

**GRI 102: GENERAL DISCLOSURES**  
2016

**GRI**  
**102**

---

# Contents

---

<b>Introduction</b>	<b>5</b>
<b>GRI 102: General Disclosures</b>	<b>7</b>
<b>1. Organizational profile</b>	<b>7</b>
Disclosure 102-1 Name of the organization	7
Disclosure 102-2 Activities, brands, products, and services	7
Disclosure 102-3 Location of headquarters	8
Disclosure 102-4 Location of operations	8
Disclosure 102-5 Ownership and legal form	8
Disclosure 102-6 Markets served	8
Disclosure 102-7 Scale of the organization	9
Disclosure 102-8 Information on employees and other workers	10
Disclosure 102-9 Supply chain	11
Disclosure 102-10 Significant changes to the organization and its supply chain	12
Disclosure 102-11 Precautionary Principle or approach	12
Disclosure 102-12 External initiatives	13
Disclosure 102-13 Membership of associations	13
<b>2. Strategy</b>	<b>14</b>
Disclosure 102-14 Statement from senior decision-maker	14
Disclosure 102-15 Key impacts, risks, and opportunities	15
<b>3. Ethics and integrity</b>	<b>16</b>
Disclosure 102-16 Values, principles, standards, and norms of behavior	16
Disclosure 102-17 Mechanisms for advice and concerns about ethics	17

<b>4. Governance</b>	<b>18</b>
Disclosure 102-18 Governance structure	18
Disclosure 102-19 Delegating authority	18
Disclosure 102-20 Executive-level responsibility for economic, environmental, and social topics	19
Disclosure 102-21 Consulting stakeholders on economic, environmental, and social topics	19
Disclosure 102-22 Composition of the highest governance body and its committees	19
Disclosure 102-23 Chair of the highest governance body	20
Disclosure 102-24 Nominating and selecting the highest governance body	20
Disclosure 102-25 Conflicts of interest	21
Disclosure 102-26 Role of highest governance body in setting purpose, values, and strategy	21
Disclosure 102-27 Collective knowledge of highest governance body	21
Disclosure 102-28 Evaluating the highest governance body's performance	22
Disclosure 102-29 Identifying and managing economic, environmental, and social impacts	22
Disclosure 102-30 Effectiveness of risk management processes	22
Disclosure 102-31 Review of economic, environmental, and social topics	23
Disclosure 102-32 Highest governance body's role in sustainability reporting	23
Disclosure 102-33 Communicating critical concerns	23
Disclosure 102-34 Nature and total number of critical concerns	24
Disclosure 102-35 Remuneration policies	25
Disclosure 102-36 Process for determining remuneration	26
Disclosure 102-37 Stakeholders' involvement in remuneration	26
Disclosure 102-38 Annual total compensation ratio	27
Disclosure 102-39 Percentage increase in annual total compensation ratio	28
<b>5. Stakeholder engagement</b>	<b>29</b>
Disclosure 102-40 List of stakeholder groups	29
Disclosure 102-41 Collective bargaining agreements	30
Disclosure 102-42 Identifying and selecting stakeholders	31
Disclosure 102-43 Approach to stakeholder engagement	31
Disclosure 102-44 Key topics and concerns raised	32

<b>6. Reporting practice</b>	<b>33</b>
Disclosure 102-45 Entities included in the consolidated financial statements	<b>33</b>
Disclosure 102-46 Defining report content and topic Boundaries	<b>34</b>
Disclosure 102-47 List of material topics	<b>35</b>
Disclosure 102-48 Restatements of information	<b>35</b>
Disclosure 102-49 Changes in reporting	<b>36</b>
Disclosure 102-50 Reporting period	<b>36</b>
Disclosure 102-51 Date of most recent report	<b>36</b>
Disclosure 102-52 Reporting cycle	<b>37</b>
Disclosure 102-53 Contact point for questions regarding the report	<b>37</b>
Disclosure 102-54 Claims of reporting in accordance with the GRI Standards	<b>37</b>
Disclosure 102-55 GRI content index	<b>38</b>
Disclosure 102-56 External assurance	<b>41</b>

---

## References 43

---

### About this Standard

<b>Responsibility</b>	This Standard is issued by the <a href="#">Global Sustainability Standards Board (GSSB)</a> . Any feedback on the GRI Standards can be submitted to <a href="mailto:standards@globalreporting.org">standards@globalreporting.org</a> for the consideration of the GSSB.
<b>Scope</b>	<i>GRI 102: General Disclosures</i> sets out reporting requirements on contextual information about an organization and its sustainability reporting practices. This Standard can be used by an organization of any size, type, sector or geographic location.
<b>Normative references</b>	This Standard is to be used together with the most recent versions of the following documents.  <a href="#">GRI 101: Foundation</a> <a href="#">GRI Standards Glossary</a>  In the text of this Standard, terms defined in the Glossary are <u>underlined</u> .
<b>Effective date</b>	This Standard is effective for reports or other materials published on or after 1 July 2018. Earlier adoption is encouraged.

**Note:** This document includes hyperlinks to other Standards. In most browsers, using **'ctrl' + click** will open external links in a new browser window. After clicking on a link, use **'alt' + left arrow** to return to the previous view.

# Introduction

## A. Overview

This Standard is part of the set of GRI Sustainability Reporting Standards (GRI Standards). These Standards are designed to be used by organizations to report about their impacts on the economy, the environment, and society.

The GRI Standards are structured as a set of interrelated, modular standards. The full set can be downloaded at [www.globalreporting.org/standards/](http://www.globalreporting.org/standards/).

There are three universal Standards that apply to every organization preparing a sustainability report:

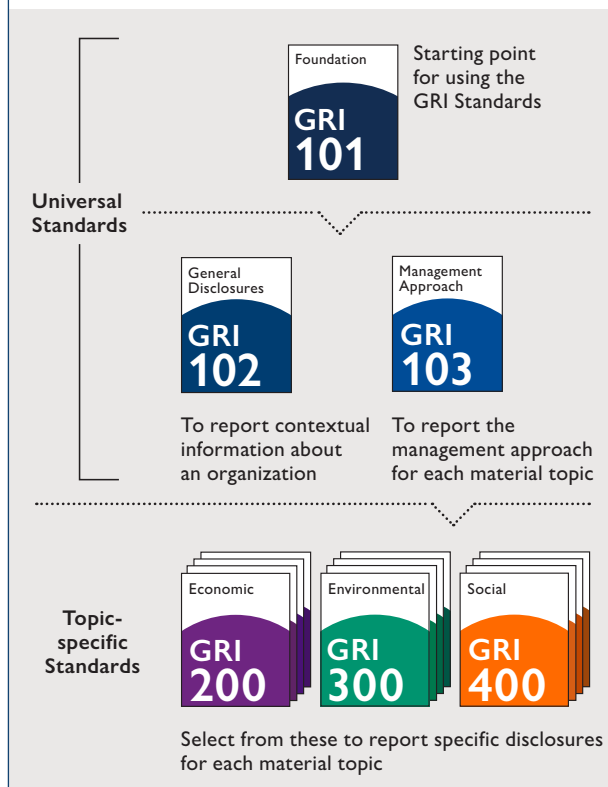
[GRI 101: Foundation](#)

[GRI 102: General Disclosures](#)

[GRI 103: Management Approach](#)

**GRI 101: Foundation is the starting point for using the GRI Standards. It has essential information on how to use and reference the Standards.**

Figure 1  
Overview of the set of GRI Standards



An organization then selects from the set of topic-specific GRI Standards for reporting on its material topics. These Standards are organized into three series: 200 (Economic topics), 300 (Environmental topics) and 400 (Social topics).

