	NM
Total donations and community support	EUR million	6.6	7.3	10.7
– % of net income	Percentage	0.4	3.6	NA

NM – not measured; NA – not available or not applicable

1 Please note that this figure has been restated because of a miscalculation in the Netherlands in 2009. 2 For further details, please see the Sustainability Report 2010. 3 This figure covers our businesses in the Americas, the Netherlands, the United Kingdom, Spain, Hungary, Poland, and China as well as the company's variable annuities operations in Ireland and AEGON Asset Management. 4 Data published by Brand Finance.