G4 SECTOR DISCLOSURES

Global Reporting Initiative™

FINANCIAL SERVICES

CONTENTS

Legend

Chapters with a full color flag present sector content developed following GRI's due process

The contents of chapters with an outlined flag assist reporters when using the Sector Disclosures in conjunction with the G4 Guidelines

1 HOW TO USE THE SECTOR DISCLOSURES

The Financial Services Sector Disclosures document is based on the 'GRI Financial Services Sector Supplement'.

This Sector Supplement was issued in 2008 and developed based on the G3 Guidelines (2006). Following the launch of the G4 Guidelines in May 2013, the complete Sector Supplement content is now presented in the 'Financial Services Sector Disclosures' document, in a new format, to facilitate its use in combination with the G4 Guidelines.

The contents of the Sector Supplement have been re-organized and streamlined to fit the G4 Guidelines' content, structure and requirements. New contents have not been added.

This document has been prepared by the GRI Secretariat under the direction of the Technical Advisory Committee.

The Financial Services Sector Disclosures document contains a set of disclosures for use by all organizations in the Financial Services sector. The disclosures cover key aspects of sustainability performance that are meaningful and relevant to the Financial Services sector and which are not sufficiently covered in the G4 Guidelines.

The Financial Services Sector Disclosures should be used by all organizations in the Financial Services sector that wish to prepare a report 'in accordance' with the G4 Guidelines, either Core or Comprehensive. Please consult the 'in accordance' criteria on pages 11-14 of the *G4 Guidelines – Reporting Principles and Standard Disclosures*.

The Financial Services Sector Disclosures should be used in addition to and not as a replacement of the G4 Guidelines. Together, the G4 Guidelines and the Financial Services Sector Disclosures make up the reporting framework for the Financial Services sector.

This document contains additional disclosure requirements and guidance on existing G4 content, and standalone Aspects, Indicators and guidance for the sector. The following tables summarize the types of Sector Disclosures that are found in this document:

SPECIFIC STANDARD DISCLOSURES FOR THE SECTOR

SPECIFIC STANDARD DISCLOSURES FOR THE SECTOR	
Type of Sector Disclosure	**Explanation**
Sector specific Aspects	
Sector specific Aspects	There may be standalone Aspects for the sector. Organizations should consider the sector specific Aspects in this document together with the Aspects in the G4 Guidelines when defining the content of the report. The process for selecting material Aspects is described on pages 31-40 of the *G4 Guidelines – Implementation Manual*. The final selection of material Aspects may contain Aspects from the G4 Guidelines and sector specific Aspects from this Sector Disclosures document.
Sector specific Guidance for DMA	
Sector specific Guidance for DMA (Disclosures on Management Approach)	For each material Aspect identified (either from the G4 Guidelines or this Sector Disclosures document), organizations should report the Generic DMA (G4-DMA), for both Core and Comprehensive 'in accordance' options. The Generic DMA (G4-DMA) can be found on page 46 of the *G4 Guidelines – Reporting Principles and Standard Disclosures*. There may be sector specific Guidance for the DMA, for either G4 Aspects or sector specific Aspects. The sector specific Guidance for the DMA is designed to provide additional detail on the information to report for the Aspect. It is not a requirement to be 'in accordance', for neither Core nor Comprehensive. In the G3 Financial Services Sector Supplement, the sector specific Guidance for the DMA is considered to be a requirement. For this reason, organizations should consult the sector specific Guidance for the DMA when preparing a sustainability report.
Sector additions to G4 Indicators	
Additional disclosure requirements for G4 Indicators	There may be additional disclosure requirements for any of the Indicators included in the G4 Guidelines. For the 'in accordance' Core option: organizations choose at least one Indicator related to each identified material Aspect in G4 to report against. Organizations should report the additional disclosure requirements for the sector, if available, related to the chosen G4 Indicator(s). For the 'in accordance' Comprehensive option: organizations should report all Indicators available for the identified material Aspects in G4. Organizations should report all additional disclosure requirements for the sector, if available, related to the chosen G4 Indicators. *(*) Reasons for omission may apply in exceptional cases.*
Additional Guidance to G4 Indicators	There may be additional sector Guidance for any of the Indicators included in the G4 Guidelines. It is not a requirement to be 'in accordance', for neither Core nor Comprehensive. Organizations should consult this Guidance when preparing a sustainability report.

(*)**Please note**: If it is not possible to disclose certain information required by the Financial Services Sector Disclosures, reasons for omission may apply in exceptional cases. Please consult the reasons for omission on page 13 of the *G4 Guidelines – Reporting Principles and Standard Disclosures*.

SPECIFIC STANDARD DISCLOSURES FOR THE SECTOR CONTINUED

SPECIFIC STANDARD DISCLOSURES FOR THE SECTOR	
Type of Sector Disclosure	**Explanation**
Sector specific Indicators	
Sector specific Indicators located under G4 Aspects	There may be standalone sector specific Indicators added to existing G4 Aspects. Indicators are reported for material Aspects only as follows: For the 'in accordance' Core option: for each of the G4 Aspects identified as material, organizations should report at least one Indicator from the G4 Guidelines and (if available) one Indicator from the Sector Disclosures document related to the material Aspects. For the 'in accordance' Comprehensive option: for each of the G4 Aspects identified as material, organizations should report all the Indicators from the G4 Guidelines and (if available) all the Indicators from the Sector Disclosures document related to the material Aspects. These Indicators are labeled FS13 and FS14. *(*) Reasons for omission may apply in exceptional cases.*
Sector specific Indicators located under sector specific Aspects	There may be standalone sector specific Indicators located under sector specific Aspects. Indicators are reported for material Aspects only as follows: For the 'in accordance' Core option: organizations should report at least one Indicator related to the sector specific Aspects identified as material. For the 'in accordance' Comprehensive option: organizations should report all the Indicators related to the sector specific Aspects identified as material. These Indicators are labeled FS6, FS7, FS8, etc. *(*) Reasons for omission may apply in exceptional cases.*

(*)**Please note**: If it is not possible to disclose certain information required by the Financial Services Sector Disclosures, reasons for omission may apply in exceptional cases. Please consult the reasons for omission on page 13 of the *G4 Guidelines – Reporting Principles and Standard Disclosures*.

NOTES FOR EXPERIENCED GRI REPORTERS

GRI has made available a series of resources to help GRI sector reporters in their transition from G3/G3.1 to G4:

- *G4 Frequently Asked Questions*
- *Overview of changes in Standard Disclosures from G3.1 to G4 Guidelines*
- *Overview of changes in Standard Disclosures from G3 to G4 Guidelines*

The naming conventions of the GRI Standard Disclosures (including Indicators) have changed in G4. Consult the above tables for an overview of the changes in Standard Disclosures.

Annex I of this document provides an overview of how the Sector Disclosures have been re-organized to fit the new structure of the G4 Guidelines and includes references to the original disclosures' location in the Financial Services Sector Supplement (2008). For ease of reference, the Sector Disclosures' labels used in the Sector Supplement (FS1, FS2, FS3, etc.) have been retained.

NOTES FOR FIRST-TIME REPORTERS

First-time reporters are advised to consult and familiarize themselves with the contents of the G4 Guidelines before they start using the Sector Disclosures.

It is not necessary for first-time reporters to consult the Financial Services Sector Supplement (2008).

Note to users of an electronic version of this document:

Throughout Section 3, page references to Section 4 are hyperlinked. Clicking on these page references takes the user to the relevant page. To return to the previous view, please right click and select "Previous View" or click "alt" + left arrow.

2 INTRODUCTORY SECTION FOR THE FINANCIAL SERVICES SECTOR

2.1 FOR WHOM ARE THESE SECTOR DISCLOSURES INTENDED?

The Sector Disclosures are intended for organizations active in some or all of the four categories outlined in 2.2. The Sector Disclosures' content is developed to be globally applicable to financial services regardless of their size, ownership or range of activities within the sector.

2.2 FINANCIAL SECTOR BUSINESS LINES

The financial sector was segmented into four categories for the purposes of developing these Sector Disclosures, i.e. retail banking, commercial and corporate banking, asset management, and insurance, otherwise referred to as the core business lines throughout the Sector Disclosures document. The table below outlines the working definitions used for these categories in developing the Sector Disclosures.

FINANCIAL SECTOR CATEGORIES

Category	Definition
Retail Banking	This category refers to everyday high street banking including the provision of private and commercial banking services to individuals. It also includes banking for more affluent clients, including wealth management and portfolio management services (either on a discretionary or managed basis). It may also include everyday transaction management, payroll management, small loans, foreign exchange, derivatives, etc. for individuals in their business activity.
Commercial and Corporate Banking	This category includes all transactions with organizations/business counterparts of all sizes, including but not limited to commercial and corporate banking, project and structured finance, transactions with small and medium enterprises (SMEs) and the provision of financial services to governments/ government departments. It also includes corporate advisory services, mergers and acquisitions, equity/debt capital markets, and leveraged finance (i.e. lending money for transactions). This excludes the provision of services to individuals in their private capacities (see Retail Banking).
Asset Management	This category refers to the management of pools of capital on behalf of third parties. This capital is invested in a wide range of asset classes, including equities, bonds, cash, property, international equities, international bonds, alternative assets (e.g. private equity, venture capital, hedge funds). The definition also encompasses elements of investment banking including the trading in shares and share derivatives, as well as fixed income - trading bonds, debt instruments, trading loans and loan portfolios and credit derivatives.
Insurance	This category refers to both pension and life insurance services provided directly or through independent financial advisors to the general public and employees of companies. It also covers the insurance of products or services for businesses and individuals and re-insurance services.

