

Centrica 2011 CR reporting - Global Reporting Index mapping

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KEY

ARA - Annual Report and Accounts

CRPR - CR Performance Review

[For assurance, see our Assurance & reporting web page](#)

Application Level

G3.1

Self declared

STANDARD DISCLOSURES PART I: Profile Disclosures

1. Strategy and Analysis

Profile Disclosure	Description	Reported	Link to information	Explanation/reason for omission where relevant
1.1	Statement from the most senior decision-maker of the organization.	Fully	Chief Executive's Introduction (CRPR 2011) Chief Executive's review (ARA 2011) Corporate Responsibility Review (ARA 2011)	
			Chief Executive interview with external CR expert	
1.2	Description of key impacts, risks, and opportunities.	Fully	Principles Risks and Uncertainties (ARA 2011) Understanding our business map Strategy and governance - CR strategy Materiality CR Committee and governance Stakeholder engagement summary Energy supply, Social and environmental impact Energy supply, p.33-36 (CRPR 2011) CR Committee activities 2011 2011 Progress against commitments Non-financial KPI table (ARA 2011)	

2. Organizational Profile

Profile Disclosure	Description	Reported	Link to information	Explanation/reason for omission where relevant
2.1	Name of the organization.	Fully	At a glance	
2.2	Primary brands, products, and/or services.	Fully	Our businesses Corporate profile Operating Review (ARA 2011)	
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	At a glance Our businesses Corporate profile	
2.4	Location of organization's headquarters.	Fully	At a glance Corporate profile	
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	Where we operate Operating Review (ARA 2011) Corporate profile	
2.6	Nature of ownership and legal form.	Fully	At a glance	
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	Operating Review (ARA 2011) Corporate profile Our businesses	
2.8	Scale of the reporting organization.	Fully	Assurance and reporting Operating Review (ARA 2011) Notes to Financial Statements (ARA 2011) Data centre, people Corporate profile Data centre, financials	
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	Assurance and reporting	

			Operating Review (ARA 2011)	
			Basis of Reporting (assured Key Performance Indicators)	
			Corporate profile	
2.10	Awards received in the reporting period.	Fully	Our awards	
3. Report Parameters				
Profile Disclosure	Description	Reported	Link to information	Explanation/reason for omission where relevant
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	Assurance and reporting Annual Report 2011	
3.2	Date of most recent previous report (if any).	Fully	Annual Report 2011 CR Performance reporting 2011	
3.3	Reporting cycle (annual, biennial, etc.)	Fully	Assurance and reporting	
3.4	Contact point for questions regarding the report or its contents.	Fully	Contacts	
3.5	Process for defining report content.	Fully	Assurance and reporting CR Strategy and Governance Materiality Chief Executive's Introduction (CRPR 2011)	
			Chairman's Statement, Chief Executive's Review (ARA 2011)	
			Basis of Reporting (assured Key Performance Indicators) Understanding our business map	
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	Assurance and reporting Chief Executive's Introduction (CRPR 2011) Materiality Basis of Reporting (assured Key Performance Indicators) Understanding our business map	
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	Assurance and reporting Data centre	
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Fully	Assurance and reporting Basis of Reporting (assured Key Performance Indicators) Data centre	
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	Fully	Assurance and reporting Basis of Reporting (assured Key Performance Indicators) Data centre 2011 Progress against commitments	
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Fully	Data centre	
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	Assurance and reporting Basis of Reporting (assured Key Performance Indicators) Data centre	
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	This document	
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	Assurance and reporting	

4. Governance, Commitments, and Engagement

Profile Disclosure	Description	Reported	Link to information	Explanation/reason for omission where relevant
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Partial	Management and committees Corporate Governance Report (ARA 2011) Board performance (ARA 2011)	We do not report definitions of age and minority group of governance groups
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	Corporate Governance Report (ARA 2011) Management and committees Board performance (ARA 2011)	
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	Fully	Management and committees Corporate Governance Report (ARA 2011) Board performance (ARA 2011)	
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	Investor results and presentations Notice of Annual General Meeting Speak up helpline	
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Fully	Remuneration Report (ARA 2011)	
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	Corporate Governance Report (ARA 2011) Values and behaviours Building a better business: A guide to sound business practice	
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	Fully	Corporate Governance Report (ARA 2011) Board performance (ARA 2011)	
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Fully	Our policies Building a better business: A guide to sound business practice Business Principles Values and behaviours CR Committee activities 2011	
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Fully	CR Committee and governance CR Committee terms of reference CR Committee activities 2011 Values and behaviours Building a better business: a guide to sound business practice	
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.		Corporate Governance Report (ARA 2011) Remuneration Report (ARA 2011)	
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Partially	Power generation engineering processes	Centrica has not formally signed on to the precautionary principle; however our engineering processes utilise the approach where necessary.
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Fully	Human Rights	