Each topic Standard includes disclosures specific to that topic, and is designed to be used together with *GRI 103: Management Approach*, which is used to report the management approach for the topic.

## B. Using the GRI Standards and making claims

There are two basic approaches for using the GRI Standards. For each way of using the Standards there is a corresponding claim, or statement of use, which an organization is required to include in any published materials.

1. The GRI Standards can be used as a set to prepare a sustainability report that is in accordance with the Standards. There are two options for preparing a report in accordance (Core or Comprehensive), depending on the extent of disclosures included in the report.

An organization preparing a report in accordance with the GRI Standards uses this Standard, *GRI 102: General Disclosures*, to report on contextual information about itself and its sustainability reporting practices.

2. Selected GRI Standards, or parts of their content, can also be used to report specific information, without preparing a report in accordance with the Standards. Any published materials that use the GRI Standards in this way are to include a 'GRI-referenced' claim.

See [Section 3 of GRI 101: Foundation](#) for more information on how to use the GRI Standards, and the specific claims that organizations are required to include in any published materials.

---

## C. Requirements, recommendations and guidance

The GRI Standards include:

**Requirements.** These are mandatory instructions. In the text, requirements are presented in **bold font** and indicated with the word 'shall'. Requirements are to be read in the context of recommendations and guidance; however, an organization is not required to comply with recommendations or guidance in order to claim that a report has been prepared in accordance with the Standards.

**Recommendations.** These are cases where a particular course of action is encouraged, but not required. In the text, the word 'should' indicates a recommendation.

**Guidance.** These sections include background information, explanations and examples to help organizations better understand the requirements.

An organization is required to comply with all applicable requirements in order to claim that its report has been prepared in accordance with the GRI Standards. See [GRI 101: Foundation](#) for more information.

**Note:** Throughout this Standard, a 'Core' icon is used to identify those disclosures that are required for preparing a report in accordance with the GRI Standards (Core option). Organizations preparing a report in accordance with the GRI Standards (Comprehensive option) are required to report all disclosures in this Standard, although reasons for omission are permitted for certain disclosures. See [Table 1](#) in *GRI 101: Foundation* for more detail.

# GRI 102: General Disclosures

## 1. Organizational profile

These disclosures provide an overview of an organization's size, geographic location, and activities. This contextual information is important to help stakeholders understand the nature of the organization and its economic, environmental and social impacts.

Core

### Disclosure 102-1 Name of the organization

#### Reporting requirements

Disclosure  
102-1

The reporting organization shall report the following information:  
a. Name of the organization.

Core

### Disclosure 102-2 Activities, brands, products, and services

#### Reporting requirements

Disclosure  
102-2

The reporting organization shall report the following information:  
a. A description of the organization's activities.  
b. Primary brands, products, and services, including an explanation of any products or services that are banned in certain markets.

#### Reporting recommendations

- 1.1 When compiling the information specified in Disclosure 102-2-b, the reporting organization should also explain whether it sells products or services that are the subject of stakeholder questions or public debate.



## Disclosure 102-3 Location of headquarters

### Reporting requirements

Disclosure  
102-3

The reporting organization shall report the following information:

- a. Location of the organization's headquarters.

---

### Guidance

Headquarters refers to an organization's administrative center, from which it is controlled or directed.



## Disclosure 102-4 Location of operations

### Reporting requirements

Disclosure  
102-4

The reporting organization shall report the following information:

- a. Number of countries where the organization operates, and the names of countries where it has significant operations and/or that are relevant to the topics covered in the report.



## Disclosure 102-5 Ownership and legal form

### Reporting requirements

Disclosure  
102-5

The reporting organization shall report the following information:

- a. Nature of ownership and legal form.



## Disclosure 102-6 Markets served

### Reporting requirements

Disclosure  
102-6

The reporting organization shall report the following information:

- a. Markets served, including:
  - i. geographic locations where products and services are offered;
  - ii. sectors served;
  - iii. types of customers and beneficiaries.



Core

## Disclosure 102-7

### Scale of the organization

#### Reporting requirements

The reporting organization shall report the following information:

- a. Scale of the organization, including:
  - i. total number of employees;
  - ii. total number of operations;
  - iii. net sales (for private sector organizations) or net revenues (for public sector organizations);
  - iv. total capitalization (for private sector organizations) broken down in terms of debt and equity;
  - v. quantity of products or services provided.

Disclosure  
102-7

#### Reporting recommendations

- 1.2 When compiling the information specified in Disclosure 102-7, the reporting organization should provide the following additional information:
  - 1.2.1 Total assets;
  - 1.2.2 Beneficial ownership, including the identity and percentage of ownership of the largest shareholders;
  - 1.2.3 Breakdowns of:
    - 1.2.3.1 net sales or net revenues by countries or regions that make up five percent or more of total revenues;
    - 1.2.3.2 costs by countries or regions that make up five percent or more of total costs;
    - 1.2.3.3 total number of employees by country or region.

## Disclosure 102-8

### Information on employees and other workers

#### Reporting requirements

The reporting organization shall report the following information:

- a. Total number of employees by employment contract (permanent and temporary), by gender.
- b. Total number of employees by employment contract (permanent and temporary), by region.
- c. Total number of employees by employment type (full-time and part-time), by gender.
- d. Whether a significant portion of the organization's activities are performed by workers who are not employees. If applicable, a description of the nature and scale of work performed by workers who are not employees.
- e. Any significant variations in the numbers reported in Disclosures 102-8-a, 102-8-b, and 102-8-c (such as seasonal variations in the tourism or agricultural industries).
- f. An explanation of how the data have been compiled, including any assumptions made.

Disclosure  
102-8

#### Reporting recommendations

- 1.3 When compiling the information specified in Disclosure 102-8, the reporting organization should:
  - 1.3.1 express employee numbers as either head count or Full Time Equivalent (FTE), with the chosen approach stated and applied consistently;
  - 1.3.2 identify the contract type and full-time and part-time status of employees based on the definitions under the national laws of the country where they are based;
  - 1.3.3 use numbers as at the end of the reporting period, unless there has been a material change during the reporting period;
  - 1.3.4 combine country statistics to calculate global statistics, and disregard differences in legal definitions. Although what constitutes a type of contract and employment type varies between countries, the global figure should still reflect the relationships under law.

#### Guidance

##### *Guidance for Disclosure 102-8-d*

The organization's activities are reported in [Disclosure 102-2-a](#).

##### *Background*

The number of employees and workers involved in an organization's activities provides insight into the scale of impacts created by labor issues.

Breaking down these data by gender enables an understanding of gender representation across an organization, and of the optimal use of available labor and talent.

See references 6, 7, 10 and 12 in the [References section](#).



## Disclosure 102-9

### Supply chain

#### Reporting requirements

Disclosure  
102-9

The reporting organization shall report the following information:

- a. A description of the organization's supply chain, including its main elements as they relate to the organization's activities, primary brands, products, and services.