3
FINANCIAL SERVICES SECTOR DISCLOSURES

3.1 OVERVIEW OF CONTENT FOR THE FINANCIAL SERVICES SECTOR

GENERAL STANDARD DISCLOSURES	
• Strategy and Analysis • Organizational Profile • Identified Material Aspects and Boundaries • Stakeholder Engagement	• Report Profile • Governance • Ethics and Integrity

SPECIFIC STANDARD DISCLOSURES

Category	Economic	Environmental
Aspects[1]	• **Economic Performance ✚** • Market Presence • Indirect Economic Impacts • Procurement Practices	• Materials • Energy • Water • Biodiversity • **Emissions ✚** • **Effluents and Waste ✚** • Products and Services • Compliance • Transport • Overall • Supplier Environmental Assessment • Environmental Grievance Mechanisms

Category	Social			
Sub-Categories	Labor Practices and Decent Work	Human Rights	Society	Product Responsibility
Aspects[1]	• Employment • Labor/Management Relations • **Occupational Health and Safety ✚** • Training and Education • Diversity and Equal Opportunity • Equal Remuneration for Women and Men • Supplier Assessment for Labor Practices • Labor Practices Grievance Mechanisms	• **Investment ✚** • Non-discrimination • Freedom of Association and Collective Bargaining • Child Labor • Forced or Compulsory Labor • Security Practices • Indigenous Rights • Assessment • Supplier Human Rights Assessment • Human Rights Grievance Mechanisms	• **Local Communities ✚** • Anti-corruption • Public Policy • Anti-competitive Behavior • Compliance • Supplier Assessment for Impacts on Society • Grievance Mechanisms for Impacts on Society	• Customer Health and Safety • **Product and Service Labeling ✚** • Marketing Communications • Customer Privacy • Compliance • **Product Portfolio ✚✚** • **Audit ✚✚** • **Active Ownership ✚✚**

1 The word **topic** is used in the Guidelines to refer to any possible sustainability subject. The word **Aspect** is used in the Guidelines to refer to the list of subjects covered by the Guidelines.

✚ G4 General Standard Disclosures and G4 Aspects where sector specific content has been added.

✚✚ Sector specific Aspects.

3.2 SPECIFIC STANDARD DISCLOSURES FOR THE FINANCIAL SERVICES SECTOR

IMPORTANT NOTE

This section is organized by (sub-)Category and Aspect. For each (sub-)Category, G4 Aspects are presented first and the sector specific Aspects are presented last. Only G4 Aspects that contain sector additions are presented in this section.

The following Aspects and related disclosures should only be reported if they have been identified as material. The Reporting Principles for Defining Report Content have been designed to assist organizations in identifying material Aspects. (The description of these Principles, as well as Guidance on how to apply them, can be found in the *G4 Implementation Manual* on pp. 9-13 and pp. 31-40.)

CATEGORY: ECONOMIC

ECONOMIC DISCLOSURES FOR THE FINANCIAL SERVICES SECTOR

Aspects	Sector Disclosures
G4 Aspects	
Economic Performance	**SECTOR SPECIFIC GUIDANCE FOR DMA** G4-DMA **Additional Guidance** The DMA should include an explanation of the organization's community investment strategy in association with the data reported on community investment (see G4-EC1 and related commentary). This should identify strategy elements related to: • Businesses goals for community investment across each community investment type; • The intended benefits for the recipient and your business; • Desire/expected outcomes from the community investment activity; • How community investment activities are identified and management; and • How performance and value for money is assessed.
	SECTOR ADDITIONS TO G4 INDICATORS G4-EC1 **DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED** **Additional Guidance** **Compilation** In some regions such as North America, the term "community investment" refers specifically to the practice of ensuring that a portion of the deposits received from a community are provided back to members of the same community in the form of loans or other financial services. In these Sector Disclosures, the term is used more broadly and is not specifically focused on this particular approach to community investing. Community investments: Financial institutions should include and value elements of their community investment programs using the compilation methodology below. Only those elements providing a clear and identifiable benefit to the wider community should be included in this indicator of distribution of value. Elements should be valued at cost to the company.

ECONOMIC DISCLOSURES FOR THE SECTOR CONTINUED

ECONOMIC DISCLOSURES FOR THE FINANCIAL SERVICES SECTOR	
Aspects	**Sector Disclosures**
G4 Aspects	
Economic Performance (cont.)	**SECTOR ADDITIONS TO G4 INDICATORS (CONT.)** **G4-EC1** (cont.) Financial institutions should further report a breakdown of their community investment by theme (e.g., arts, education etc.) and normalize the contribution as a % of pre-tax profit. To aid comparison and understanding, they may also report a breakdown by geographical area (such as major regions), by type (cash, time, in-kind and management costs) and by motivation. ***Commentary compilation methodology:*** Community investment should be calculated by adding: 1. Monetary contributions such as charitable gifts and community partnerships 2. Time contributions such as staff volunteering in paid time 3. In-kind contributions from services or equipment 4. Management costs ***1. Monetary contributions include:*** Charitable gifts of money or other cash donations. Usually a cash donation to a charity and with no branding or strategic intent. Cash support for charitable purposes not directly linked to the company's community investment or commercial strategies. Typically in response to an appeal or initiated by management or employee; tend to be one-off or at prompt from client. Tax is not counted here as this does not go to the community investment purpose and may be rebated. Only count cash in hand of recipient net of any PR or other costs related to promoting the company. Please note: Sums are net of taxation, eg GST or VAT, whether the recipient has tax deductible status or not. *Matched giving* Where employees or customers raise or donate money and the financial institution matches with its own contribution. Only the money the financial institution itself donates is counted, not that contributed by employees or customers. Any linked PR or hospitality costs are excluded. Any management costs in support of fund-raising are counted under Management Cost. *Community partnerships* Contributions which are typically: • Longer term (1-5 years); • Strategic investments in community partnerships; and • Address specific community issues chosen by the company to fulfill a business objective, such as culture of engagement and to support staff desires to make a contribution to the communities which in turn support our enterprise.

ECONOMIC DISCLOSURES FOR THE SECTOR CONTINUED

ECONOMIC DISCLOSURES FOR THE FINANCIAL SERVICES SECTOR	
Aspects	**Sector Disclosures**
G4 Aspects	
Economic Performance (cont.)	**SECTOR ADDITIONS TO G4 INDICATORS (CONT.)** G4-EC1 (cont.) Commonly they would include partnerships with non-profits or community groups chosen because of their programs' relevance to business objectives. Also include memberships and subscriptions to non-profit and community groups. Please note: Community partnerships can include cash, time and in-kind so they may require a more complex report per partnership so that the appropriate information can then be aggregated. ***2. Time contributions such as staff volunteering in paid time include:*** *Volunteer time* Staff participation only in authorized volunteering activities. This must be carried out in paid company time, not staff time. Count staff hours approved for nonwork activities, either staff or company-initiated, and agreed to before the time is spent. Calculate this either on formulae that average regional business unit salaries or on actual payroll figures where the system allows it. Staff's own time outside work hours is not a donation by the financial institution, so it cannot be counted as an input. *Secondments of staff to charitable organisations or NGOs or salaries to interns from them* This is a form of voluntary time and counted as such. If it is a longer-term engagement it could be better regarded as part of a community partnership and the more complex reporting approach adopted as recommended. ***3. In-kind contributions from services or equipment include:*** *Foregone fee revenue* This category has potential overlap with products and services with a social benefit. Foregone fee revenue should only count as community investment when it is a one-time contribution made to a specific recipient. Any recurring offer or in-kind service that is broadly available should be viewed as a product or service. Where the financial institution has made an effective donation by not charging fees or interest to a charitable organization. Care is needed to value this contribution strictly according to cost to the company. For fees – value at the cost of providing the free service or net cost for reduced fee; this may simply be the gap between what was charged, if anything, and what would have been charged on standard accounts.

ECONOMIC DISCLOSURES FOR THE SECTOR CONTINUED

ECONOMIC DISCLOSURES FOR THE FINANCIAL SERVICES SECTOR		
Aspects	**Sector Disclosures**	
G4 Aspects		
Economic Performance (cont.)	**SECTOR ADDITIONS TO G4 INDICATORS (CONT.)**	
	G4-EC1 (cont.)	Foregone interest margin - where the financial institution has made an effective donation by not charging interest or by reducing interest charged on loan balances: count the cost to the company, typically the difference between the market rate of interest normally charged on the loan (based on size plus average creditworthiness) and the charged interest rate for the reporting period (i.e. 12 months). Please note: These types of contributions should be limited to specific charitable groups or a specialised lending program in community partnership arrangements. Provision of services to low-income earners or to disadvantaged people individually is not reported here but as part of Indicator FS7. *In-kind gifts or donations* These can include goods or old equipment. To value contributions one can ask 'What is it costing the financial institution?' not what did it pay originally, or replacement value, or lost profits, or just plain real-time cost. Note that if they have been fully written off, they have zero or scrap value only. Use of assets, eg company premises or resources for charitable works. Count the additional cost of making the resource available. Where a lettable or saleable resource is given over for a charitable purpose, include cash income foregone if this is clearly demonstrable.

