

# GRI Content Index

## with UN Global Compact Communication on Progress (COP) references

This content index refers to the Global Reporting Initiative (GRI) G3.1 Guidelines for Sustainability Reporting. The guidelines form a voluntary framework setting out principles and indicators that companies can use to measure and report their economic, environmental and social performance.

References to the UN Global Compact principles addressed as part of our Communication on Progress (COP) are incorporated into the GRI content index, in line with UN recommendations.

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FR = 2014 Financial Report

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## Management approach and performance indicators

### Product and service impact

#### Disclosure on management approach:

We provide comprehensive disclosure on our management approach to product and service impact in the two chapters “Creating solutions for sustainability” and “Extending our risk intelligence”.

FS1	Environmental and social policies in business lines	1, 2, 7–9	9, 14, 22
FS2	Screening of environmental and social risks	1, 2 and 8	22–26, 31–32
FS4	Environmental and social training for staff	1, 2 and 8	26
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FS8	Products with specific environmental benefit	7 and 8	14–21
FS11	Environmental and social screening in asset management		31–34

### Economic dimension

#### Disclosure on management approach:

Our management approach to the economic dimension is primarily disclosed in the 2014 Financial Report. Specific aspects (“implications of climate change” and “indirect economic impacts”) are disclosed in this report in the “Who we are and what we do”, “Creating solutions for sustainability” and “Exploring and shaping the risk landscape” chapters.

EC1	Direct economic value generated		7, FR 148–153
EC2	Implications of climate change	7	14–21, 35–38, 66–67
EC3	Benefit plan obligations		FR 216–223
EC9	Indirect economic impacts		6, 14–21

### Environmental dimension

#### Disclosure on management approach:

We provide comprehensive disclosure on our management approach to the environmental dimension in the chapter “Reducing our environmental footprint”.

EN1	Materials used by weight or volume	8	45, 47–48
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EN8	Total water withdrawal	8	45
EN16	Greenhouse gas emissions	8	45–46
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FR = 2014 Financial Report

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EN18 Initiatives to reduce greenhouse gas emissions	7, 8 and 9	44–47, 51
EN22 Total weight of waste	8	45
EN29 Environmental impact of transport	8	45–47

### Labour practices and decent work

#### Disclosure on management approach:

Our management approach to labour practices and decent work is disclosed in the chapter “Being an employer of choice”.

LA1 Breakdown of workforce		54, 56
LA2 Employee turnover	6	54
LA4 Freedom of association and collective bargaining	3	50, 61
LA7 Number of lost days		60
LA8 Training on serious diseases	1	60
LA10 Training hours	6	57
LA12 Performance review		62
LA13 Workforce diversity	1 and 6	55–56

### Human rights

#### Disclosure on management approach:

We address human rights aspects relevant to our business through our Sustainability Risk Framework and our sourcing guidelines. The corresponding management approaches are disclosed in the chapters “Extending our risk intelligence” and “Reducing our environmental footprint”, respectively.

HR2 Supplier screening on human rights	1–6	50
HR6 Child labour	1, 2 and 5	22–25, 50
HR7 Forced or compulsory labour	1, 2 and 4	22–25, 50

### Society

#### Disclosure on management approach:

We address society aspects relevant to our business through our business solutions, Group Code of Conduct and stakeholder dialogue. The corresponding management approaches are disclosed in the chapters “Creating solutions for sustainability”, “Ensuring good governance” and “Exploring and shaping the risk landscape”, respectively.

FS14 Access to financial services for disadvantaged people		14, 17–19, 66–67
SO3 Anti-corruption training	10	64
SO5 Public policy positions		35

### Product responsibility

We consider the definition of product responsibility in the GRI guidelines to be of little relevance for a company providing business-to-business services in the financial industry, and hence provide no information in this area.