#### Guidance

Examples of elements that can be covered in the description include:

- the types of suppliers engaged;
- the total number of suppliers engaged by an organization and the estimated number of suppliers throughout the supply chain;
- the geographic location of suppliers;
- the estimated monetary value of payments made to suppliers;
- the supply chain's sector-specific characteristics, such as how labor intensive it is.

#### *Background*

This disclosure sets the overall context for understanding an organization's supply chain.



## Disclosure 102-10 Significant changes to the organization and its supply chain

### Reporting requirements

The reporting organization shall report the following information:

- a. Significant changes to the organization’s size, structure, ownership, or supply chain, including:
  - i. Changes in the location of, or changes in, operations, including facility openings, closings, and expansions;
  - ii. Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations);
  - iii. Changes in the location of suppliers, the structure of the supply chain, or relationships with suppliers, including selection and termination.

Disclosure  
**102-10**

### Guidance

This disclosure covers significant changes during the reporting period.

Significant changes to the supply chain are those that can cause or contribute to significant economic, environmental, and social impacts.

Examples of significant changes can include:

- moving parts of the supply chain from one country to another;
- changing the structure of the supply chain, such as the outsourcing of a significant part of an organization’s activities.



## Disclosure 102-11 Precautionary Principle or approach

### Reporting requirements

The reporting organization shall report the following information:

- a. Whether and how the organization applies the Precautionary Principle or approach.

Disclosure  
**102-11**

### Guidance

Disclosure 102-11 can include an organization’s approach to risk management in operational planning, or when developing and introducing new products.

#### Background

The precautionary approach was introduced by the United Nations in Principle 15 of ‘The Rio Declaration on Environment and Development’. It states: ‘In order to protect the environment, the precautionary

approach shall be widely applied by States according to their capabilities. Where there are threats of serious or irreversible damage, lack of full scientific certainty shall not be used as a reason for postponing cost-effective measures to prevent environmental degradation.’ Applying the Precautionary Principle can help an organization to reduce or to avoid negative impacts on the environment. See reference 13 in the [References section](#).

Core

## Disclosure 102-12

### External initiatives

#### Reporting requirements

Disclosure  
102-12

The reporting organization shall report the following information:

- a. A list of externally-developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes, or which it endorses.

#### Reporting recommendations

- 1.4 When compiling the information specified in Disclosure 102-12, the reporting organization should:
  - 1.4.1 include the date of adoption, the countries or operations where applied, and the range of stakeholders involved in the development and governance of these initiatives;
  - 1.4.2 differentiate between non-binding, voluntary initiatives and those with which the organization has an obligation to comply.

Core

## Disclosure 102-13

### Membership of associations

#### Reporting requirements

Disclosure  
102-13

The reporting organization shall report the following information:

- a. A list of the main memberships of industry or other associations, and national or international advocacy organizations.

#### Reporting recommendations

- 1.5 When compiling the information specified in Disclosure 102-13, the reporting organization should include memberships maintained at the organizational level in associations or organizations in which it holds a position on the governance body, participates in projects or committees, provides substantive funding beyond routine membership dues, or views its membership as strategic.

---

## 2. Strategy

These disclosures provide an overview of an organization's strategy with respect to sustainability, in order to provide context for subsequent, more detailed reporting using other GRI Standards. The strategy section can draw on information provided in other parts of the report, but is intended to give insight on strategic issues rather than to summarize the content of the report.

Core

---

### Disclosure 102-14

#### Statement from senior decision-maker

##### Reporting requirements

The reporting organization shall report the following information:

- a. A statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy for addressing sustainability.

Disclosure  
102-14

---

##### Reporting recommendations

- 2.1 When compiling the information specified in Disclosure 102-14, the reporting organization should include:
  - 2.1.1 the overall vision and strategy for the short-term, medium-term, and long-term, with respect to managing the significant economic, environmental, and social impacts that the organization causes, contributes to, or that are directly linked to its activities, products or services as a result of relationships with others (such as suppliers and persons or organizations in local communities);
  - 2.1.2 strategic priorities and key topics for the short and medium-term with respect to sustainability, including observance of internationally-recognized standards and how such standards relate to long-term organizational strategy and success;
  - 2.1.3 broader trends (such as macroeconomic or political) affecting the organization and influencing its sustainability priorities;
  - 2.1.4 key events, achievements, and failures during the reporting period;
  - 2.1.5 views on performance with respect to targets;
  - 2.1.6 outlook on the organization's main challenges and targets for the next year and goals for the coming 3–5 years;
  - 2.1.7 other items pertaining to the organization's strategic approach.

---

##### Guidance

See references 14, 15 and 16 in the [References section](#).

## Disclosure 102-15

### Key impacts, risks, and opportunities

#### Reporting requirements

Disclosure  
**102-15**

The reporting organization shall report the following information:

- a. A description of key impacts, risks, and opportunities.

#### Reporting recommendations

- 2.2 When compiling the information specified in Disclosure 102-15, the reporting organization should include:
  - 2.2.1 a description of its significant economic, environmental and social impacts, and associated challenges and opportunities. This includes the effects on stakeholders and their rights as defined by national laws and relevant internationally-recognized standards;
  - 2.2.2 the range of reasonable expectations and interests of the organization's stakeholders;
  - 2.2.3 an explanation of the approach to prioritizing these challenges and opportunities;
  - 2.2.4 key conclusions about progress in addressing these topics and related performance in the reporting period, including an assessment of reasons for underperformance or overperformance;
  - 2.2.5 a description of the main processes in place to address performance, and relevant changes;
  - 2.2.6 the impact of sustainability trends, risks, and opportunities on the long-term prospects and financial performance of the organization;
  - 2.2.7 information relevant to financial stakeholders or that could become so in the future;
  - 2.2.8 a description of the most important risks and opportunities for the organization arising from sustainability trends;
  - 2.2.9 prioritization of key economic, environmental, and social topics as risks and opportunities according to their relevance for long-term organizational strategy, competitive position, qualitative, and, if possible, quantitative financial value drivers;
  - 2.2.10 table(s) summarizing targets, performance against targets, and lessons learned for the current reporting period;
  - 2.2.11 table(s) summarizing targets for the next reporting period and medium-term objectives and goals (i.e., 3–5 years) related to key risks and opportunities;
  - 2.2.12 a description of governance mechanisms in place specifically to manage these risks and opportunities, and identification of other related risks and opportunities.

---

## 3. Ethics and integrity

In this section, the term 'business partner' is used in relation to both disclosures. In the context of this GRI Standard, 'business partners' include, among others, suppliers, agents, lobbyists and other intermediaries, joint venture and consortia partners, governments, customers, and clients.



---

### Disclosure 102-16

#### Values, principles, standards, and norms of behavior

##### Reporting requirements

Disclosure  
**102-16**

The reporting organization shall report the following information:

- a. A description of the organization's values, principles, standards, and norms of behavior.

---

##### Reporting recommendations

- 3.1 When compiling the information specified in Disclosure 102-16, the reporting organization should provide additional information about its values, principles, standards, and norms of behavior, including:
  - 3.1.1 how they were developed and approved;
  - 3.1.2 whether training on them is given regularly to all and new governance body members, workers performing the organization's activities, and business partners;
  - 3.1.3 whether they need to be read and signed regularly by all and new governance body members, workers performing the organization's activities, and business partners;
  - 3.1.4 whether any executive-level positions maintain responsibility for them;
  - 3.1.5 whether they are available in different languages to reach all governance body members, workers performing the organization's activities, business partners, and other stakeholders.