ECONOMIC DISCLOSURES FOR THE SECTOR CONTINUED

ECONOMIC DISCLOSURES FOR THE FINANCIAL SERVICES SECTOR	
Aspects	**Sector Disclosures**
G4 Aspects	
Economic Performance (cont.)	**SECTOR ADDITIONS TO G4 INDICATORS (CONT.)** G4-EC1 (cont.) ***4. Management costs include:*** • Costs associated with facilitating donations and volunteering by employees, managing the community investment program and non-wage administration costs. • Costs associated with facilitating donations of customers and the community. Non-wage administration costs. • Cost associated with managing volunteering. Salaries of staff directly managing the volunteering, and equivalent cost of salary of IT and other support staff could be counted here. • Operating costs (excluding staff). Any outlays that are specifically required to enable community investment to operate are counted, where they can be identified. • Costs associated with community investment management - direct staff costs. Full salaries of staff engaged full time in community investment management, and proportional for part time. All costs to the company other than any tax or mandatory payments should be counted, as these are outside the CCI test. • Costs associated with community investment research and evaluation. Any outlays that are specifically required to enable community investment to operate, where they can be identified. • Communications costs. Costs that are specifically to enhance community investment activities and management, rather than promoting the company itself. Many smaller costs will not be separable from mainstream accounts. *See entire G4-EC1 in the G4 Implementation Manual pp. 69-70*

CATEGORY: ENVIRONMENTAL

ENVIRONMENTAL DISCLOSURES FOR THE FINANCIAL SERVICES SECTOR	
Aspects	**Sector Disclosures**
G4 Aspects	
Emissions	**SECTOR ADDITIONS TO G4 INDICATORS**
	G4-EN15 **DIRECT GREENHOUSE GAS (GHG) EMISSIONS (SCOPE 1)** **Additional disclosure requirements** Financial institutions should estimate the greenhouse gas (GHG) emissions resulting from their business travel as this represents one of the major direct impacts of financial institutions. This estimate should: • Include travel on behalf of the company or use of the company fleet; and • Include the use of courier services. **Additional Guidance** **Compilation** If the financial institution also produces estimates related to the emissions of the financing portfolio, these figures should be disclosed separately from other data related to G4-EN15. *See entire G4-EN15 in the G4 Implementation Manual pp. 107-109*
	G4-EN16 **ENERGY INDIRECT GREENHOUSE GAS (GHG) EMISSIONS (SCOPE 2)** **Additional Guidance** **Compilation** If the financial institution also produces estimates related to the emissions of the financing portfolio, these figures should be disclosed separately from other data related to G4-EN16. *See entire G4-EN16 in the G4 Implementation Manual pp. 110-111*
	G4-EN17 **OTHER INDIRECT GREENHOUSE GAS (GHG) EMISSIONS (SCOPE 3)** **Additional disclosure requirements** Financial institutions should estimate the greenhouse gas (GHG) emissions resulting from their business travel as this represents one of the major direct impacts of financial institutions. This estimate should: • Include travel on behalf of the company or use of the company fleet; and • Include the use of courier services. **Additional Guidance** **Compilation** If the financial institution also produces estimates related to the emissions of the financing portfolio, these figures should be disclosed separately from other data related to G4-EN17. *See entire G4-EN17 in the G4 Implementation Manual pp. 112-114*

ENVIRONMENTAL DISCLOSURES FOR THE SECTOR CONTINUED

ENVIRONMENTAL DISCLOSURES FOR THE FINANCIAL SERVICES SECTOR	
Aspects	**Sector Disclosures**
G4 Aspects	
Effluents and Waste	**SECTOR ADDITIONS TO G4 INDICATORS** G4-EN23 **TOTAL WEIGHT OF WASTE BY TYPE AND DISPOSAL METHOD** **Additional Guidance** **Compilation** The primary types of waste streams for most financial institutions will be paper and waste IT products. *See entire G4-EN23 in the G4 Implementation Manual p.123*

CATEGORY: SOCIAL

SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK

LABOR PRACTICES AND DECENT WORK DISCLOSURES FOR THE FINANCIAL SERVICES SECTOR	
Aspects	**Sector Disclosures**
G4 Aspects	
Occupational Health and Safety	**SECTOR SPECIFIC GUIDANCE FOR DMA** G4-DMA **Additional Guidance** Financial institutions should report their policies and practices regarding threats and violence in place to assist workforce members, their families, or community members which might occur for example: • Attacks and aggressions by customers (verbal or physical) or others; • Bank robberies (e.g. kidnapping etc.); and • As a result of legal reporting requirements on criminal activities (e.g. money laundering, terrorism). Policies and practices include education, training, counselling, prevention, and risk-control programs. *See entire Aspect-specific Guidance for DMA in the G4 Implementation Manual p. 151*

SOCIAL DISCLOSURES FOR THE SECTOR CONTINUED

SUB-CATEGORY: HUMAN RIGHTS

HUMAN RIGHTS DISCLOSURES FOR THE FINANCIAL SERVICES SECTOR	
Aspects	**Sector Disclosures**
G4 Aspects	
Investment	**SECTOR ADDITIONS TO G4 INDICATORS** **G4-HR1** **TOTAL NUMBER AND PERCENTAGE OF SIGNIFICANT INVESTMENT AGREEMENTS AND CONTRACTS THAT INCLUDE HUMAN RIGHTS CLAUSES OR THAT UNDERWENT HUMAN RIGHTS SCREENING** **Additional disclosure requirements** For assets under management, report under FS11 if you have any screens that explicitly include human rights clauses. **Additional Guidance** **Compilation** For financial services, "investment agreements" refers to the range of financing agreements that include standard banking agreements such as loans agreements and underwriting contracts as well as insurance agreements. Policies and procedures for explicitly dealing with human rights are covered under additional DMAs: Policies with specific environmental and social components applied to business lines (former FS1), Procedures for assessing and screening environmental and social risks in business lines (former FS2), and Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions (former FS3). *See entire G4-HR1 in the G4 Implementation Manual p. 176*

SOCIAL DISCLOSURES FOR THE SECTOR CONTINUED

SUB-CATEGORY: SOCIETY

SOCIETY DISCLOSURES FOR THE FINANCIAL SERVICES SECTOR	
Aspects	**Sector Disclosures**
G4 Aspects	
Local Communities	**SECTOR SPECIFIC INDICATORS** **FS13** **ACCESS POINTS IN LOW-POPULATED OR ECONOMICALLY DISADVANTAGED AREAS BY TYPE** See disclosure requirements and Guidance on pp. 22-23 **FS14** **INITIATIVES TO IMPROVE ACCESS TO FINANCIAL SERVICES FOR DISADVANTAGED PEOPLE** See disclosure requirements and Guidance on p. 24

SOCIAL DISCLOSURES FOR THE SECTOR CONTINUED

SUB-CATEGORY: PRODUCT RESPONSIBILITY

PRODUCT RESPONSIBILITY DISCLOSURES FOR THE FINANCIAL SERVICES SECTOR	
Aspects	**Sector Disclosures**
G4 Aspects	
Product and Service Labeling	**SECTOR SPECIFIC GUIDANCE FOR DMA** G4-DMA **Additional Guidance** Policies for the fair design and sale of financial products and services (former FS15) See full Guidance text on p. 25 Initiatives to enhance financial literacy by type of beneficiary (former FS16) See full Guidance text on p. 26 *See entire Aspect-specific Guidance for DMA in the G4 Implementation Manual p. 225*
Sector specific Aspects	
Product Portfolio	**SECTOR SPECIFIC GUIDANCE FOR DMA** G4-DMA **Additional Guidance** Policies with specific environmental and social components applied to business lines (former FS1) See full Guidance text on p. 27 Procedures for assessing and screening environmental and social risks in business lines (former FS2) See full Guidance text on p. 28 Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions (former FS3) See full Guidance text on p. 29 Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines (former FS4) See full Guidance text on p. 30 Interactions with clients/ investees/business partners regarding environmental and social risks and opportunities (former FS5) See full Guidance text on p. 31

SOCIAL DISCLOSURES FOR THE SECTOR CONTINUED

PRODUCT RESPONSIBILITY DISCLOSURES FOR THE FINANCIAL SERVICES SECTOR	
Aspects	**Sector Disclosures**
Sector specific Aspects	
Product Portfolio (cont.)	**SECTOR SPECIFIC GUIDANCE FOR DMA (CONT.)** G4-DMA cont. Organization–wide goals regarding performance relevant to this Aspect, including plans to improve implementation of policies/procedures identified in Policies with specific environmental and social components applied to business lines (former FS1) and Procedures for assessing and screening environmental and social risks in business lines (former FS2) and any relevant audit results.
	SECTOR SPECIFIC INDICATORS FS6 **PERCENTAGE OF THE PORTFOLIO FOR BUSINESS LINES BY SPECIFIC REGION, SIZE (E.G. MICRO/SME/LARGE) AND BY SECTOR** See disclosure requirements and Guidance on p. 32 FS7 **MONETARY VALUE OF PRODUCTS AND SERVICES DESIGNED TO DELIVER A SPECIFIC SOCIAL BENEFIT FOR EACH BUSINESS LINE BROKEN DOWN BY PURPOSE** See disclosure requirements and Guidance on p. 33 FS8 **MONETARY VALUE OF PRODUCTS AND SERVICES DESIGNED TO DELIVER A SPECIFIC ENVIRONMENTAL BENEFIT FOR EACH BUSINESS LINE BROKEN DOWN BY PURPOSE** See disclosure requirements and Guidance on p. 34
Audit	**SECTOR SPECIFIC GUIDANCE FOR DMA** G4-DMA **Additional Guidance** Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures (former FS9) See full Guidance text on p. 35 Organization–wide goals regarding performance relevant to this Aspect, including any relevant audit results.

