

GRI G4 CONTENT INDEX AND ISO 26000

* External Assurance

General Standard Disclosures			
Indicator	Description ⁽ⁱ⁾	Reference	EA*
Strategy and analysis			
G4-1	Statement from the most senior decision-maker of the organization about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability.	AFR 3-12 CRR Chairman's Note 5-6	✓
Organizational profile			
G4-3	Name of the organization.	Piraeus Bank SA	✓
G4-4	Primary brands, products, and services.	piraeusbankgroup.com	✓
G4-5	Location of the organization's headquarters.	4, Amerikis street, 105 64, Athens	✓
G4-6	Number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	piraeusbankgroup.com >Group Profile>Group Presence	✓
G4-7	Nature of ownership and legal form.	piraeusbankgroup.com >Investor Relations>Corporate Governance>Articles of Association CRR 57-58	✓
G4-8	Markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	piraeusbankgroup.com >Investor Relations>Presentations>2016>Group Corporate Presentation	✓
G4-9	Scale of the reporting organization.	CRR 84 piraeusbankgroup.com >Group Profile>at a glance AFR 7-9 piraeusbankgroup.com >el>investors>financials>presentation-audio-archive>Slides: 15 Assets & Liabilities Overview 46 Loan & Deposit Portfolios	✓
G4-10	Total workforce by employment type, employment contract, region, gender ect.	piraeusbankgroup.com >en>group-profile>at-a-glance CRR 84-90	✓
G4-11	Percentage of total employees covered by collective bargaining agreements.	CRR 88	✓
G4-12	Organization's supply chain.	CRR 76-77	✓
G4-13	Significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain.	CRR 76-77 AFR 7-9 piraeusbankgroup.com >Group Profile	✓
G4-14	Explanation whether and how the precautionary approach or principle is addressed by the organization.	CRR 52-54 AFR 15-16 CRR 143-144 Environmental Database Legislation and Case Law 2016 CRR Environmental Statement CRR 12-14, 17, 30, 33-37 piraeusbankgroup.com >Corporate Responsibility>Environment>Environment Fields of Action>Environmental Management>Piraeus Bank's Environmental Statement	✓
G4-15	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	CRR 33-36	✓
G4-16	Memberships of associations (such as industry associations) and national or international	CRR 33-36, 117, 126-128, 137-139	✓

Indicator	Description ⁽ⁱ⁾	Reference	EA*
	advocacy organizations in which the organization: <ul style="list-style-type: none"> • Holds a position on the governance body, • Participates in projects or committees, • Provides substantive funding beyond routine membership dues, • Views membership as strategic. 	Hellenic Banking Association (<i>hba.gr</i>) UN Global Compact (<i>unglobalcompact.org</i>)	✓
Identified material aspects and boundaries			
G4-17	a. All entities included in the organization's consolidated financial statements or equivalent documents. b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	AFR 118-132, note 26 CRR 11-15	✓
G4-18	a. Explain the process for defining the report content and the Aspect Boundaries. b. Explain how the organization has implemented the Reporting Principles for Defining Report Content.	CRR 11-15	✓
G4-19	All the material Aspects identified in the process for defining report content.	CRR 11-15 Please refer to Specific Standard Disclosures.	✓
G4-20	For each material Aspect, report the Aspect Boundary within the organization, as follows: <ul style="list-style-type: none"> • Report whether the Aspect is material or not within the organization, • Report any specific limitation regarding the Aspect Boundary within the organization. 	CRR 11-15 Please refer to Specific Standard Disclosures.	✓
G4-21	For each material Aspect, report the Aspect Boundary outside the organization, as follows: <ul style="list-style-type: none"> • Report whether the Aspect is material or not outside of the organization, • Report any specific limitation regarding the Aspect Boundary outside the organization. 	CRR 11-15 Please refer to Specific Standard Disclosures.	✓
G4-22	The effect of any restatements of information provided in previous reports, and the reasons for such restatements.	CRR 11-15	✓
G4-23	Significant changes from previous reporting periods in the Scope and Aspect Boundaries.	CRR 11-15	✓
Stakeholder engagement			
G4-24	List of stakeholder groups engaged by the organization.	CRR 39-43	✓
G4-25	Basis for identification and selection of stakeholders with whom to engage.	CRR 39-43	✓
G4-26	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.	CRR 39-43	✓