---

##### Guidance

Values, principles, standards and norms of behavior can include codes of conduct and ethics. The highest governance body's and senior executives' roles in the development, approval, and updating of value statements is reported under [Disclosure 102-26](#).



## Disclosure 102-17

### Mechanisms for advice and concerns about ethics

#### Reporting requirements

The reporting organization shall report the following information:

- a. A description of internal and external mechanisms for:
  - i. seeking advice about ethical and lawful behavior, and organizational integrity;
  - ii. reporting concerns about unethical or unlawful behavior, and organizational integrity.

Disclosure  
102-17

#### Guidance

Examples of elements that can be described include:

- Who is assigned the overall responsibility for the mechanisms to seek advice about and report on behavior;
- Whether any mechanisms are independent of the organization;
- Whether and how workers performing the organization's activities, business partners, and other stakeholders are informed of the mechanisms;
- Whether training on them is given to workers performing the organization's activities and business partners;
- The availability and accessibility of the mechanisms to workers performing the organization's activities and business partners, such as the total number of hours per day, days per week, and availability in different languages;
- Whether requests for advice and concerns are treated confidentially;
- Whether the mechanisms can be used anonymously;
- The total number of requests for advice received, their type, and the percentage that were answered during the reporting period;
- The total number of concerns reported, the type of misconduct reported, and the percentage of concerns that were addressed, resolved, or found to be unsubstantiated during the reporting period;
- Whether the organization has a non-retaliation policy;
- The process through which concerns are investigated;
- The level of satisfaction of those who used the mechanisms.

#### Background

An organization can provide means for stakeholders to seek advice about ethical and lawful behavior, and organizational integrity, or to report concerns about these matters. These means can include escalating issues through line management, whistleblowing mechanisms, and hotlines.

---

## 4. Governance

The disclosures in this section give an overview of:

- the governance structure and its composition;
- the role of the highest governance body in setting the organization's purpose, values, and strategy;
- the competencies and performance evaluation of the highest governance body;
- the role of the highest governance body in risk management;
- the role of the highest governance body in sustainability reporting;
- the role of the highest governance body in evaluating economic, environmental and social performance;
- remuneration and incentives.

The following terms, which are defined in the *GRI Standards Glossary*, apply to the disclosures in this section:

- highest governance body
- senior executive
- two-tier board system

Core

---

### Disclosure 102-18 Governance structure

#### Reporting requirements

Disclosure  
**102-18**

The reporting organization shall report the following information:

- a. Governance structure of the organization, including committees of the highest governance body.
- b. Committees responsible for decision-making on economic, environmental, and social topics.

---

### Disclosure 102-19 Delegating authority

#### Reporting requirements

Disclosure  
**102-19**

The reporting organization shall report the following information:

- a. Process for delegating authority for economic, environmental, and social topics from the highest governance body to senior executives and other employees.

## Disclosure 102-20

### Executive-level responsibility for economic, environmental, and social topics

#### Reporting requirements

Disclosure  
102-20

The reporting organization shall report the following information:

- a. Whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental, and social topics.
- b. Whether post holders report directly to the highest governance body.

## Disclosure 102-21

### Consulting stakeholders on economic, environmental, and social topics

#### Reporting requirements

Disclosure  
102-21

The reporting organization shall report the following information:

- a. Processes for consultation between stakeholders and the highest governance body on economic, environmental, and social topics.
- b. If consultation is delegated, describe to whom it is delegated and how the resulting feedback is provided to the highest governance body.

## Disclosure 102-22

### Composition of the highest governance body and its committees

#### Reporting requirements

Disclosure  
102-22

The reporting organization shall report the following information:

- a. Composition of the highest governance body and its committees by:
  - i. executive or non-executive;
  - ii. independence;
  - iii. tenure on the governance body;
  - iv. number of each individual's other significant positions and commitments, and the nature of the commitments;
  - v. gender;
  - vi. membership of under-represented social groups;
  - vii. competencies relating to economic, environmental, and social topics;
  - viii. stakeholder representation.

---

## Disclosure 102-23

### Chair of the highest governance body

#### Reporting requirements

Disclosure  
**102-23**

The reporting organization shall report the following information:

- a. Whether the chair of the highest governance body is also an executive officer in the organization.
- b. If the chair is also an executive officer, describe his or her function within the organization's management and the reasons for this arrangement.

---

## Disclosure 102-24

### Nominating and selecting the highest governance body

#### Reporting requirements

Disclosure  
**102-24**

The reporting organization shall report the following information:

- a. Nomination and selection processes for the highest governance body and its committees.
- b. Criteria used for nominating and selecting highest governance body members, including whether and how:
  - i. stakeholders (including shareholders) are involved;
  - ii. diversity is considered;
  - iii. independence is considered;
  - iv. expertise and experience relating to economic, environmental, and social topics are considered.

## Disclosure 102-25

### Conflicts of interest

#### Reporting requirements

The reporting organization shall report the following information:

- a. Processes for the highest governance body to ensure conflicts of interest are avoided and managed.
- b. Whether conflicts of interest are disclosed to stakeholders, including, as a minimum:
  - i. Cross-board membership;
  - ii. Cross-shareholding with suppliers and other stakeholders;
  - iii. Existence of controlling shareholder;
  - iv. Related party disclosures.

Disclosure  
102-25

#### Reporting recommendations

- 4.1 When compiling the information specified in Disclosure 102-25, the reporting organization should align the definition of controlling shareholder to the definition used for the purpose of the organization's consolidated financial statements or equivalent documents.

#### Guidance

See reference 11 in the [References section](#).

## Disclosure 102-26

### Role of highest governance body in setting purpose, values, and strategy

#### Reporting requirements

The reporting organization shall report the following information:

- a. Highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental, and social topics.

Disclosure  
102-26

## Disclosure 102-27

### Collective knowledge of highest governance body

#### Reporting requirements

The reporting organization shall report the following information:

- a. Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental, and social topics.

Disclosure  
102-27

---

## Disclosure 102-28

### Evaluating the highest governance body's performance

#### Reporting requirements

Disclosure  
102-28

The reporting organization shall report the following information:

- a. Processes for evaluating the highest governance body's performance with respect to governance of economic, environmental, and social topics.
- b. Whether such evaluation is independent or not, and its frequency.
- c. Whether such evaluation is a self-assessment.
- d. Actions taken in response to evaluation of the highest governance body's performance with respect to governance of economic, environmental, and social topics, including, as a minimum, changes in membership and organizational practice.

---

## Disclosure 102-29

### Identifying and managing economic, environmental, and social impacts

#### Reporting requirements

Disclosure  
102-29

The reporting organization shall report the following information:

- a. Highest governance body's role in identifying and managing economic, environmental, and social topics and their impacts, risks, and opportunities – including its role in the implementation of due diligence processes.
- b. Whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental, and social topics and their impacts, risks, and opportunities.

---

#### Guidance

See references 11, 14, 15 and 16 in the [References section](#).

---

## Disclosure 102-30

### Effectiveness of risk management processes

#### Reporting requirements

Disclosure  
102-30

The reporting organization shall report the following information:

- a. Highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental, and social topics.

---

#### Guidance

See references 11, 14, 15 and 16 in the [References section](#).