SOCIAL DISCLOSURES FOR THE SECTOR CONTINUED

PRODUCT RESPONSIBILITY DISCLOSURES FOR THE FINANCIAL SERVICES SECTOR	
Aspects	**Sector Disclosures**
Sector specific Aspects	
Active Ownership	**SECTOR SPECIFIC GUIDANCE FOR DMA** G4-DMA **Additional Guidance** Voting policy(ies) applied to environmental or social issues for shares over which the reporting organization holds the right to vote shares or advises on voting (former FS12) See full Guidance text on p. 36 Organization–wide goals regarding performance relevant to this Aspect, including any relevant audit results.
	SECTOR SPECIFIC INDICATORS FS10 **PERCENTAGE AND NUMBER OF COMPANIES HELD IN THE INSTITUTION'S PORTFOLIO WITH WHICH THE REPORTING ORGANIZATION HAS INTERACTED ON ENVIRONMENTAL OR SOCIAL ISSUES** See disclosure requirements and Guidance on p. 37 FS11 **PERCENTAGE OF ASSETS SUBJECT TO POSITIVE AND NEGATIVE ENVIRONMENTAL OR SOCIAL SCREENING** See disclosure requirements and Guidance on p. 38

4 FULL TEXT FOR THE FINANCIAL SERVICES SECTOR DISCLOSURES

4.1 FULL TEXT FOR SPECIFIC STANDARD DISCLOSURES FOR THE FINANCIAL SERVICES SECTOR

CATEGORY: SOCIAL

SUB-CATEGORY: SOCIETY

G4 Aspect: Local Communities

Indicators

FS13

ACCESS POINTS IN LOW-POPULATED OR ECONOMICALLY DISADVANTAGED AREAS BY TYPE

1. Relevance

Financial services should be reasonably accessible to all customers within the regions where the financial institution operates.

The absence of financial services can result in less capital available to regions, groups, or individuals to support economic development. Equal access to capital for all segments of a community or society is also important from the perspective of maintaining social balance.

2. Compilation

2.1 This indicator is relevant for retail banking (including microfinance) and insurance.

2.2 Consider the regions where the institution operates where the population density is below average. Regions should be identified on the basis of the units used most regularly within the country for purposes of census or analyzing population distribution.

2.3 Consider the regions that count as economically disadvantaged where the institution operates.

2.4 Consider the total number and geographic distribution of points of access operated by the financial institution including the classification of these points of access (ATM, full service branches, retail outlets etc.) in these regions.

2.5 Financial institutions that operate only in one state or province may analyze their branches in comparison to state averages. Institutions that operate nationally or internationally may choose to use national averages.

2.6 Identify numbers of outlets opened and closed within these regions during the reporting period including criteria used for the opening or closure for the reporting period.

2.7 Points of access that are in regions that have both a low population density and are also economically disadvantaged should only be counted once.

FS13 CONTINUED

2.8 Note that the physical points of access for mobile banking should be included (e.g. use of retail outlets for depositing cash).

2.9 Report the following:

- Total number and percentage of total FI points of access available in low-populated or economically disadvantaged areas by region and by type of access;
- Provide context to this data in relation to overall access to financial services in the regions reported on/provide any benchmarks;
- The percentage increase and/or decrease and absolute number of points of access in these geographic areas by type during the reporting period; and
- The classification that the reporting organisation has used to classify regions.

3. Definitions

Points of access

Points of access include all those points of transaction where customers are able to access the basic financial services provided by the financial institution (this might include one or more of the following: ATMs, withdrawals or deposits, filing a loan application, opening or closing a bank account, sending or receiving a remittance or cashing a cheque).

Economically disadvantaged areas

Reporters should use their own definition but it might include:

- Regions classified by national or regional government agencies as economically underdeveloped;
- Areas where the average wealth of the population is significantly lower than the average for a region (e.g. based on income per capita); and
- The World Bank and OECD offer poverty threshold definitions that reporters may wish to use.

Low-populated areas

Reporters should use their own definition but it might include geographic areas with a population density that is substantially lower than the average for a region.

4. Documentation

The marketing department or other department involved in assessing the desirability of opening new branches may have information regarding the demographics of the regions where the financial institution operates.

5. References

None.

FS14

INITIATIVES TO IMPROVE ACCESS TO FINANCIAL SERVICES FOR DISADVANTAGED PEOPLE

1. Relevance

This indicator starts from the premise that the financial services of an institution should be reasonably accessible to all of its customers. The absence of financial services can result in less capital available to particular groups, or individuals to support economic development. Equal access to capital for all segments of a community or society is also important from the perspective of maintaining social balance.

Standard service offerings and facilities may not be easily usable by people with disabilities and/or impairments or those unfamiliar with the local language or culture and as a consequence may be excluded from access to these offerings or facilities.

This indicator addresses the degree to which the financial institution has adapted its facilities and methods of providing standard service offerings to improve access to potentially disadvantaged people. This indicator focuses on initiatives to improve access to disadvantaged people. It is not requesting a list of products and services that might be relevant or specifically designed for such individuals.

2. Compilation

2.1 Identify any initiatives implemented specifically to remove barriers. This may include examples such as:

- Providing product information in Braille;
- Making facilities wheelchair accessible e.g. lowering ATM and counter heights;
- Special web protocols e.g. as suggested by the Web Accessibility Initiative;
- Telephone services for customers with hearing disabilities; and
- Multi-lingual product materials and staff.

Initiatives should be those that are implemented systematically across the institution or across a significant portion of its operations.

2.2 Gather data on progress against initiatives (e.g. % of ATMs that have been converted etc.).

2.3 Report the list of initiatives to make facilities and services accessible to disadvantaged peoples. For each initiative indicate:

- The target disadvantaged group;
- The degree to which it is applied across the institution (e.g., all locations vs. only one region, all products vs. only retail banking, etc.); and
- Progress made against the initiative (e.g. % of ATMs that have been converted etc.).

3. Definitions

Disadvantaged people

Disadvantaged people include:

People with disabilities or impairment – Refers to individuals with some form of disability due to age, genetics, or other causes that limits their physical, sensory, or mental skills.

People facing language, cultural, age or gender barriers.

For purposes of this indicator, this should focus on disadvantaged people who are still considered capable of managing their own financial affairs.

4. Documentation

Documents that address the degree to which the financial institution has adapted its facilities and methods of providing standard service offerings to support disadvantaged people. These are likely to be held by the real estate group(s).

5. References

None.

SUB-CATEGORY: PRODUCT RESPONSIBILITY

G4 Aspect: Product and Service Labeling

GUIDANCE - DISCLOSURES ON MANAGEMENT APPROACH

Policies for the fair design and sale of financial products and services (former FS15)

1. Relevance

This indicator is intended to identify how the reporting organisation manages potential conflicts of interest between the FI and the customer. It also identifies how the institution encourages use of products, services and advice in a fair and reasonable manner (e.g. high ratio mortgages, pay-day loans, leveraged investments, fees and rates associated with foreign currency exchange and wire transfers, use of professional designations, etc.) and ensures the responsible marketing and selling to higher risk segments (e.g. seniors, immigrant customers, financially illiterate, etc.).

This is important because it enables the reporting organisation to highlight the degree to which corporate and/or personal interests could conflict with the interests of present or prospective customers. In addition, it allows the reader to understand the extent to which the FI is ensuring appropriate, fair and responsible use of products, services and advice.

2. Compilation

2.1 Applies to products across all business lines including the institutions' agents and subsidiaries.

2.2 Identify policies, principles and/or codes of conduct that have been designed to ensure that the interests of the institution and its employees are aligned to the interests of existing and potential customers. This could include:

- Product and service design policies, such as those which establish limitations of certain product features that could place the customer at undue risk (e.g. limitations on interest rates, roll-over features, fees, etc.);
- Credit risk policies;
- Conflict of interest policies (e.g. preventing situations where a personal interest could conflict with the interests of present or prospective customers such as remunerations packages);
- Personal conduct policies; and
- Employment policies, including terms and conditions of employment (i.e. as defined in employees contracts).

2.3 Identify mechanisms to ensure policies, principles and/or codes of conduct are being implemented and/or enforced (E.g. audits, training programs, professional qualifications, supervisory controls, remunerations packages, employee performance goals, etc.).

2.4 Report the following:

- Description and scope of these policies, principles and/or codes of conduct;
- Mechanisms for delivering these codes and principles;
- Identify the department(s) that will ensure the implementation of these policies, principles and/or codes of conduct; and
- The location of publicly available policies, principles and/or codes of conduct and product descriptions.

Please note: G4 Indicator G4-PR6 covers marketing and advertising.

3. Definitions

Agents and Subsidiaries

An agent or subsidiary is defined as:

- One who is authorized to act for or in the place of the reporting institution; and
- A company wholly controlled by the reporting institution.

4. Documentation

Documents describing the policies, principles and/or codes of conduct that have been designed to ensure that the interests of the institution and its employees are aligned to the interests of existing and potential customers. These are likely to be held by the marketing and sales departments within the individual lines of business or within corporate policy frameworks applicable to the whole organization.

5. References

None.

Initiatives to enhance financial literacy by type of beneficiary (former FS16)

1. Relevance
Insufficient financial literacy can result in poor management by individuals and organizations of their financial resources and inappropriate use of products and services. For financial institutions, enhancing financial literacy represents an opportunity to improve the sophistication of their customer base, its ability to use products and services and to address issues of over indebtedness, social exclusion and other financial risks.

2. Compilation
2.1 Consider financial literacy initiatives to educate customers and other groups or communities on financial planning and management.

2.2 Consider the primary target group for each initiative. This may be defined in terms of demographic characteristics (e.g., youth groups, low-income individuals, immigrants, employees) or other criteria.

2.3 Report the following information for each initiative to enhance financial literacy:
- Goals of the initiative, including subject areas targeted;
- Main activities related to the initiative; and
- Target group/beneficiary.