Indicator	Description ⁽ⁱ⁾	Reference	EA*
G4-27	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	CRR 11-15, 39-43	✓
Report profile			
G4-28	Reporting period (such as fiscal or calendar year) for information provided.	01.01.2015-31.12.2015	✓
G4-29	Date of most recent previous report (if any).	26.06.2015	✓
G4-30	Reporting cycle (such as annual, biennial).	Annual	✓
G4-31	Contact point for questions regarding the report or its contents.	Business Planning & Investor Relations >investor_relations@piraeusbank.gr	✓
G4-32	A. Report the “in accordance” option the organization has chosen. B. Report the GRI Content Index for the chosen option. C. Report the reference to the External Assurance Report, if the report has been externally assured. GRI recommends the use of external assurance but it is not a requirement to be “in accordance” with the Guidelines.	GRI Content Index for "In accordance-Core" CRR 11-15, 165-172	✓
G4-33	A. The organization’s policy and current practice with regard to seeking external assurance for the report. B. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided. C. The relationship between the organization and the assurance providers. D. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization’s sustainability report.	CRR 17-20	✓
Governance			
G4-34	Governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	AFR 1-3 CRR 47-50	✓
Ethics and integrity			
G4-56	Organization’s values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	CRR 29-31, 47-50 piraeusbankgroup.com >el>investors>corporate-governance>Corporate Governance Structure & Operating Regulations, Code of Conduct	✓

Specific Standard Disclosures			
Indicator	Description (i)	Reference	EA*
Economic			
Material issue: Support of employment and of the economic activity of local communities. (Q20)			
Support of the Greek cultural heritage			
Material issue: Support of the preservation and enhancement of the Greek cultural heritage. (Q16)			
Indirect Economic Impacts			
G4-DMA	Generic Disclosures on Management Approach (DMA).	AFR 11-12 <i>piop.gr</i> ,	✓
G4-EC7	Development and impact of infrastructure investments and services supported.	CRR 26-28, 124, 129-130, 134-141 CRR 127-131	✓
Environmental			
Material issue: Implementation of an Environmental Policy aimed at reducing the impact of the Bank's operation on the environment by means of recycling programs and more effective natural resource management. (Q12)			
Materials			
G4-DMA	Generic Disclosures on Management Approach.	<i>piraeusbankgroup.com</i> >Corporate Responsibility>Environment>Environmental Policy Principles <i>piraeusbankgroup.com</i> >Corporate Responsibility>Environment>Environmental Management>Environmental Statement of Piraeus Bank CRR 5-6, 143-144, 147-148, 150	
G4-EN1	Materials used by weight or volume.	CRR 154	
G4-EN2	Percentage of materials used that are recycled input materials.	CRR 154	
Energy			
G4-DMA	Generic Disclosures on Management Approach.	<i>piraeusbankgroup.com</i> >Corporate Responsibility>Environment>Environmental Policy Principles <i>piraeusbankgroup.com</i> >Corporate Responsibility>Environment>Environmental Management>Environmental Statement of Piraeus Bank CRR 5-6, 143-147	✓
G4-EN3	Energy consumption within the organization.	CRR Environmental Management, Environmental Statement of Piraeus Bank CRR 154	✓
G4-EN5	Energy intensity.	CRR Environmental Management, Environmental Statement of Piraeus Bank CRR 154	
G4-EN6	Reduction of energy consumption.	CRR Environmental Management, Environmental Statement of Piraeus Bank CRR 154	
Emissions			
G4-DMA	Generic Disclosures on Management Approach.	<i>piraeusbankgroup.com</i> >Corporate Responsibility>Environment>Environmental Policy Principles <i>piraeusbankgroup.com</i> >Corporate Responsibility>Environment>Environmental Management>Environmental Statement of Piraeus Bank CRR 5-6, 143, 144-145, 153-155	✓
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1).	CRR 153	✓
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2).	CRR 153	✓
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3).	CRR 153	✓
G4-EN18	Greenhouse gas (GHG) emissions intensity.	CRR 153	
G4-EN19	Reduction of greenhouse gas (GHG) emissions.	CRR 153	