			Values and behaviours		
			Building a better business: A guide to sound business practice		
			UN Global Compact 2011		
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	No	N/A	Proprietary information	
4.14	List of stakeholder groups engaged by the organization.	Fully	Stakeholder engagement summary		
			Materiality		
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	Stakeholder engagement summary		
			Materiality		
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Partially	Stakeholder engagement summary	Frequency is not quantified or reported in a collated manner due to size of organisation but key issues and stakeholder groups are reported.	
4.17	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.	Fully	Stakeholder engagement summary		
STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)					
G3.1 DMAs	Description	Reported	Link to information	Explanation/reason for omission where relevant	
DMA EC	Disclosure on Management Approach EC				
Aspects	Economic performance		Group Income Statement (ARA 2011)		
			Corporate Governance Report (ARA 2011)		
			Principle risks and uncertainties (ARA 2011)		
			2011 Carbon Disclosure Project		
	Market presence	No	N/A	Proprietary information	
Indirect economic impacts	Partially	Communities		We don't provide quantitative data on indirect economic impacts	
			Data centre		
DMA EN	Disclosure on Management Approach EN				
Aspects	Materials	Partially	Energy supply		
			Data centre, environment		
	Energy	Fully	2011 Carbon Disclosure Project		
			Low carbon power generation		
			Lower carbon power , p.25-28 (CRPR 2011)		
			Energy supply		
			Energy supply, p.31-36 (CRPR 2011)		
			Social and environmental impacts		
			Data centre, environment		
	Water	Partially	Water Disclosure Project 2011		Water is currently not considered a material issue for the business. We do however report water metrics in our data centre.
			Data centre, water		
		Environmental management - water			
Biodiversity	Partially	Environmental management - biodiversity			
		Energy supply			
		Energy supply, Social and environmental impacts			
		Energy supply, p.33-36 (CRPR 2011)			

	Emissions, effluents and waste	Partially	Carbon and climate change Lower carbon power , p.25-28 (CRPR 2011) Environmental management - waste Data centre, waste Managing our footprint, p.28-29 (CRPR 2011) Managing our footprint Our carbon emissions, carbon map Basis of Reporting (assured Key Performance Indicators) 2011 Carbon Disclosure Project Water Disclosure Project 2011	We do not have a significant amount of hazardous waste being produced and transported. We report on nuclear waste in the context of our joint venture with EDF Energy Nuclear Generation, but we do not operate these sites.
	Products and services	Fully	Treating customers fairly, p.8-17 (CRPR 2011) Customer trust and fairness Customer carbon 2011 Carbon Disclosure Project	Packaging is not considered a material issue, but we have fully reported on other issues that are material to our business.
	Compliance	Partially	Environmental practices Data centre, environmental compliance	We do not disclose total monetary value of fines.
	Transport	Fully	Managing our footprint Low carbon p.28-29 (CRPR 2011) Data centre, internal carbon footprint	
	Overall	No	N/A	Proprietary information
DMA LA	Disclosure on Management Approach LA			
Aspects	Employment	Fully	People People and safety p.38-39 (CRPR 2011) Data centre, people	
	Labor/management relations	Fully	People Group Human rights policy People and safety p.38-39 (CRPR 2011) Stakeholder engagement summary Human rights UN Global Compact 2011	
	Occupational health and safety	Fully	Health and wellbeing People and safety, p.42 (CRPR 2011)	
	Training and education	Partially	Skills and development People and safety, p.38 (CRPR 2011) Corporate Responsibility Review (ARA 2011) Data centre, training and skills	We do not split out training by gender.
	Diversity and equal opportunity	Fully	Diversity and inclusion policy Diversity Data centre Corporate Responsibility Review (ARA 2011)	
	Equal remuneration for women and men	No	N/A	
DMA HR	Disclosure on Management Approach HR			
Aspects	Investment and procurement practices	Partially	Supply chain Responsible procurement programme Human rights Group Human rights policy	For supplier relationships, we provide the total number of contracts which include our responsible procurement clauses. Our Business Principles for the basis in JV partnerships where we have a