3. Definitions
Financial literacy
The ability to understand financial management concepts and to understand and make informed judgments regarding the use of financial products and services.

Financial literacy initiatives
Activities initiated for the purposes of promoting specific products and services of the institution should not be counted for this indicator. This could include activities related to:
- The use of the organization's website;
- Financial literacy publications;
- Training courses or seminars; and
- Activities initiated in partnership with third-party organizations (e.g., community groups, etc.).

4. Documentation
Documents which describe the reporting organization's financial literacy initiatives which attempt to educate customers and other groups or communities on financial planning and management. These are likely to be held by the marketing and/or communication departments within the individual lines of business.

In some cases, these initiatives may not be formal programs in which case the reporting organisation may describe unwritten practices or provide details as to why a formal program or initiative is not needed and what alternative approaches are used to ensure that the financial institution is enhancing the financial literacy of its customers and other groups or communities.

5. References
None.

Sector specific Aspect: Product Portfolio

GUIDANCE - DISCLOSURES ON MANAGEMENT APPROACH

Policies with specific environmental and social components applied to business lines (former FS1)

1. Relevance

This indicator is intended to provide an overview of the reporting organisation's intention to consider environmental and social criteria across design and delivery of core products and services (e.g., project finance, loans, mortgages, mutual funds, etc.). This is not intended to focus on policies related to operations. The quality of the environmental and social policy and its implementation can influence the risk exposure of the institution and the environmental and social impacts resulting from the projects or activities enabled by its products and services.

2. Compilation

2.1 Consider the environmental and social policies that are currently applied across business lines, which may include both global policies as well as policies applied only in specific markets/regions/ subsidiaries. Policies may be designed specifically for one issue (i.e., "stand-alone") or may be specific environmental and social commitments within policies that are designed to apply to sectors or general financing. For example, a sector policy on the chemicals industry could include specific requirements on environmental/social performance or risk management.

Policies could pertain to issues such as:

- Climate change;
- Human rights;
- Resettlement of communities;
- Forestry;
- Investment in countries or regions that are controversial; and
- Specific industry sectors (e.g., mining, chemicals, etc.).

2.2 Reporting organisations that do not have formal environmental and social policies applying to the activities of its business lines, but have incorporated assessment of environmental and social criteria into their risk management system should describe this in its response to Procedures for assessing and screening environmental and social risks in business lines (former FS2) rather than Policies with specific environmental and social components applied to business lines (former FS1).

2.3 Report the following:

- Policies and the body (e.g., Board of Directors) or department that approved it;
- Features of the policies (e.g., content, business lines covered, geographical areas, specific standards referenced etc.);
- Key risks/opportunities/impacts that each policy is intended to address;
- Which policies are publicly available and where to find these policies;
- How policies influence decision-making about existing or future products/services and in engagement with stakeholders; and
- Any specific exclusions required within the policies.

3. Definitions

None.

4. Documentation

Documents held by investment or product managers that guide decisions on environmental and social issues, objectives or goals in product or service transactions. These are likely to be held by the business lines themselves. In some cases, these objectives or goals may not be written in formal policies in which case the reporting organisation may describe unwritten practices or provide details as to why a policy is not needed and what alternative approaches are used to provide guidance on environmental and social objectives or goals applied across business lines.

5. References

None.

Procedures for assessing and screening environmental and social risks in business lines (former FS2)

1. Relevance

The indicator explains the process(es) and procedures that the reporting organisation uses to assess the environmental and social impacts of its products and services and how this affects transaction decisions. The indicator will provide insight on capacity of the reporting organisation to manage environmental and social risks and minimize the likelihood of negative environmental and social impacts across its business lines. This indicator will also be relevant for helping to explain the application of some of the policies reported under Policies with specific environmental and social components applied to business lines (former FS1).

2. Compilation

2.1 Consider the existing procedures used in different business lines for assessing and screening environmental and social risks, specifically including those procedures used to implement policies reported under Policies with specific environmental and social components applied to business lines (former FS1). These procedures may be designed specifically for one policy or issue or may be generic actions to follow to assess environmental and social risks as part of general risk assessment procedures.

2.2 Identify the procedures applied if a significant risk is identified (e.g. initiating environmental impact assessments, human rights impact assessment, due diligence activities, commissioning reports and/or surveys, project categories).

2.3 Report the following:

- The process and procedures used to screen and assess environmental and social risks, including the use of third-party, non-client consultants or other information sources for identifying and assessing risks. Where these relate to specific policies reported under Policies with specific environmental and social components applied to business lines (former FS1), this should be noted;
- The roles of the departments or committees responsible for implementing and monitoring the environmental and social risk assessment procedures;
- How outcomes influence transaction decisions (e.g., decision to decline or approve transaction, addition of preferential conditions, adding performance standards to the transaction, establishing monitor requirements, etc.); and
- The thresholds applied to determine whether environmental and social risk assessment is needed, including any variations by geography or across different products/services.

3. Definitions

Environmental and social risk

The probability and significance of an adverse environmental and social impact arising from the activities of either the financial institutions or its clients, investee companies, or transactions and consequently having some financial or non-financial impact on the company or its clients.

Thresholds

The values or trigger points at which an environmental and social assessment procedure is applied as part of the decision-making process on a transaction. Thresholds can be based on:

- Transaction size;
- Transaction type;
- Temporal commitment (e.g., term of investment);
- Type of client/investee/business (e.g., SMEs, industry sector, personal loans, contaminated land insurance, loans to holding companies, governmental bodies);
- Geographic region of business transaction; and
- Scale of potential environmental or social impacts.

4. Documentation

Documents that guide staff on how to assess the environmental and social impacts of its products and services and describe how outcomes of this assessment may affect transaction decisions. These are likely to be held by the business lines themselves. In some cases, these guidelines may not be written in formal policies in which case the reporting organisation may describe unwritten practices or provide details as to why a policy is not needed and what alternative approaches are used to provide guidance on the environmental and social impacts of its products and services applied across business lines.

5. References

None.

Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions (former FS3)

1. Relevance

Many institutions will seek to manage environmental and social impacts of clients and business partners by establishing specific standards or performance expectations in agreements as conditions for the provision of capital. The indicator explains how the reporting organisation ensures that these conditions are being followed. It also provides insight on how the financial institution ensures application of policies such as those reported under Policies with specific environmental and social components applied to business lines (former FS1).

2. Compilation

2.1 The indicator applies to commercial and corporate banking, and insurance only. This does not apply to retail banking. This does not apply to asset management as the specific asset management issues related to screening and engagement are covered in indicators FS11 and Interactions with clients/ investees/business partners regarding environmental and social risks and opportunities (former FS5).

2.2 Identify the method(s) (e.g. site visits) by which the reporting organization monitors or assesses clients' fulfilment of agreed environmental and social objectives (e.g. those in loan covenants).

2.3 Identify what form this monitoring or assessing takes (e.g. compliance monitoring, assessing changes to environmental/social significance or environmental/social aspects).

2.4 Report the following:

- The method(s) used for tracking clients' fulfilment of agreed environmental and social improvement objectives;
- The form of this monitoring, including the frequency and duration of monitoring; and
- How non-compliance with agreements is addressed and the procedures that are undertaken following any breach of agreement or transaction conditions.

3. Definitions

None

4. Documentation

Documents that ensure that the reporting organization's policies and procedures are being followed and risks and impacts are minimized. These are likely to be held by the credit, risk and/or audit groups.

5. References

None.

Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines (former FS4)

1. Relevance

The indicator enables assessment of the degree to which the reporting organisation has ensured the necessary competencies are in place to effectively address the environmental and social risks and opportunities associated with its products and services. This is relevant for understanding how the organization is positioned to implement the policies identified in Policies with specific environmental and social components applied to business lines (former FS1), manage the risks and opportunities identified in Procedures for assessing and screening environmental and social risks in business lines (former FS2), and monitor implementation as reported in Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions (former FS3).

2. Compilation

2.1 Consider how the reporting organisation determines which staff require specific competencies to implement the environmental and social policies and procedures as applied to business lines.

2.2 Consider how the training needs of the individual staff members are assessed, including methods such as staff appraisals, line manager recommendations, the use of questionnaires, or the use of tests.

2.3 Consider the activities the reporting organisation uses to improve the competency of staff (e.g. on-site, off-site, mentoring).

2.4 Identify how the reporting organisation monitors the quality and effectiveness of these activities including their impact on staff competencies.

2.5 Report the following:

- The process(es) the reporting organization uses to ensure staff managing environmental and social risks and opportunities have the competencies to implement the environmental and social policies and procedures as applied to business lines; and
- The recipients of these activities, the focus of the activities and whether the activities undertaken (e.g. training, mentoring etc.) are part of core training, additional or stand-alone/one-off training.

3. Definitions

None.

4. Documentation

Documents that ensure the necessary competencies are in place to effectively address the environmental and social risks and opportunities associated with the reporting organization's products and services. These are likely to be held by the training, credit, compliance and/or audit groups.

5. References

None.

Interactions with clients/investees/business partners regarding environmental and social risks and opportunities (former FS5)

1. Relevance

The indicator describes actions taken by the reporting organization to influence the behaviour of clients, investees and business partners. The indirect impacts associated with the actions of clients may be more significant than the direct impacts of a financial institution, and interactions are therefore one of the key opportunities for managing impacts. This is true for both investment portfolios (asset management) and financing portfolios (banking). Effective engagement is also an essential element of plans for implementing policies and procedures for environmental and social risk assessment. The quality and approach to interactions can provide insight into the organization's capacity for identifying potential risks and effecting improvements.