Indicator	Description ⁽ⁱ⁾	Reference	EA*
G4-EN21	NOx, SOx, and other significant air emissions.	CRR 153	
Solid waste			
G4-DMA	Generic Disclosures on Management Approach.	<i>piraeusbankgroup.com</i> >Corporate Responsibility>Environment>Environmental Policy Principles <i>piraeusbankgroup.com</i> >Corporate Responsibility>Environment>Environmental Management>Environmental Statement of Piraeus Bank CRR 5-6, 143, 149	
G4-EN23	Total weight of waste by type and disposal method.	CRR 150, 154	
Material issue: Business initiatives for the protection of biodiversity. Support of programs and business initiatives aimed at protecting biodiversity and ecosystems. (Q13)			
Biodiversity			
G4-DMA	Generic Disclosures on Management Approach.	<i>piraeusbankgroup.com</i> >Corporate Responsibility>Environment>Environmental Policy Principles CRR Chairman's Note, Environmental Actions, Life-Symfalia Project CRR 156	✓
G4-EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	CRR Life-Symfalia Project CRR 156	
G4-EN13	Habitats protected or restored.	CRR 156 <i>lifestymfalia.gr</i> >LIFE-Stymfalia Project>Aim-Objectives, <i>lifestymfalia.gr</i> >Life-Stymfalia Project>Partners <i>lifestymfalia.gr</i> >The Area of Lake Stymfalia>Species <i>lifestymfalia.gr</i> >Actions>Preparatory Actions	✓
SOCIETY			
Labor practices and decent work			
Material Issue: Continuing employee education. Encouraging continuous learning based on strategies and business priorities, so that through educational programs the Bank actively supports the effective management of operational risk, a good banking experience for the customer and the development of its operations. (Q6)			
Training and education			
G4-DMA	Generic Disclosures on Management Approach.	CRR 97-98, 105-107, 110	✓
G4-LA9	Average hours of training per year per employee by gender, and by employee category.	CRR 82, 99-104	✓
Investment			
G4-DMA	Generic Disclosures on Management Approach.	CRR 82, 83	✓
G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights: a. Report on the total number of hours in the reporting period devoted to training on human rights policies or procedures concerning aspects of human rights that are relevant to operations. b. Report on the percentage of employees in the reporting period trained in human rights policies or procedures concerning aspects of human rights that are relevant to operations.	CRR 106	✓