## Disclosure 102-31

### Review of economic, environmental, and social topics

#### Reporting requirements

Disclosure  
**102-31**

The reporting organization shall report the following information:

- a. Frequency of the highest governance body's review of economic, environmental, and social topics and their impacts, risks, and opportunities.

#### Guidance

See references 11, 14, 15 and 16 in the [References section](#).

## Disclosure 102-32

### Highest governance body's role in sustainability reporting

#### Reporting requirements

Disclosure  
**102-32**

The reporting organization shall report the following information:

- a. The highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material topics are covered.

## Disclosure 102-33

### Communicating critical concerns

#### Reporting requirements

Disclosure  
**102-33**

The reporting organization shall report the following information:

- a. Process for communicating critical concerns to the highest governance body.

---

## Disclosure 102-34

### Nature and total number of critical concerns

#### Reporting requirements

Disclosure  
**102-34**

The reporting organization shall report the following information:

- a. Total number and nature of critical concerns that were communicated to the highest governance body.
- b. Mechanism(s) used to address and resolve critical concerns.

---

#### Guidance

When the exact nature of concerns is sensitive due to regulatory or legal restrictions, this disclosure can be limited to the information that the reporting organization is able to provide without jeopardizing confidentiality. For more information on reasons for omission, see [GRI 101: Foundation](#).



## Disclosure 102-35

### Remuneration policies

#### Reporting requirements

The reporting organization shall report the following information:

- a. Remuneration policies for the highest governance body and senior executives for the following types of remuneration:
  - i. Fixed pay and variable pay, including performance-based pay, equity-based pay, bonuses, and deferred or vested shares;
  - ii. Sign-on bonuses or recruitment incentive payments;
  - iii. Termination payments;
  - iv. Clawbacks;
  - v. Retirement benefits, including the difference between benefit schemes and contribution rates for the highest governance body, senior executives, and all other employees.
- b. How performance criteria in the remuneration policies relate to the highest governance body's and senior executives' objectives for economic, environmental, and social topics.

Disclosure  
**102-35**

#### Reporting recommendations

- 4.2 When compiling the information specified in Disclosure 102-35, the reporting organization should, if performance-related pay is used, describe:
  - 4.2.1 how remuneration and incentive-related pay for senior executives are designed to reward longer-term performance;
  - 4.2.2 how performance criteria in the remuneration policies relate to the highest governance body's and senior executives' objectives for economic, environmental, and social topics for the reporting period and the period ahead.
- 4.3 When compiling the information specified in Disclosure 102-35, the reporting organization should, if termination payments are used, explain whether:
  - 4.3.1 notice periods for governance body members and senior executives are different from those for other employees;
  - 4.3.2 termination payments for governance body members and senior executives are different from those for other employees;
  - 4.3.3 any payments other than those related to the notice period are paid to departing governance body members and senior executives;
  - 4.3.4 any mitigation clauses are included in the termination arrangements.

---

## Disclosure 102-36

### Process for determining remuneration

#### Reporting requirements

Disclosure  
**102-36**

The reporting organization shall report the following information:

- a. Process for determining remuneration.
- b. Whether remuneration consultants are involved in determining remuneration and whether they are independent of management.
- c. Any other relationships that the remuneration consultants have with the organization.

---

## Disclosure 102-37

### Stakeholders' involvement in remuneration

#### Reporting requirements

Disclosure  
**102-37**

The reporting organization shall report the following information:

- a. How stakeholders' views are sought and taken into account regarding remuneration.
- b. If applicable, the results of votes on remuneration policies and proposals.

## Disclosure 102-38

### Annual total compensation ratio

#### Reporting requirements

Disclosure  
102-38

The reporting organization shall report the following information:

- a. Ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country.

4.4 When compiling the information specified in Disclosure 102-38, the reporting organization shall, for each country of significant operations:

- 4.4.1 identify the highest-paid individual for the reporting period, as defined by total compensation;
- 4.4.2 calculate the median annual total compensation for all employees, except the highest-paid individual;
- 4.4.3 calculate the ratio of the annual total compensation of the highest-paid individual to the median annual total compensation for all employees.

---

#### Reporting recommendations

4.5 When compiling the information specified in Disclosure 102-38, the reporting organization should:

- 4.5.1 for each country of significant operations, define and report the composition of the annual total compensation for the highest-paid individual and for all employees as follows:
  - 4.5.1.1 List types of compensation included in the calculation;
  - 4.5.1.2 Specify whether full-time and part-time employees are included in this calculation;
  - 4.5.1.3 Specify whether full-time equivalent pay rates are used for each part-time employee in this calculation;
  - 4.5.1.4 Specify which operations or countries are included, if the organization chooses to not consolidate this ratio for the entire organization;
- 4.5.2 depending on the organization's remuneration policies and availability of data, consider the following components for the calculation:
  - 4.5.2.1 Base salary: guaranteed, short-term, and non-variable cash compensation;
  - 4.5.2.2 Cash compensation: sum of base salary + cash allowances + bonuses + commissions + cash profit-sharing + other forms of variable cash payments;
  - 4.5.2.3 Direct compensation: sum of total cash compensation + total fair value of all annual long-term incentives, such as stock option awards, restricted stock shares or units, performance stock shares or units, phantom stock shares, stock appreciation rights, and long-term cash awards.

## Disclosure 102-39

### Percentage increase in annual total compensation ratio

#### Reporting requirements

Disclosure  
102-39

The reporting organization shall report the following information:

- a. Ratio of the percentage increase in annual total compensation for the organization's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country.

- 4.6 When compiling the information specified in Disclosure 102-39, the reporting organization shall, for each country of significant operations:
  - 4.6.1 identify the highest-paid individual for the reporting period, as defined by total compensation;
  - 4.6.2 calculate the percentage increase in the highest-paid individual's compensation from prior period to the reporting period;
  - 4.6.3 calculate median annual total compensation for all employees except the highest-paid individual;
  - 4.6.4 calculate the percentage increase of the median annual total compensation from the previous reporting period to the current reporting period;
  - 4.6.5 calculate the ratio of the annual total compensation percentage increase of the highest-paid individual to the median annual total compensation percentage increase for all employees.

#### Reporting recommendations

- 4.7 When compiling the information specified in Disclosure 102-39, the reporting organization should:
  - 4.7.1 for each country of significant operations, define and report the composition of the annual total compensation for the highest-paid individual and for all employees as follows:
    - 4.7.1.1 List types of compensation included in the calculation;
    - 4.7.1.2 Specify whether full-time and part-time employees are included in this calculation;
    - 4.7.1.3 Specify whether full-time equivalent pay rates are used for each part-time employee in this calculation;
    - 4.7.1.4 Specify which operations or countries are included, if the organization chooses to not consolidate this ratio for the entire organization;
  - 4.7.2 depending on the organization's remuneration policies and availability of data, consider the following components for the calculation:
    - 4.7.2.1 Base salary: guaranteed, short-term, and non-variable cash compensation;
    - 4.7.2.2 Cash compensation: sum of base salary + cash allowances + bonuses + commissions + cash profit-sharing + other forms of variable cash payments;
    - 4.7.2.3 Direct compensation: sum of total cash compensation + total fair value of all annual long-term incentives, such as stock option awards, restricted stock shares or units, performance stock shares or units, phantom stock shares, stock appreciation rights, and long-term cash awards.