2. Compilation

2.1 This indicator is intended to reflect an overview of interactions as a whole rather than a detailed catalogue of individual interactions. More detailed engagement reports should be referenced where available.

2.2 Consider which clients are engaged with on environmental and social issues, and who engages on behalf of the reporting organization (the individual(s) or organization that undertakes the interaction on behalf of the financial institution). Clients, investees, and business partners can include:

- Clients (individuals or business);
- Companies that the reporting organization has invested in;
- Business partners (e.g., people delivering things on your behalf);
- Recipients of capital or finance;
- Recipients of insurance; and
- Parties involved in the provision of insurance services (e.g. third party organisations selling insurance on behalf of an insurer);

2.3 In retail, commercial and corporate banking, and insurance the focus of interaction could be with clients. Asset management could focus on investee companies and insurance on business partners.

2.4 Identify the aim(s) of the interaction or engagement. Among others, interactions may be aimed at examining clients' approaches to management of environmental and social risks.

2.5 Report the following:

- Summary of interactions undertaken including primary topics, goals, and outcomes;
- The departments and/or organizations undertaking interactions;
- Methods adopted to prioritise topics and targets for interactions;
- Methods employed (e.g., face-to-face meetings, questionnaires); and
- The process for monitoring and following up the outcome of interactions.

3. Definitions

Interactions

Refer to the communications and other activities between the reporting organisation and its clients, investee companies, and/or business partners to raise awareness and/or improve their environmental and social performance that are not governed by an existing set of contractual obligations. Approaches used for these interactions often vary by business line.

The term "interaction" is used more frequently within banking, and the term "engagement" is that more often used in asset management. For this indicator "interaction" is also taken to mean engagement.

Please note: Interactions relating to agreed environmental and social obligations should be reported under Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions (former FS3).

4. Documentation

Documents owned by the CSR/Corporate Governance, risk management or investor Relations Department. This may include:

- Monitoring, evaluation and ranking procedures related to environmental and social issues;
- List of the objectives and targets set for specific clients;
- Results of surveys concerning environmental and social performance of clients; and
- Minutes of focus-groups meetings on environmental and social issues.

5. References

None.

Indicators

FS6

PERCENTAGE OF THE PORTFOLIO FOR BUSINESS LINES BY SPECIFIC REGION, SIZE (E.G. MICRO/SME/LARGE) AND BY SECTOR

1. Relevance

This indicator provides contextual information on an institution's portfolio and customer base, and serves as a starting point for further engagement processes with stakeholders. The information can provide a proxy for potential of exposure to environmental and social risks and opportunities. This indicator is particularly relevant when combined with information on environmental and social policies and risk assessment/screening procedures as applied to the different business lines (see Procedures for assessing and screening environmental and social risks in business lines (former FS2)).

2. Compilation

2.1 Identify with which sectors, regions and company sizes the reporting organisation is undertaking financial transactions as part of its business activities. Size applies only to business lines with commercial and corporate customers and refers to microenterprise, small-and-medium sized enterprises, or large organizations.

2.2 Identify how the reporting organisation determines which sectors and regions have a potentially high social and environmental impact. (e.g. World Bank classifications)

2.3 For each sector and region, determine the total value of the portfolio for the business lines.

2.4 Report the following:

- The value of the portfolio for each business line as a percentage of the total or as a total monetary value based on "on-balance sheet" assets;
- The approach used to determine whether a sector or region presents a potential high environmental or social impact; and
- Provide details of classifications used for regions, sizes and sectors.

3. Definitions

Regions

The World Bank provides regional breakdowns as follows:

• Sub Saharan Africa • East Asia & the Pacific • Europe & Central Asia • Latin America & the Caribbean	• Middle East & North Africa • South Asia • North America • EU

If the reporting organisation wishes to provide more detailed regional breakdown, it may do so.

Sectors

The ISIC sector classification is the preferred method for sector breakdowns. However, financial institutions may alternatively use the sector definitions applied to their own annual financial accounts or sector classifications of their local stock exchanges.

Company size

Definitions of company size are available from the OECD (see: *http://stats.oecd.org/glossary/*)

Portfolio

Portfolio refers to the total value of products and services per business line.

4. Documentation

Documents owned by the CSR/Corporate Governance, risk management or Investor Relations Department may describe:

- Assessment procedures for the evaluation and ranking of the potential of a high environmental or social impact within a region or sector; and
- Investment appraisal procedures.

5. References

None.

FS7

MONETARY VALUE OF PRODUCTS AND SERVICES DESIGNED TO DELIVER A SPECIFIC SOCIAL BENEFIT FOR EACH BUSINESS LINE BROKEN DOWN BY PURPOSE

1. Relevance

This indicator is intended to provide insight into the degree to which the financial institution has specifically sought to build social capital to address broad-based needs. Building of social capital has multiple dimensions. On a general level, it can relate to meeting needs of all members of society such as education, affordable housing, etc. On a more specific level, it can focus on the role of financial institutions in helping to support development opportunities for disadvantaged groups and enhance their economic capacity. While all products and services could be argued to offer some form of social benefit, this indicator focuses on those designed with a specific social outcome intended. This gives insight into the priorities of the institution and the ways in which its social contribution differs from other institutions.

2. Compilation

2.1 This indicator excludes asset management since this is reported under indicator FS11 (Percentage of assets subject to positive and negative environmental or social screening).

2.2 Consider those products and services provided by the reporting organisation which have a social benefit that are held across business lines (e.g. preferential lending, discounted rates etc.) excluding products and services required by law.

2.3 Consider the value of these products and services.

2.4 Consider any preferential terms or discounts applied (e.g. on interest rates).

2.5 Consider the beneficiaries of these products and services.

2.6 Report the following:

- List of products and services broken down by business line (retail banking, commercial and corporate banking, insurance) for each:
  - Purpose, product description and, where relevant, the target social group;
  - Monetary value (for products) or number of transactions or customers (for services);
  - The proportion of this value to the total monetary value for each business line.

3. Definitions

Products and services designed to deliver a specific social benefit

A product or service that benefits a segment of society or society at large. In particular, an activity which targets an underserved, neglected, or highly disadvantaged population. Examples of products and services could include:

- Microfinance;
- Microinsurance;
- Remittances;
- Securitized credit card;
- Products for students;
- Products which support affordable housing; and
- Preferential products for charities/community groups.

4. Documentation

Documents held by the Sales/Marketing Department may list:

- The products and services provided by the reporting organisation which apply special ethical/sustainability criteria;
- The beneficiaries of these products/services.

5. References

None.

FS8

MONETARY VALUE OF PRODUCTS AND SERVICES DESIGNED TO DELIVER A SPECIFIC ENVIRONMENTAL BENEFIT FOR EACH BUSINESS LINE BROKEN DOWN BY PURPOSE

1. Relevance

The indicator assesses the relative size of products and services with an environmental focus in the organization's overall product and service offerings. These products or services can have specific environmental impacts and this information provides insight into the capacity of the organization to innovate new offerings. This data is calculated independently from the organization's efforts to integrate environmental risk assessment into its standard processes for developing and delivering products and services. This information is particularly relevant when analyzed in terms of year-on-year trends to assess the development of this product area for an institution.

2. Compilation

2.1 Excludes asset management since these are covered in indicator FS11 (Percentage of assets subject to positive and negative environmental or social screening).

2.2 Consider specific products and services provided by the reporting organisation with an environmental focus that are held across business lines (e.g. affinity credit cards, investment funds, trading, green mortgages, preferential lending for sustainable housing etc.). When identifying applicable products and services, determine why and how the product/service delivers an environmental benefit.

2.3 Consider the value of these products and services.

2.4 Report the following:

- The total monetary value of specific environmental products and services by business line; and
- The proportion of this value to the total value of products and services for the business line.

3. Definitions

Environmental products and services

Defined as products and services designed with an explicit aim to address (an) environmental issue(s). For example, this could include products designed to provide renewable energy, address water scarcity, enhance biodiversity, improve energy efficiency, etc.

For insurance, this includes products designed to minimize environmental risks or impacts.

4. Documentation

Records held by sales and marketing groups with individual lines of business.

5. References

None.

Sector specific Aspect: Audit

GUIDANCE - DISCLOSURES ON MANAGEMENT APPROACH

Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures (former FS9)

1. Relevance

The information from this indicator helps provide assurance as to the degree to which the organization is monitoring its implementation of the environmental and social policies and procedures identified in Policies with specific environmental and social components applied to business lines (former FS1) and Procedures for assessing and screening environmental and social risks in business lines (former FS2). In particular, it provides insight into the degree to which these are monitored across the range of the organization's business lines and areas of operations. Given the limitations in measuring implementation of processes in quantitative form, the auditing approach and its results becomes an important proxy for assessing the depth of the implementation of policies and procedures.

2. Compilation

2.1 Identify audit programs currently undertaken for the products and services of the organization's business lines. This includes specific environmental and social audits and integrated audits which cover other processes in addition to environmental and social policies, procedures and systems.

2.2 Identify the purpose and coverage of the identified audit programs in terms of business lines. Within each business line, identify whether there are audits that have any specific exclusions or limitations with regard to:
- Products and services; and
- Geographic regions/operations.

2.3 Report the following for each business line:
- Whether the organization has implemented auditing systems for its environmental and social risk assessment policies;
- Any exclusions or limitations to the audit coverage of regions or products and services;
- Whether the audit(s) was carried out using internal/ external auditor(s);
- The names of any standards utilised for the audit; and
- Follow-up actions (if any) to overall findings of the audit(s).

3. Definitions

Audit

An audit is a systematic, documented, periodic and objective process used to verify compliance, measure performance or ensure continuous improvement against external standards/ legal requirements, internal policies and procedures or good industry practice.