Indicator	Description ⁽ⁱ⁾	Reference	EA*
Material Issue: Provision of equal opportunities and ensuring human rights. Establishment of human resource management practices in accordance with the UN Global Compact, provision of equal opportunities for all employees, acceptance and integration of diversity in the workplace. (Q9)			
Non-discrimination			
G4-DMA	Generic Disclosures on Management Approach.	CRR 33-34, 82-83	✓
G4-HR3	Total number of incidents of discrimination and corrective actions taken: a. Report on the total number of incidents of discrimination during the reporting period. b. Report on the status of the incidents and the actions taken with reference to their management.	CRR 83	✓
Material Issue: Implementing social policy. Covering operational needs of the Bank internal redeployment of existing human resources and preserve jobs, reinforcing local economies and social cohesion. (Q7)			
Material Issue: Ensure a healthy working environment. Assistance Programmes for employees and members of their families. (Q10)			
Employment			
G4-DMA	Generic Disclosures on Management Approach.	CRR 88-93, 110-111	
Piraeus Bank specific Indicator	Corporate staffing needs coverage through internal reallocation and external staffing.	CRR 92	
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation.	CRR 84, 88-90, 109-111	
Product responsibility			
Material Issue: The Bank serves customers in a responsible and honest manner. Responsible handling of customers includes promotion of products and services in an honest manner as well as ensuring that all the products are safe, whatever their origin. (Q1)			
Product and service labeling			
G4-DMA	Generic Disclosures on Management Approach.	CRR 61-63, 74-75	✓
G4-PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements.	CRR 61-63, 75-76	✓
Material Issue: Continuous improvement of products/services to benefit customers. The Bank must adopt methods of detecting possible adverse effects on customers and implement corrective measures. (Q2)			
G4-DMA	Generic Disclosures on Management Approach.	CRR 66	✓
G4-PR5	Results of surveys measuring customer satisfaction.	CRR 66-71	✓
THE BANK RESPONDS RESPONSIBLY TO THE CHALLENGES POSED BY THE ECONOMIC CRISIS AND CAPITAL CONTROLS			
Material Issue: The Bank responds to the present challenges with a strong sense of responsibility by promoting a spirit of collaboration and taking measures to support the reorganization of sustainable businesses and sectors, with the aim of enhancing the productivity and competitiveness of the economy as well as strengthening employment. (Q3)			
Product Portfolio			
G4-DMA	Policies with specific environmental and social components applied to business lines (former FS1).	CRR Corporate Responsibility Principles, Customer Relationships-Relationships of Trust, Transparency and Responsibility - Focusing on Individual Needs	✓

Indicator	Description ⁽ⁱ⁾	Reference	EA*
	<p>Procedures for assessing and screening environmental and social risks in business lines (former FS2).</p> <p>Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions (former FS3).</p> <p>Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines (former FS4).</p> <p>Interactions with clients/ investees/business partners regarding environmental and social risks and opportunities (former FS5).</p>	<p>piraeusbankgroup.com> Corporate Responsibility> Environment>a) Environmental Policy Principles, b) Climate Change Strategy, c) Sustainability Statement, d) Green Entrepreneurship</p> <p>piraeusbankgroup.com> Corporate Governance> Relationship with Customers and Suppliers>Relationship with Suppliers CRR Green Banking</p> <p>piraeusbankgroup.com> Investor Relations>Corporate Governance>Articles of Association, Article 2 CRR 93-94, 97-98, 143-145 AR>Green Banking>Help Desk> Call Center>PDS</p>	
FS-8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose.	AR - Green banking CRR 157-158	✓

Notes:

CRR (number): Corporate Responsibility Report, 2015, page number

AR (number): Annual Report, 2015, page number

AFR (number): Annual Financial Report, 2015, page number

(i) It is noted that the table contains brief description of GRI indices for reasons of presentation. For the complete description, please refer to the following link <https://www.globalreporting.org/resource/library/GRI-G4-Part1-Reporting-Principles-and-Standard-Disclosures.pdf>.