---

## 5. Stakeholder engagement

These disclosures give an overview of an organization's approach to stakeholder engagement. They are not limited to engagement that was conducted for the purposes of preparing the report. For additional guidance on stakeholder engagement, see the [Stakeholder Inclusiveness](#) principle in *GRI 101: Foundation*.



---

### Disclosure 102-40

#### List of stakeholder groups

##### Reporting requirements

Disclosure  
**102-40**

The reporting organization shall report the following information:

- a. A list of stakeholder groups engaged by the organization.

---

##### Guidance

Examples of stakeholder groups are:

- civil society
- customers
- employees and workers who are not employees
- trade unions
- local communities
- shareholders and providers of capital
- suppliers

Core

## Disclosure 102-41

### Collective bargaining agreements

#### Reporting requirements

Disclosure  
102-41

The reporting organization shall report the following information:

- a. Percentage of total employees covered by collective bargaining agreements.

#### Reporting recommendations

- 5.1 When compiling the information specified in Disclosure 102-41, the reporting organization should use data from [Disclosure 102-7](#) as the basis for calculating the percentage.

#### Guidance

##### *Guidance for Disclosure 102-41*

This disclosure asks for the percentage of employees covered by collective bargaining agreements. It does not ask for the percentage of employees belonging to trade unions.

Collective bargaining refers to all negotiations which take place between one or more employers or employers' organizations, on the one hand, and one or more workers' organizations (trade unions), on the other, for determining working conditions and terms of employment or for regulating relations between employers and workers.<sup>1</sup> Therefore, a collective bargaining agreement represents a form of joint decision-making concerning the organization's operations.

By definition, collective bargaining agreements are obligations (often legally binding) that the organization has undertaken. The organization is expected to understand the coverage of the agreement (the workers to whom it is obligated to apply the terms of the agreement).

Collective agreements can be made at various levels and for categories and groups of workers. Collective agreements can be at the level of the organization; at the industry level, in countries where that is the practice; or at both. Collective agreements can cover specific groups of workers; for example, those performing a specific activity or working at a specific location.

See references 1, 2, 3, 4, 5, 8 and 9 in the [References section](#).

<sup>1</sup> This definition is based on the International Labour Organization (ILO) Convention 154, 'Collective Bargaining Convention', 1981.

Core

## Disclosure 102-42

### Identifying and selecting stakeholders

#### Reporting requirements

Disclosure  
102-42

The reporting organization shall report the following information:

- a. The basis for identifying and selecting stakeholders with whom to engage.

#### Reporting recommendations

- 5.2 When compiling the information specified in Disclosure 102-42, the reporting organization should describe the process for:
  - 5.2.1 defining its stakeholder groups;
  - 5.2.2 determining the groups with which to engage and not to engage.

Core

## Disclosure 102-43

### Approach to stakeholder engagement

#### Reporting requirements

Disclosure  
102-43

The reporting organization shall report the following information:

- a. The organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.

#### Guidance

Methods of stakeholder engagement can include surveys (such as supplier, customer, or worker surveys), focus groups, community panels, corporate advisory panels, written communication, management or union structures, collective bargaining agreements, and other mechanisms.

For many organizations, customers are a relevant stakeholder group. As well as measuring an organization's sensitivity to its customers' needs and preferences, customer satisfaction or dissatisfaction can give insight into the degree to which the organization considers the needs of stakeholders.



## Disclosure 102-44

### Key topics and concerns raised

#### Reporting requirements

The reporting organization shall report the following information:

- a. Key topics and concerns that have been raised through stakeholder engagement, including:
  - i. how the organization has responded to those key topics and concerns, including through its reporting;
  - ii. the stakeholder groups that raised each of the key topics and concerns.

Disclosure  
**102-44**

---

#### Guidance

As part of the key topics and concerns raised by stakeholders, this disclosure can include the results or key conclusions of customer surveys (based on statistically relevant sample sizes) conducted in the reporting period.

These surveys can indicate customer satisfaction and dissatisfaction relating to:

- the organization as a whole
- a major product or service category
- significant locations of operation



---

## 6. Reporting practice

These disclosures give an overview of the process that an organization has followed to define the content of its sustainability report. They also review the process it followed to identify its material topics and their Boundaries, along with any changes or restatements. Moreover, they provide basic information about the report, the claims made about the use of the GRI Standards, the GRI content index, and the organization's approach to seeking external assurance.



---

### Disclosure 102-45

#### Entities included in the consolidated financial statements

##### Reporting requirements

The reporting organization shall report the following information:

- a. A list of all entities included in the organization's consolidated financial statements or equivalent documents.
- b. Whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.

Disclosure  
**102-45**

---

##### Guidance

An organization can report Disclosure 102-45 by referencing the information in publicly available consolidated financial statements or equivalent documents.

## Disclosure 102-46

### Defining report content and topic Boundaries

#### Reporting requirements

Disclosure  
102-46

The reporting organization shall report the following information:

- a. An explanation of the process for defining the report content and the topic Boundaries.
- b. An explanation of how the organization has implemented the Reporting Principles for defining report content.

- 6.1 When compiling the information specified in Disclosure 102-46, the reporting organization shall include an explanation of how the Materiality principle was applied to identify material topics, including any assumptions made.

#### Reporting recommendations

- 6.2 When compiling the information specified in Disclosure 102-46, the reporting organization should include an explanation of:
- 6.2.1 the steps taken to define the content of the report and to define the topic Boundaries;
  - 6.2.2 at which steps in the process each of the Reporting Principles for defining report content was applied;
  - 6.2.3 assumptions and subjective judgements made in the process;
  - 6.2.4 challenges the organization encountered when applying the Reporting Principles for defining report content.

#### Guidance

The four Reporting Principles for defining report content are: Stakeholder Inclusiveness, Sustainability Context, Materiality, and Completeness. Together, these Principles help an organization decide which content to include in the report by considering the organization's activities, impacts, and the substantive expectations and interests of its stakeholders.

This disclosure asks for an explanation of how the organization has defined its report content and topic Boundaries, and how these four Principles have been implemented. This explanation also requires a specific description of how the Materiality principle has been applied, including how material topics were identified based on the two dimensions of the principle.

This explanation can also include:

- the steps taken to identify relevant topics (i.e., those that potentially merit inclusion in the report);
- how the relative priority of material topics was determined.

For more information on the Reporting Principles for defining report content, see [GRI 101: Foundation](#).

The description of the topic Boundary for each material topic is reported under [Disclosure 103-1](#) in [GRI 103: Management Approach](#).

Core

## Disclosure 102-47

### List of material topics

#### Reporting requirements

Disclosure  
102-47

The reporting organization shall report the following information:

- a. A list of the material topics identified in the process for defining report content.

#### Guidance

Material topics are those that an organization has prioritized for inclusion in the report. This prioritization exercise is carried out using the Stakeholder Inclusiveness and the Materiality principles. The Materiality principle identifies material topics based on the following two dimensions:

- The significance of the organization's economic, environmental, and social impacts;
- Their substantive influence on the assessments and decisions of stakeholders.

For more information on the Stakeholder Inclusiveness and Materiality principles, see [GRI 101: Foundation](#).

The explanation of why each topic is material is reported under [Disclosure 103-1](#) in [GRI 103: Management Approach](#).

Core

## Disclosure 102-48

### Restatements of information

#### Reporting requirements

Disclosure  
102-48

The reporting organization shall report the following information:

- a. The effect of any restatements of information given in previous reports, and the reasons for such restatements.