Refer to the type of audit undertaken (e.g. specialised audits for policies only, environmental/social management system audits, compliance audits or routine business audits etc.).

4. Documentation

Documents that describe the degree to which the organization is monitoring its implementation of the environmental and social policies and procedures identified in Policies with specific environmental and social components applied to business lines (former FS1) and Procedures for assessing and screening environmental and social risks in business lines (former FS2). These are likely to be held by credit, compliance, risk and/or audit groups.

5. References

None.

Sector specific Aspect: Active Ownership

GUIDANCE - DISCLOSURES ON MANAGEMENT APPROACH

Voting policy(ies) applied to environmental or social issues for shares over which the reporting organization holds the right to vote shares or advises on voting (former FS12)

1. Relevance

The indicator illustrates how the reporting organisation uses voted shares of stock (including proxies) to seek change on issues of concern. It requires details on the financial institution's approach to using share voting (including proxies) in the context of environmental or social issues. This draws upon the subject of significant deviations from *Collective Investment Schemes as Shareholders: Responsibilities and Disclosure – A Report of the Technical Committee of the International Organization of Securities Commissions (Sept. 2003)*.

2. Compilation

2.1 Applicable to organisations with asset management operations who have voting guidelines.

2.2 Identify those investments where the reporting organisation holds the right to vote or advise on voting.

2.3 Identify what voting policies, principles or guidelines exist or are applied relating to environmental or social issues.

2.4 Identify what (if any) information on voting guidelines and records are held in the public domain and the location of this information.

2.5 "Environmental/Social resolutions" can be identified through the wording of the resolution itself or through references in the supporting statements to an environmental/social objective and issue. The categorization of resolutions by proxy services or other external parties can also indicate whether a resolution constitutes an environmental/social issue.

2.6 Report the following:

- If any guidelines exist for voting on environmental or social issues, describe the primary aspects covered and explain circumstances under which significant deviations are allowed;
- If these voting guidelines only apply to subsidiaries in the organization, then this should be stated;
- The location of any publicly available voting guidelines;
- The location of any publicly available voting records; and
- Summary of voting practices during the reporting period including explanation of significant deviations from voting policies.

3. Definitions

Proxy voting

The practice where authorization is given to cast a vote at a shareholder meeting or at another time. It may mean voting in a particular way so as to deliver a decision that will have some environmental or social benefit.

Voting Policies

Guidelines that define positions for the asset manager on specific issues that might be the subject of shareholder resolutions. These Guidelines may provide a specific position on a given issue (e.g., support xxx policies on compensation) or they may simply direct a position to support or oppose management recommendations on issues.

4. Documentation

Documents owned by the asset/fund manager, risk management or investor relations department may include:

- General voting policies and guidelines;
- Any general principles applied in voting on environmental or social issues;
- Voting appraisal and decision-making procedures;
- Results of previous votes on environmental or social issues.

5. References

None.

Indicators

FS10

PERCENTAGE AND NUMBER OF COMPANIES HELD IN THE INSTITUTION'S PORTFOLIO WITH WHICH THE REPORTING ORGANISATION HAS INTERACTED ON ENVIRONMENTAL OR SOCIAL ISSUES

1. Relevance

The indicator illustrates the scale of engagement on environmental or social issues by the reporting organisation. The indicator illustrates the extent to which environmental or social management across an institution's portfolio is regarded as a priority and allows for year-on-year comparison. This activity is becoming more prevalent amongst institutions as environmental or social issues in the reporting organisation's portfolio present a growing risk.

2. Compilation

2.1 Primarily for asset management, commercial and corporate banking, and insurance.

2.2 Identify those departments across the reporting organisation that interact with companies on environmental or social issues across the institution's portfolio.

2.3 Identify the total number of companies across the institution's portfolio that were engaged through the interactions reported under Interactions with clients/investees/business partners regarding environmental and social risks and opportunities (former FS5).

2.4 Quantify this engagement activity in terms of absolute numbers of companies engaged and the percentage of companies against the total number of companies in the portfolio. This should count company-specific interactions and should not count activities targeted at groups of companies (e.g., events, seminars, press releases, etc.). Proxy voting should not be counted as "interaction" for the purposes of calculating the percentage requested in this indicator.

2.5 Report separately the percentage and number of companies held in the institution's portfolio with which the reporting organisation has engaged on environmental or social issues.

Please note: The reporting organisation should also report the total number of companies in the portfolio if this is unclear for the reader or difficult to calculate from the presented information.

3. Definitions

Interactions

Refer to the communications and other activities between the reporting organisation and its clients and investee companies to raise awareness and/or improve their environmental and social performance that are not governed by an existing set of contractual obligations. Approaches used for these interactions often vary by business line.

The term "interaction" is used more frequently within banking, and the term "engagement" is that more often used in asset management. For this indicator "interaction" is also taken to mean engagement.

4. Documentation

Documents held by the CSR/Corporate Governance or Investor Relations Department may list engagement activities performed by the financial institution during the year. In addition, these departments may also have lists of clients and investee companies.

5. References

None.

FS11

PERCENTAGE OF ASSETS SUBJECT TO POSITIVE AND NEGATIVE ENVIRONMENTAL OR SOCIAL SCREENING

1. Relevance

The indicator establishes the scale of environmental and social screening practices relative to the total funds/ assets under management.

2. Compilation

2.1 Applicable to organisations with asset management operations.

2.2 Identify who holds responsibility within the reporting organisation or within external fund managers for environmental and social screening of assets in the portfolio.

2.3 Determine how the reporting organisation uses screening and what classification is used (e.g. positive, negative, best-in-class etc.) to describe the types of screens applied.

2.4 Ensure that assets subject to an integrated screen (which includes 'environment' & 'social' as a factor) are included in calculating the percentages for this indicator.

2.5 Ensure that assets subject to an engagement approach only and not subject to a screening process (as defined above) are not included in the calculations.

2.6 Consider the ratio between own account investment and investment on behalf of a third party. If investments on behalf of a third party comprise a significant amount of the assets reported under this indicator, then note this when disclosing the indicator.

2.7 Report the breakdown of the value of total assets under management at the end of the reporting period in terms of:

- % of total assets subject to a positive environmental and/or social screen
- % of total assets subject to a negative environmental and/or social screen
- % of total assets subject to a combined positive and negative environmental and/or social screen
- Include definition of the criteria used by the organization's positive and negative screening. The organization should state if any of the screens are required by law.

3. Definitions

Environmental Screening
Investment strategies that involve selecting companies on the basis of set environmental criteria.

Social screening
Investment strategies that involve selecting companies on the basis of set social criteria.

Positive screening
An approach that screens companies based on their positive contribution to environmental or social performance. Positive screening can apply minimum criteria for acceptance or it can take other forms such as "best-in-class" approaches. Best-in-class screening refers to where the leading companies with the best environmental and/or social performance in a defined group (e.g. a particular sector, industry group or on a particular issue (e.g. climate change) are identified and included in a portfolio.

Negative screening
An approach that excludes sectors or companies from a fund based on performance thresholds (e.g., environmental compliance) or involvement in certain activities (for example, companies belonging to tobacco or defence industry).

4. Documentation

Documentation to support compilation of this indicator may be found in several areas, including:

- The procedures and investment mandates for fund managers;
- List of the environmental and social criteria used by the Research Department and Fund Managers; and
- Financial information held by the portfolio manager, including the value of the total funds/assets under management at the end of the financial reporting period and the Value of total assets subject to a positive, negative, best-in-class screening according to the procedure of screening.

5. References

None.

5 ANNEX I. OVERVIEW OF LINKS WITH THE FINANCIAL SERVICES SECTOR SUPPLEMENT

Annex I provides an overview of how the Financial Services Sector Supplement (2008) contents have been re-organized to fit the new structure of the G4 Guidelines and includes references to the original contents' location in the Sector Supplement.

Legend:
The following references correspond to the different chapters of the *G3 Financial Services Sector Supplement* as follows:
- RG & FSSS → Sustainability Reporting Guidelines & Financial Services Sector Supplement
- IP: EC & FSSS → Indicator Protocols Set Economic (EC)
- IP: EN & FSSS → Indicator Protocols Set Environment (EN)
- IP: HR & FSSS → Indicator Protocols Set Human Rights (HR)
- IP: SO & FSSS → Indicator Protocols Set Society (SO)
- IP: PR & FSSS → Indicator Protocols Set Product Responsibility (PR)
- IP: PS & FSSS → Indicator Protocols Set Product and Service Impact (PS)

SPECIFIC STANDARD DISCLOSURES FOR THE FINANCIAL SERVICES SECTOR

CATEGORY: ECONOMIC

ECONOMIC DISCLOSURES FOR THE FINANCIAL SERVICES SECTOR	
Aspects	**Original location of the Sector Disclosures in the Sector Supplement (2008)**
G4 Aspects	
Economic Performance	**SECTOR SPECIFIC GUIDANCE FOR DMA** G4-DMA **Additional Guidance** See Sector Supplement RG & FSSS, p. 29
	SECTOR ADDITIONS TO G4 INDICATORS G4-EC1 **DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED** **Additional Guidance** See Sector Supplement RG & FSSS, p. 30 See Sector Supplement IP: EC & FSSS, pp. 5-7