ISO 26000		
Table for Corporate Responsibility Reporting		
Clause: Social responsibility core subjects	Sub-clause	Reference in core subjects
Principles of Social Responsibility	4	
Accountability	4.2	The application of the GRI Guidelines provides organizations with a tool for accounting for and being transparent in their impacts on the economy, the environment and society
Transparency	4.3	
Ethical behaviour	4.4	General Standard Disclosures: Ethics and Integrity
Respect for stakeholder interests	4.5	General Standard Disclosures: Stakeholder Inclusiveness Principle
Respect for the rule of law	4.6	CRR p. 56-57 Compliance
Respect for international norms of behaviour	4.7	Sustainability Context Principle General Standard Disclosures: Strategy and Analysis
Respect for human rights	4.8	Subcategory Human Rights
Recognizing social responsibility and engaging stakeholders	5	
Recognizing social responsibility	5.2	General Standard Disclosures: Identified Material Aspects and Boundaries
Stakeholder identification and engagement	5.3	General Standard Disclosures: Stakeholder Engagement
Guidance on social responsibility core subjects	6	General Standard Disclosures: Generic Disclosures on Management Approach (G4-DMA)
Organizational governance	6.2	General Standard Disclosures: Strategy and Analysis, Governance
Decision-making processes and structures	6.2.3	CRR p. 47-58 Corporate Governance, p. 81-111 Human Resources
Human rights	6.3 - 6.3.1 - 6.3.2	Subcategory Human Rights
Due Diligence	6.3.3	CRR p. 33-34 Global Initiatives - United Nations Global Compact (Global Compact UN), p. 76-77 Supplier Relations
Human rights risk situations	6.3.4	CRR p. 83 Commitment to safeguarding human rights and see 6.3.3
Avoidance of complicity	6.3.5	G4-HR2 total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained
Resolving grievances	6.3.6	CRR p. 74-75 Customer service and Ombudsman for Banking - Investment Services, p. 83 Commitment to safeguarding human rights
Discrimination and vulnerable groups	6.3.7	CRR p. 74-75 Customer service and Ombudsman for Banking - Investment Services, p. 83 Commitment to safeguarding human rights
Civil and political rights	6.3.8	CRR p. 74-75 Customer service and Ombudsman for Banking - Investment Services, p. 76-77 Supplier Relations
Economic, social and cultural rights	6.3.9	G4-EC7 Development and impact of infrastructure investments and services supported

ISO 26000		
Table for Corporate Responsibility Reporting		
Clause: Social responsibility core subjects	Sub-clause	Reference in core subjects
Fundamental principles and rights at work	6.3.10	General Standard Disclosures: Organizational Profile
Labour practices	6.4	
Labour practices	6.4.1 – 6.4.2	General Standard Disclosures: Organizational Profile
Employment and employment relationships	6.4.3	General Standard Disclosures: Organizational Profile
Conditions of work and social protection	6.4.4	General Standard Disclosures: Organizational Profile
Social dialogue	6.4.5	General Standard Disclosures: Organizational Profile
Health and safety at work	6.4.6	CRR: Human Resources
Human development and training in the workplace	6.4.7	G4-LA9 Average hours of training per year per employee by gender, and by employee category
The Environment	6.5	
The Environment	6.5.1 – 6.5.2	Environmental Category
Prevention of pollution	6.5.3	G4-EN21 NOx, SOx, and other significant air emissions
Sustainable resource use	6.5.4	G4-EN23 Total water discharge by quality and destination G4-EN1 Materials used by weight or volume G4-EN2 Percentage of materials used that are recycled input materials G4-EN3 Direct energy consumption within the organization G4-EN5 Energy intensity G4-EN6 Reduction of energy consumption
Climate change mitigation and adaptation	6.5.5	G4-EN6 Reduction of energy consumption G4-EN15 Direct greenhouse gas (GHG) emissions (Scope 1) G4-EN16 Energy indirect greenhouse gas (GHG) emissions (Scope 2) G4-EN17 Other indirect greenhouse gas (GHG) emissions (Scope 3) G4-EN18 Greenhouse gas (GHG) emissions intensity G4-EN19 Reduction of greenhouse gas (GHG) emissions
Protection of the environment, biodiversity and restoration of natural habitats	6.5.6	G4-EN12 Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas G4-EN13 Habitats protected or restored
Fair operating practices	6.6	
Fair operating practices	6.6.1 – 6.6.2	CRR p. 47–58 Corporate Governance, p. 74–75 Customer relationship – Customer service and Ombudsman for Banking – Investment Services, p. 76–77 Supplier Relations
Anti-corruption	6.6.3	General Standard Disclosures: Ethics and integrity
Responsible political involvement	6.6.4	CRR p. 33–37 Participation in global initiatives and harmonisation with international standards, p. 47–58 Corporate governance
Fair competition	6.6.5	p. 47–58 Corporate governance
Promoting social responsibility in the value chain	6.6.6	CRR 33–37 Participation in global initiatives and harmonisation with international standards CRR p. 29–31 Corporate responsibility principles, p. 47–58 Corporate governance