#### Guidance

Restatements can result from:

- mergers or acquisitions
- change of base years or periods
- nature of business
- measurement methods



## Disclosure 102-49

### Changes in reporting

#### Reporting requirements

Disclosure  
**102-49**

The reporting organization shall report the following information:

- a. Significant changes from previous reporting periods in the list of material topics and topic Boundaries.



## Disclosure 102-50

### Reporting period

#### Reporting requirements

Disclosure  
**102-50**

The reporting organization shall report the following information:

- a. Reporting period for the information provided.

.....

#### Guidance

The reporting period can be, for example, the fiscal or calendar year.



## Disclosure 102-51

### Date of most recent report

#### Reporting requirements

Disclosure  
**102-51**

The reporting organization shall report the following information:

- a. If applicable, the date of the most recent previous report.

.....

#### Guidance

If this is the first report prepared by the reporting organization, the response to this disclosure can state this.

Core

## Disclosure 102-52

### Reporting cycle

#### Reporting requirements

Disclosure  
102-52

The reporting organization shall report the following information:

- a. Reporting cycle.

#### Guidance

The reporting cycle can be, for example, annual or biennial.

Core

## Disclosure 102-53

### Contact point for questions regarding the report

#### Reporting requirements

Disclosure  
102-53

The reporting organization shall report the following information:

- a. The contact point for questions regarding the report or its contents.

Core

## Disclosure 102-54

### Claims of reporting in accordance with the GRI Standards

#### Reporting requirements

Disclosure  
102-54

The reporting organization shall report the following information:

- a. The claim made by the organization, if it has prepared a report in accordance with the GRI Standards, either:
  - i. *'This report has been prepared in accordance with the GRI Standards: Core option'*;
  - ii. *'This report has been prepared in accordance with the GRI Standards: Comprehensive option'*.

#### Guidance

An organization preparing a report in accordance with the GRI Standards can choose one of two options (Core or Comprehensive), depending on the degree to which the GRI Standards have been applied. For each option, there is a corresponding claim, or statement of use, that the organization is required to include in the report. These claims have set wording.

For more information on making claims related to the use of the GRI Standards, see [Section 3](#) in *GRI 101: Foundation*.

## Disclosure 102-55

### GRI content index

#### Reporting requirements

The reporting organization shall report the following information:

- a. The GRI content index, which specifies each of the GRI Standards used and lists all disclosures included in the report.
- b. For each disclosure, the content index shall include:
  - i. the number of the disclosure (for disclosures covered by the GRI Standards);
  - ii. the page number(s) or URL(s) where the information can be found, either within the report or in other published materials;
  - iii. if applicable, and where permitted, the reason(s) for omission when a required disclosure cannot be made.

Disclosure  
102-55

6.3 When reporting the GRI content index as specified in Disclosure 102-55, the reporting organization shall:

- 6.3.1 include the words 'GRI Content Index' in the title;
- 6.3.2 present the complete GRI content index in one location;
- 6.3.3 include in the report a link or reference to the GRI content index, if it is not provided in the report itself;
- 6.3.4 for each GRI Standard used, include the title and publication year (e.g., *GRI 102: General Disclosures 2016*);
- 6.3.5 include any additional material topics reported on which are not covered by the GRI Standards, including page number(s) or URL(s) where the information can be found.

#### Reporting recommendations

6.4 When compiling the information specified in Disclosure 102-55, the reporting organization should include in the GRI content index the title of each disclosure made (e.g., Name of the organization), in addition to the number (e.g., 102-1).

#### Guidance

The content index required by this disclosure is a navigation tool that specifies which GRI Standards have been used, which disclosures have been made, and where these disclosures can be found in the report or other location. It enables stakeholders to gain a quick overview of the report and facilitates easy navigation across reports. Any organization making a claim that its report has been prepared in accordance with the GRI Standards is required to include a GRI content index in its report or provide a link to where the content index can be found. See [Table 1 in GRI 101: Foundation](#) for more information.

The disclosure number refers to the unique numeric identifier for each disclosure in the GRI Standards (e.g., 102-53).

The page numbers (when the report is PDF-based) or URLs (when the report is web-based) referenced in the content index are expected to be specific enough to direct stakeholders to the information for the disclosures made. If a disclosure is spread over multiple pages or URLs, the content index references all pages and URLs where the information can be found. See '[Reporting required disclosures using references](#)' in *GRI 101: Foundation* for more information.

References to webpages and documents other than the report, such as the annual financial report or a policy document, can be included in the content index as long as they have a specific page number or a direct URL to the webpage.

**Disclosure 102-55**

Continued

Material topics that are not covered by the GRI Standards but are included in the report are also required to be in the content index. See '[Reporting on material topics](#)' in *GRI 101: Foundation* for more information on how to report on these topics, and Table 1 of this Standard for an example of how to include these topics in the content index.

While in principle it is up to the reporting organization to add direct answers to the content index, too much text can diminish the clarity and navigation of the index.

Additional content can also be included in the content index, for example to show the connection with other reporting standards or frameworks. Such additions can be made to add clarity for stakeholders, as long as they do not compromise the readability of the content index.

See [clause 3.2](#) in *GRI 101: Foundation*, which specifies the required information to provide when giving reasons for omission.

The organization can use Table 1 of this Standard as one possible format to prepare the GRI content index.

Table 1  
Example of a GRI content index

## GRI Content Index

<b>GRI Standard</b> <i>[include the title and publication year for each of the GRI Standards used to prepare the report]</i>	<b>Disclosure</b> <i>[include the number and title for each disclosure made]</i>	<b>Page number(s) and/or URL(s)</b>	<b>Omission</b> <i>[see GRI 101: Foundation for information on reasons for omission]</i>
<b>GRI 101: Foundation 2016</b> <i>[GRI 101 does not include any disclosures]</i>			
<b>General Disclosures</b> <i>[the list of general disclosures made, based on whether the report has been prepared in accordance with the Core or Comprehensive option]</i>			
<b>GRI 102: General Disclosures 2016</b>	102-1 Name of the organization	Page 3	<i>[this disclosure cannot be omitted]</i>
	102-2 Activities, brands, products, and services	Pages 4-5 and corporate website <i>[direct hyperlink]</i>	<i>[this disclosure cannot be omitted]</i>
	" "	" "	" "
<b>Material topics</b> <i>[the list of material topics included in the report, as reported in Disclosure 102-47. The reporting organization is required to include any material topics reported on which are not covered by the GRI Standards]</i>			
<b>Emissions</b> <i>[example of topic covered by the topic-specific Standards]</i>			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	Page 20	<i>[this disclosure cannot be omitted]</i>
	103-2 The management approach and its components	Page 21	–
	" "	" "	" "
<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG emissions	Page 22	–
	305-2 Energy indirect (Scope 2) GHG emissions	" "	Information unavailable for 305-2 <i>[description of the steps being taken to obtain the data and the expected timeframe for doing so]</i>
	" "	" "	" "
<b>Freedom of speech</b> <i>[example of topic not covered by the topic-specific Standards]</i>			
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundaries	Page 28	<i>[this disclosure cannot be omitted]</i>
	103-2 The management approach and its components	Page 29	–
	" "	" "	" "
<i>[not applicable. If the material topic is not covered by an existing GRI Standard, it is recommended, but not required, to report other appropriate disclosures]</i>	<i>[title of topic-specific disclosure]</i>	Page 30	–
	" "	" "	" "



Core

## Disclosure 102-56

### External assurance

#### Reporting requirements

The reporting organization shall report the following information:

- a. A description of the organization's policy and current practice with regard to seeking external assurance for the report.
- b. If the report has been externally assured:
  - i. A reference to the external assurance report, statements, or opinions. If not included in the assurance report accompanying the sustainability report, a description of what has and what has not been assured and on what basis, including the assurance standards used, the level of assurance obtained, and any limitations of the assurance process;
  - ii. The relationship between the organization and the assurance provider;
  - iii. Whether and how the highest governance body or senior executives are involved in seeking external assurance for the organization's sustainability report.