			Group responsible procurement and supplier management policy	majority holding. In minority relationships we encourage partners to use our Business Principles.
			Data centre, supply chain	
Non-discrimination	Partially	Values and behaviours	Building a better business: A guide to sound business practice	We do not report the number of incidents of discrimination externally.
			Diversity and inclusion policy	
			Human rights	
			Group Human rights policy	
Freedom of association and collective bargaining	Fully	UN Global Compact 2011	Human rights	
			Group Human rights policy	
Child labor	Fully	UN Global Compact 2011	Human rights	
			Group Human rights policy	
Prevention of forced and compulsory labor	Fully	UN Global Compact 2011	Human rights	
			Group Human rights policy	
			UN Global Compact 2011	
Security practices	Partially		Group Security Policy	We are committed to protecting the human rights of our people and the communities in which we operate. However, we have minimal operations in regions with human rights risks; and therefore do not report specific human rights approaches.
			Human rights	
Indigenous rights	Partially		Group Human rights policy	See comment for Security practices.
			Group Human rights policy	
			Community and local impact policy	
Assessment	Partially		Human rights	See comment for Security practices.
			Group Human rights policy	
Remediation	Partially		Human rights	See comment for Security practices.
			Group Human rights policy	
DMA SO	Disclosure on Management Approach SO			
Aspects	Local communities	Fully	Communities	
			Stakeholder engagement summary	
			Energy supply, p.33-36 (CRPR 2011)	
			Energy supply, Social and environmental impacts	
			Data centre, communities	
	Corruption	Fully	Group Anti-bribery and corruption policy	
			Values and behaviours	
			Building a better business: A guide to sound business practice	
	Public policy	Fully	Group political involvement policy	
			Stakeholder engagement summary	
		Consultation responses		
Anti-competitive behaviour	Fully	2011 Carbon Disclosure Project	Group Anti-bribery and corruption policy	
		Values and behaviours		
		Building a better business: A guide to sound business practice		
Compliance	No	N/A		
DMA PR	Disclosure on Management Approach PR			

Aspects	Customer health and safety	Partially	Safety in our customer facing business Data centre, safety	We report our safety performance on the areas material to our business and customers.
	Product and service labelling	Partially	Treating customers fairly, p.8-14 (CRPR 2011) Clear communications	We report our safety performance on the areas material to our business.
	Marketing communications	Partially	Clear communications Centrica Views Data centre, customers	
	Customer privacy	No	N/A	We report on those complaints that are upheld by the Advertising Standards Authority.
	Compliance	Partially	CR Performance Review (CRPR 2011)	We report on customer privacy but to the degree of the GRI indicator.

STANDARD DISCLOSURES PART III: Performance Indicators

Economic

Performance Indicator	Description	Reported	Link to information	Explanation/reason for omission where relevant
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Economic performance

EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Fully	Financial statements - Group Income Statement (ARA 2011) Corporate Governance Report (ARA 2011) Data centre, communities Data centre, employee reward and remuneration Statutory information (ARA 2011)	
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Fully	Principle Risks and Uncertainties (ARA 2011) 2011 Carbon Disclosure Project Carbon and climate change CR Performance Review (CRPR 2011)	
EC3	Coverage of the organization's defined benefit plan obligations.	Fully	Notes to Financial Statements (ARA 2011)	
EC4	Significant financial assistance received from government.	Fully	Centrica has received no regulated financial assistance from the government. Those subsidies we have received are industry-based under the Renewables Obligation Notes to Financial Statements (ARA 2011)	

Market presence

EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	No	N/A	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	No	N/A	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	No	N/A	

Indirect economic impacts

EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Partially	Communities Data centre, communities Energy supply, p.33-36 (CRPR 2011) Energy supply, Social and environmental impacts	
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Partially	Communities Data centre, communities Energy supply, p.33-36 (CRPR 2011)	

		Environmental		Energy supply, Social and environmental impacts
Performance Indicator	Description	Reported	Link to information	Explanation/reason for omission where relevant
Materials				
EN1	Materials used by weight or volume.	Fully	Energy supply Data centre, environment	
EN2	Percentage of materials used that are recycled input materials.	No	Environmental practices Data centre, environment	This is not applicable for energy, which is our main product, but we do report on our waste usage and recycling.
Energy				
EN3	Direct energy consumption by primary energy source.	Fully	Low carbon p.28-29 (CRPR 2011) 2011 Carbon Disclosure Project Data centre - Power generation energy consumption Data centre - office energy consumption	
EN4	Indirect energy consumption by primary source.	Fully	Carbon map Data centre - office energy consumption Low carbon p.20-29 (CRPR 2011) 2011 Carbon Disclosure Project	
EN5	Energy saved due to conservation and efficiency improvements.	Fully	Carbon map Data centre, Internal carbon footprint 2011 Carbon Disclosure Project Customer carbon Low carbon p.20-29 (CRPR 2011) Low carbon power generation Managing our footprint Data centre, Internal carbon footprint	
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Fully	Low carbon p.20-29 (CRPR 2011) Customer carbon 2011 Carbon Disclosure Project Low carbon power generation Managing our footprint Energy supply, p.33-36 (CRPR 2011)	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Fully	Energy supply Low carbon p.20-29 (CRPR 2011) Customer carbon Managing our footprint 2011 Carbon Disclosure Project 2011 Progress against commitments Data centre, environment	
Water				
EN8	Total water withdrawal by source.	Fully	Water Disclosure Project 2011 Environmental practices - water Data centre, environment	
EN9	Water sources significantly affected by withdrawal of water.	Fully	Water Disclosure Project 2011 Environmental practices - water Data centre, environment	
EN10	Percentage and total volume of water recycled and reused.	Fully	Water Disclosure Project 2011 Environmental practices - water Data centre, environment	
Biodiversity				
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Partially	Environmental practices	