ISO 26000		
Table for Corporate Responsibility Reporting		
Clause: Social responsibility core subjects	Sub-clause	Reference in core subjects
Respect for property rights	6.6.7	CRR p. 74-75 Customer relationship - Customer service and Ombudsman for Banking - Investment Services, p. 76-77 Supplier Relations
Consumer issues	6.7	
Consumer issues	6.7.1 - 6.7.2	G4-PR3 Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements
Fair marketing, factual and unbiased information and fair contractual practices	6.7.3	G4-PR5 Results of surveys measuring customer satisfaction G4-PR3 Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements
Protecting consumers' health and safety	6.7.4	G4-PR3 Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements
Sustainable consumption	6.7.5	G4-PR3 Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements
Consumer service, support, and complaint and dispute resolution	6.7.6	G4-PR5 Results of surveys measuring customer satisfaction
Consumer data protection and privacy	6.7.7	CRR p. 61-77 Customer relationship - Customer service and Ombudsman for Banking - Investment Services, p. 83 Commitment to safeguarding human rights
Access to essential services	6.7.8	CRR p. 72-73 Extensive branch network and accessibility
Education and awareness	6.7.9	G4-PR3 Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements
Community involvement and development	6.8	CRR p. 127-128 Museum Network
Community involvement and development	6.8.1 - 6.8.2	G4-EC7 Development and impact of infrastructure investments and services supported
Community involvement	6.8.3	CRR p. 127-128 Museum Network

ISO 26000		
Table for Corporate Responsibility Reporting		
Clause: Social responsibility core subjects	Sub-clause	Reference in core subjects
Education and culture	6.8.4	CRR p. 33-34 Participation in Global Initiatives – United Nations Global Compact, p. 83 Commitment to safeguarding human rights
Employment creation and skills development	6.8.5	General Standard Disclosures: Organizational Profile
Wealth and income creation	6.8.7	G4-EC7 Development and impact of infrastructure investments and services supported
Health	6.8.8	CRR p. 110 Providing a modern and safe working environment, p. 110-111 Employee Assistance Programmes – EAPs
Social Investment	6.8.9	G4-EC7 Development and impact of infrastructure investments and services supported
Guidance on integrating social responsibility throughout an organization	7	
The relationship of an organization's characteristics to social responsibility	7.2	General Standard Disclosures
Due Diligence	7.3.1	Generic Disclosures on Management Approach (G4-DMA)
Determining relevance and significance of core subjects and issues to an organization	7.3.2	General Standard Disclosures: Identified Material Aspects and Boundaries
An organization's sphere of influence	7.3.3	General Standard Disclosures: Identified Material Aspects and Boundaries
Establishing priorities for addressing issues	7.3.4	General Standard Disclosures: Identified Material Aspects and Boundaries
Setting the direction of an organization for social responsibility	7.4.2	General Standard Disclosures: Strategy and Analysis
Building social responsibility into an organization's governance, systems and procedures	7.4.3	General Standard Disclosures: Governance Generic Disclosures on Management Approach (G4-DMA)
Types of communication on social responsibility	7.5.3	General Standard Disclosures: Report Profile
Enhancing the credibility of reports and claims about social responsibility	7.6.2	General Standard Disclosures: Report Profile
Reviewing an organization's progress and performance on social responsibility	7.7.3	General Standard Disclosures: Governance Generic Disclosures on Management Approach (G4-DMA)
Improving performance	7.7.5	General Standard Disclosures: Governance Generic Disclosures on Management Approach (G4-DMA)
Voluntary initiatives for social responsibility	7.8	General Standard Disclosures: Report Profile