Disclosure  
102-56

#### Guidance

##### Background

An organization can use a variety of approaches to enhance the credibility of its report.

The use of external assurance for sustainability reports is advised in addition to any internal resources, but it is not required in order to make a claim that a report has been prepared in accordance with the GRI Standards.

The GRI Standards use the term 'external assurance' to refer to activities designed to result in published conclusions on the quality of the report and the information (whether it be qualitative or quantitative) contained within it. External assurance can also refer to activities designed to result in published conclusions about systems or processes (such as the process for defining report content, including the application of the Materiality principle or the stakeholder engagement process). This is different from activities designed to assess or validate the quality or level of performance of an organization, such as issuing performance certifications or compliance assessments.

In addition to external assurance, an organization can have systems of internal controls in place. These internal systems are also important to the overall integrity and credibility of a report.

In some jurisdictions, corporate governance codes can require directors to inquire, and then, if satisfied, to confirm in the annual report the adequacy of an organization's internal controls. Generally, management is responsible for designing and implementing these internal controls. The confirmation in the annual report might relate only to such internal controls that are necessary for financial reporting purposes, and do not

necessarily extend to those controls that would be required to address the reliability of information in the sustainability report.

An organization can also establish and maintain an internal audit function as part of its processes for risk management and for managing and reporting information.

An organization can also convene a stakeholder panel to review its overall approach to sustainability reporting or to provide advice on the content of its sustainability report.

##### Guidance for Disclosure 102-56

An organization can use a variety of approaches to seek external assurance, such as the use of professional assurance providers, or other external groups or persons. Regardless of the specific approach, it is expected that external assurance is conducted by competent groups or persons who follow professional standards for assurance, or who apply systematic, documented, and evidence-based processes ('assurance providers').

Overall, for external assurance of reports that have used the GRI Standards, it is expected that the assurance providers:

- are independent from the organization and therefore able to reach and publish an objective and impartial opinion or conclusions about the report;
- are demonstrably competent in both the subject matter and assurance practices;
- apply quality control procedures to the assurance engagement;

### **Disclosure 102-56**

Continued

- conduct the engagement in a manner that is systematic, documented, evidence-based, and characterized by defined procedures;
- assess whether the report provides a reasonable and balanced presentation of performance – considering the veracity of data in the report as well as the overall selection of content;
- assess the extent to which the report preparer has applied the GRI Standards in the course of reaching its conclusions;
- issue a written report that is publicly available and includes: an opinion or set of conclusions; a description of the responsibilities of the report preparer and the assurance provider; and a summary of the work performed, which explains the nature of the assurance conveyed by the assurance report.

The language used in external assurance reports, statements, or opinions can be technical and is not always accessible. Thus, it is expected that information for this disclosure is included in broadly-accessible language.

# References

The following documents informed the development of this Standard and can be helpful for understanding and applying it.

## Authoritative intergovernmental instruments:

1. International Labour Organization (ILO) Convention 87, 'Freedom of Association and Protection of the Right to Organise Convention', 1948.
2. International Labour Organization (ILO) Convention 98, 'Right to Organise and Collective Bargaining Convention', 1949.
3. International Labour Organization (ILO) Convention 135, 'Workers' Representatives Convention', 1971.
4. International Labour Organization (ILO) Convention 154, 'Collective Bargaining Convention', 1981.
5. International Labour Organization (ILO) Declaration, 'Declaration on Fundamental Principles and Rights at Work', 1998.
6. International Labour Organization (ILO), *Key Indicators of the Labour Market (KILM)*, <http://www.ilo.org/global/statistics-and-databases/research-and-databases/kilm/lang--en/index.htm>, accessed on 1 September 2016.
7. International Labour Organization (ILO), *LABORSTA Internet*, <http://laborsta.ilo.org/>, accessed on 1 September 2016.
8. International Labour Organization (ILO) Recommendation 91, 'Collective Agreements Recommendation', 1951.
9. International Labour Organization (ILO) Recommendation 163, 'Collective Bargaining Recommendation', 1981.
10. International Labour Organization (ILO), 'Resolution concerning the International Classification of Status in Employment (ICSE)', 1993.
11. Organisation for Economic Co-operation and Development (OECD) Principles, 'Principles of Corporate Governance', 2004.
12. United Nations (UN), *Composition of macro geographical (continental) regions, geographical sub-regions, and selected economic and other groupings*, <http://unstats.un.org/unsd/methods/m49/m49regin.htm>, accessed on 1 September 2016.
13. United Nations (UN) Declaration, 'The Rio Declaration on Environment and Development', 1992.
14. United Nations (UN), 'Guiding Principles on Business and Human Rights, Implementing the United Nations "Protect, Respect and Remedy" Framework', 2011.
15. United Nations (UN), 'Protect, Respect and Remedy: a Framework for Business and Human Rights', 2008.
16. United Nations (UN), *Report of the Special Representative of the Secretary-General on the Issue of Human Rights and Transnational Corporations and Other Business Enterprises, John Ruggie*, 2011.

[standards@globalreporting.org](mailto:standards@globalreporting.org)  
[www.globalreporting.org](http://www.globalreporting.org)

GRI  
PO Box 10039  
1001 EA  
Amsterdam  
The Netherlands

---

### Legal liability

This document, designed to promote sustainability reporting, has been developed by the Global Sustainability Standards Board (GSSB) through a unique multi-stakeholder consultative process involving representatives from organizations and report information users from around the world. While the GRI Board of Directors and GSSB encourage use of the GRI Sustainability Reporting Standards (GRI Standards) and related Interpretations by all organizations, the preparation and publication of reports based fully or partially on the GRI Standards and related Interpretations are the full responsibility of those producing them. Neither the GRI Board of Directors, GSSB nor Stichting Global Reporting Initiative (GRI) can assume responsibility for any consequences or damages resulting directly or indirectly from the use of the GRI Standards and related Interpretations in the preparation of reports, or the use of reports based on the GRI Standards and related Interpretations.

---

### Copyright and trademark notice

This document is copyright-protected by Stichting Global Reporting Initiative (GRI). The reproduction and distribution of this document for information and/or use in preparing a sustainability report is permitted without prior permission from GRI. However, neither this document nor any extract from it may be reproduced, stored, translated, or transferred in any form or by any means (electronic, mechanical, photocopied, recorded, or otherwise) for any other purpose without prior written permission from GRI.

Global Reporting Initiative, GRI and logo, GSSB and logo, and GRI Sustainability Reporting Standards (GRI Standards) are trademarks of Stichting Global Reporting Initiative.

© 2016 GRI  
All rights reserved.

ISBN: 978-90-8866-056-6