CATEGORY: ENVIRONMENTAL

ENVIRONMENTAL DISCLOSURES FOR THE FINANCIAL SERVICES SECTOR	
Aspects	**Original location of the Sector Disclosures in the Sector Supplement (2008)**
G4 Aspects	
Emissions	**SECTOR ADDITIONS TO G4 INDICATORS** **G4-EN15** **DIRECT GREENHOUSE GAS (GHG) EMISSIONS (SCOPE 1)** **Additional disclosure requirements** See Sector Supplement IP: EN & FSSS, p. 22 **Additional Guidance** See Sector Supplement IP: EN & FSSS, p. 22 **G4-EN16** **ENERGY INDIRECT GREENHOUSE GAS (GHG) EMISSIONS (SCOPE 2)** **Additional Guidance** See Sector Supplement IP: EN & FSSS, p. 22 **G4-EN17** **OTHER INDIRECT GREENHOUSE GAS (GHG) EMISSIONS (SCOPE 3)** **Additional disclosure requirements** See Sector Supplement IP: EN & FSSS, p. 22 **Additional Guidance** See Sector Supplement IP: EN & FSSS, p. 22
Effluents and Waste	**SECTOR ADDITIONS TO G4 INDICATORS** **G4-EN23** **TOTAL WEIGHT OF WASTE BY TYPE AND DISPOSAL METHOD** **Additional Guidance** See Sector Supplement IP: EN & FSSS, p. 29

SOCIAL DISCLOSURES FOR THE SECTOR CONTINUED

CATEGORY: SOCIAL

SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK

LABOR PRACTICES AND DECENT WORK DISCLOSURES FOR THE FINANCIAL SERVICES SECTOR	
Aspects	Original location of the Sector Disclosures in the Sector Supplement (2008)
G4 Aspects	
Occupational Health and Safety	SECTOR SPECIFIC GUIDANCE FOR DMA G4-DMA Additional Guidance See Sector Supplement RG & FSSS, p. 34

SUB-CATEGORY: HUMAN RIGHTS

HUMAN RIGHTS DISCLOSURES FOR THE FINANCIAL SERVICES SECTOR	
Aspects	Original location of the Sector Disclosures in the Sector Supplement (2008)
G4 Aspects	
Investment	SECTOR ADDITIONS TO G4 INDICATORS G4-HR1 TOTAL NUMBER AND PERCENTAGE OF SIGNIFICANT INVESTMENT AGREEMENTS AND CONTRACTS THAT INCLUDE HUMAN RIGHTS CLAUSES OR THAT UNDERWENT HUMAN RIGHTS SCREENING Additional disclosure requirements See Sector Supplement IP: HR & FSSS, p. 3 Additional Guidance See Sector Supplement IP: HR & FSSS, p. 3

SOCIAL DISCLOSURES FOR THE SECTOR CONTINUED

SUB-CATEGORY: SOCIETY

SOCIETY DISCLOSURES FOR THE FINANCIAL SERVICES SECTOR	
Aspects	Original location of the Sector Disclosures in the Sector Supplement (2008)
G4 Aspects	
Local Communities	SECTOR SPECIFIC INDICATORS FS13 ACCESS POINTS IN LOW-POPULATED OR ECONOMICALLY DISADVANTAGED AREAS BY TYPE See Sector Supplement IP: SO & FSSS, pp. 4-5 FS14 INITIATIVES TO IMPROVE ACCESS TO FINANCIAL SERVICES FOR DISADVANTAGED PEOPLE See Sector Supplement IP: SO & FSSS, p. 6

SUB-CATEGORY: PRODUCT RESPONSIBILITY

PRODUCT RESPONSIBILITY DISCLOSURES FOR THE FINANCIAL SERVICES SECTOR	
Aspects	Original location of the Sector Disclosures in the Sector Supplement (2008)
G4 Aspects	
Product and Service Labeling	SECTOR SPECIFIC GUIDANCE FOR DMA G4-DMA Additional Guidance See Sector Supplement IP: PR & FSSS, pp. 2 and 9

SOCIAL DISCLOSURES FOR THE SECTOR CONTINUED

PRODUCT RESPONSIBILITY DISCLOSURES FOR THE FINANCIAL SERVICES SECTOR	
Aspects	**Original location of the Sector Disclosures in the Sector Supplement (2008)**
Sector specific Aspects	
Product Portfolio	**SECTOR SPECIFIC GUIDANCE FOR DMA** G4-DMA **Additional Guidance** Policies with specific environmental and social components applied to business lines (former FS1) See Sector Supplement IP: PS & FSSS, p. 2 Procedures for assessing and screening environmental and social risks in business lines (former FS2) See Sector Supplement IP: PS & FSSS, pp. 3-4 Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions (former FS3) See Sector Supplement IP: PS & FSSS, p. 5 Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines (former FS4) See Sector Supplement IP: PS & FSSS, p. 6 Interactions with clients/ investees/business partners regarding environmental and social risks and opportunities (former FS5) See Sector Supplement IP: PS & FSSS, pp. 7-8 See Sector Supplement RG & FSSS, p. 28
	SECTOR SPECIFIC INDICATORS FS6 **PERCENTAGE OF THE PORTFOLIO FOR BUSINESS LINES BY SPECIFIC REGION, SIZE (E.G. MICRO/SME/LARGE) AND BY SECTOR** See Sector Supplement IP: PS & FSSS, p. 9 FS7 **MONETARY VALUE OF PRODUCTS AND SERVICES DESIGNED TO DELIVER A SPECIFIC SOCIAL BENEFIT FOR EACH BUSINESS LINE BROKEN DOWN BY PURPOSE** See Sector Supplement IP: PS & FSSS, p. 10

SOCIAL DISCLOSURES FOR THE SECTOR CONTINUED

PRODUCT RESPONSIBILITY DISCLOSURES FOR THE FINANCIAL SERVICES SECTOR	
Aspects	**Original location of the Sector Disclosures in the Sector Supplement (2008)**
Sector specific Aspects	
Product Portfolio (cont.)	**SECTOR SPECIFIC INDICATORS (CONT.)** FS8 **MONETARY VALUE OF PRODUCTS AND SERVICES DESIGNED TO DELIVER A SPECIFIC ENVIRONMENTAL BENEFIT FOR EACH BUSINESS LINE BROKEN DOWN BY PURPOSE** See Sector Supplement IP: PS & FSSS, p. 11
Audit	**SECTOR SPECIFIC GUIDANCE FOR DMA** G4-DMA **Additional Guidance** Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures (former FS9) See Sector Supplement IP: PS & FSSS, p. 12 See Sector Supplement RG & FSSS, p. 28
Active Ownership	**SECTOR SPECIFIC GUIDANCE FOR DMA** G4-DMA **Additional Guidance** Voting policy(ies) applied to environmental or social issues for shares over which the reporting organization holds the right to vote shares or advises on voting (former FS12) See Sector Supplement IP: PS & FSSS, p. 15 See Sector Supplement RG & FSSS, p. 28
	SECTOR SPECIFIC INDICATORS FS10 **PERCENTAGE AND NUMBER OF COMPANIES HELD IN THE INSTITUTION'S PORTFOLIO WITH WHICH THE REPORTING ORGANIZATION HAS INTERACTED ON ENVIRONMENTAL OR SOCIAL ISSUES** See Sector Supplement IP: PS & FSSS, p. 13 FS11 **PERCENTAGE OF ASSETS SUBJECT TO POSITIVE AND NEGATIVE ENVIRONMENTAL OR SOCIAL SCREENING** See Sector Supplement IP: PS & FSSS, p. 14

6 ANNEX II. FINANCIAL SERVICES SECTOR DISCLOSURES CONTENT DEVELOPMENT

CONSULTANTS

The GRI Secretariat enlisted the (paid) help of the following consultants during the Financial Services Sector Supplement development process:

- Arthur D Little (Lead consultant - Justin Keeble)

FINANCIAL SERVICES SECTOR SUPPLEMENT WORKING GROUP MEMBERS

The Financial Services Sector Supplement was developed in several stages, the development of social indicators, environmental indicators, and then the merging of these indicator sets and their alignment with the G3 Guidelines. The following institutions were involved in Working Groups over the course of the various stages in the Sector Supplement development process:

- AVIVA
- Bank of America
- Bank of China
- BCSC Fundación Social (Colombia)
- BMO Financial Group
- Calvert Group Ltd.
- CECA (Confederación Española de Cajas de Ahorros)
- Christian Brothers Investment Services (CBIS) Inc.
- Citigroup
- Co-operative Financial Services
- Co-operative Insurance
- CoreRatings Ltd.
- Corporate Citizenship Centre, University of South Africa (UNISA)
- Credit Suisse Group
- Deutsche Bank AG
- Deutsche Bank Asset Management (PCAM)
- Development Bank of Southern Africa (DBSA)
- Earthwatch Europe
- EIRIS
- Euronatur
- FGVSP (Centro de Estudos em Sustentabilidade)
- Friends of the Earth, USA
- Germanwatch
- Instituto Centroamericano de Administración de Empresas (INCAE)
- International Finance Corporation (IFC)
- Interpolis NV
- Insurance Australia Group (IAG)
- National Australia Bank (NAB)
- Nedbank
- Rabobank Nederland
- Rheinland Versicherungen

- Standard Bank of South Africa
- Standard Chartered
- State Street Corporation
- Swiss Life
- Swiss Reinsurance Company
- Tapiola Insurance Group
- The Co-operative Bank
- The Netherlands Development Finance Company (FMO)
- UBS AG
- UNEP Finance Initiative
- Union Network
- Vancity & Citizens Bank of Canada
- Verein für Umweltmanagement in Banken (VfU)
- VicSuper Pty Ltd
- Westpac Banking Corporation
- Wilderness Society Australia
- XL Winterthur International
- Zürcher Kantonalbank

The 2008 Financial Services Sector Supplement was developed in collaboration with UNEP Finance Initiative.

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Innovative financing for sustainability

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