			Environmental practices - biodiversity	
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Partially	Environmental practices	
			Environmental practices - biodiversity	
			Energy supply, Social and environmental impacts	
			Energy supply, p.33-36 (CRPR 2011)	
EN13	Habitats protected or restored.	Partially	Environmental practices	
			Environmental practices - biodiversity	
			Energy supply, Social and environmental impacts	
			Energy supply, p.33-36 (CRPR 2011)	
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Partially	Environmental practices	
			Environmental practices - biodiversity	
			Energy supply, Social and environmental impacts	
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	No		No information available
Emissions, effluents and waste				
EN16	Total direct and indirect greenhouse gas emissions by weight.	Fully	Data centre, environment	
			2011 Carbon Disclosure Project	
			Low carbon, p. 22-29 (CRPR 2011)	
			Managing our carbon footprint	
EN17	Other relevant indirect greenhouse gas emissions by weight.	Fully	Environmental practices	
			Environmental practices - biodiversity	
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Fully	Data centre, environment	
			2011 Carbon Disclosure Project	
			Low carbon, p. 20-29 (CRPR 2011)	
			Managing our carbon footprint	
EN19	Emissions of ozone-depleting substances by weight.	Fully	Environmental practices	
			2011 Carbon Disclosure Project	
			Data centre	
EN20	NOx, SOx, and other significant air emissions by type and weight.	Fully	Environmental practices	
			Data centre	
			2011 Carbon Disclosure Project	
EN21	Total water discharge by quality and destination.	Fully	Environmental practices	
			Data centre	
			Water Disclosure Project 2011	
EN22	Total weight of waste by type and disposal method.	Partially	Environmental practices	
			Data centre	
EN23	Total number and volume of significant spills.	Partially	Environmental practices	
			Energy supply, p.33-36 (CRPR 2011)	
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Partially	Data centre	We do not have a significant amount of hazardous waste being produced and transported. We report on nuclear waste in the context of our joint venture with EDF Energy Nuclear Generation, but we do not operate these sites.
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Partially	Environmental practices	
			Energy supply, p.33-36 (CRPR 2011)	
Products and services				
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Fully	Carbon and climate change	
			Low carbon p.20-29 (CRPR 2011)	
			2011 Carbon Disclosure Project	
			Energy supply, Social and environmental impacts	
			Energy supply, p.33-36 (CRPR 2011)	
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	No	N/A	Does not exist
Compliance				

EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Partially	Environmental practices Data centre Energy supply, p.33-36 (CRPR 2011)	
Transport				
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Fully	Environmental practices Managing our carbon footprint Low carbon, p. 20-29 (CRPR 2011) Data centre	
Overall				
EN30	Total environmental protection expenditures and investments by type.	No		
Social: Labor Practices and Decent Work				
Performance Indicator	Description	Reported	Link to information	Explanation/reason for omission where relevant
Employment				
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	Fully	People People and safety p.39-40 (CRPR 2011) Data centre, people	
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Partially	People People and safety p.39-40 (CRPR 2011) Data centre, people	
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Partially	People People and safety p.39-40 (CRPR 2011)	
LA15	Return to work and retention rates after parental leave, by gender.	Partially	Data centre	Retention rate
Labor/management relations				
LA4	Percentage of employees covered by collective bargaining agreements.	Partially	Data centre, people Stakeholder engagement summary UN Global Compact 2011	We report figures based on those employees who pay union fees through our payroll systems.
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Not		
Occupational health and safety				
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Partially	People and safety p.40-42 (CRPR 2011) Safety management Health and wellbeing	
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	Fully	Data centre, safety, people Safety management People and safety p.40-42 (CRPR 2011) Health and wellbeing	
LA8	Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Fully	People and safety p.40-42 (CRPR 2011) Safety Health and wellbeing	
LA9	Health and safety topics covered in formal agreements with trade unions.	Partially	Stakeholder engagement summary People	
Training and education				
LA10	Average hours of training per year per employee by gender, and by employee category.	Partially	Data centre, people People and safety p.38-39 (CRPR 2011)	

LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Partially	Skills and development	
			People and safety p.38-39 (CRPR 2011)	
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	Not	Skills and development	
Diversity and equal opportunity				
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Fully	Diversity	
			People and safety p.38-39 (CRPR 2011)	
			Data centre	
Equal remuneration for women and men				
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Fully	Diversity	
			Data centre	
Social: Human Rights				
Performance Indicator	Description	Reported	Links to answer	Explanation/reason for omission where relevant
Investment and procurement practices				
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	Not	N/A	
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	Partially	Supply chain	
			Responsible procurement programme	
			Human rights	
			Data centre, supply chain	
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Partially	UN Global Compact 2011	
			Human rights	
			Values and behaviours	
			Data centre, values and behaviours	
Non-discrimination				
HR4	Total number of incidents of discrimination and corrective actions taken.	Partially	Business Principles	
			Speak up (ARA 2011)	
Freedom of association and collective bargaining				
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	Partially	Human rights	We are committed to protecting the human rights of our people and the communities in which we operate. However, we have minimal operations in regions with human rights risks; and therefore do not report specific human rights data.
			UN Global Compact 2011	
			Business Principles	
			Responsible procurement programme	
			Values and behaviours	
			Data centre, supply chain	
Child labor				
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	Partially	Human rights	See comment for HR5
			UN Global Compact 2011	
			Business Principles	
			Responsible procurement programme	
			Values and behaviours	
			Data centre, supply chain	
Prevention of forced and compulsory labor				
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	Partially	Human rights	See comment for HR5
			UN Global Compact 2011	
			Business Principles	
			Responsible procurement programme	

			Values and behaviours	
			Data centre, supply chain	
Security practices				
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Partially	Human rights Group security policy	See comment for HR5
Indigenous rights				
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Partially	Human rights	See comment for HR5
Assessment				
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	Partially	Human rights Group security policy Supply chain	See comment for HR5
Remediation				
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	Partially	Human rights Group security policy Speak up (ARA 2011)	See comment for HR5
Social: Society				
Performance Indicator	Description	Reported	Links to answer	Explanation/reason for omission where relevant
Local communities				
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Partially	Energy supply, p.33-36 (CRPR 2011) Energy supply, Social and environmental impacts Human rights Communities Business Principles	
SO9	Operations with significant potential or actual negative impacts on local communities.	Fully	Energy supply, p.33-36 (CRPR 2011) Human rights Energy supply, Social and environmental impacts Communities Consultation responses Business Principles	
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	Fully	Energy supply, p.33-36 (CRPR 2011) Energy supply, Social and environmental impacts Human rights Communities Consultation responses Business Principles Energy supply, Social and environmental impacts	
Corruption				
SO2	Percentage and total number of business units analyzed for risks related to corruption.	Fully	Business Principles Human Rights training	
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Partially	Business Principles Group security policy Human Rights training	
SO4	Actions taken in response to incidents of corruption.	Fully	Business Principles Speak up	
Public policy				
SO5	Public policy positions and participation in public policy development and lobbying.	Fully	Consultation responses Stakeholder engagement summary	

			Business Principles	
			Group policies	
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Fully	Statutory information (ARA 2011)	
Anti-competitive behaviour				
SO7	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes.	Fully	2011 Annual Report and Accounts	
Business Principles				
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	No		
Social: Product Responsibility				
Performance Indicator	Description	Reported	Link to information	Explanation/reason for omission where relevant
Customer health and safety				
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Partially	Customer safety	
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	No		
Product and service labelling				
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Partially	Treating customers fairly p.8-17 CRPR 2011	
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.	Fully	Treating customers fairly p.8-17 CRPR 2011 Data centre, customer service	
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	Treating customers fairly p.8-17 CRPR 2011 Customer service Clear communications Vulnerable customers Basis of Reporting (assured Key Performance Indicators) Stakeholder engagement summary	
Marketing communications				
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Fully	Treating customers fairly p.8-17 CRPR 2011 Clear communications Customer service Data centre, customer service	
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Fully	Treating customers fairly p.8-17 CRPR 2011 Clear communications Customer service Data centre, customer service	
Customer privacy				
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Partially	Data centre, customer service	We report the total number of complaints escalated the Energy Ombudsman but not broken down by type of complaint.
Compliance				
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Partially	Data centre, customer service Treating customers fairly p.8-17 CRPR 2011	