



CORPORATE SUSTAINABILITY - GRI INDEX

BENCHMARK AGAINST GRI G3.1 AND UNGC























SGS uses the Global Reporting Initiative's Sustainability Reporting Guidelines (GRI G3.1) in developing its corporate sustainability reports. GRI has verified that the report is prepared according to the GRI Guidelines, at

Application Level A+. You will find the 2012 SGS GRI Content Index here below. We have also cross-referenced each of the ten principles of the United Nation's Global Compact to relevant sections of this Report.


REPORT APPLICATION LEVEL		C	C+	B	B+	A	A+
STANDARD DISCLOSURES	G3.1 PROFILE DISCLOSURES OUTPUT	Report on 1.1 2.1 - 2.10 3.1 - 3.8, 3.10 - 3.12 4.1 - 4.4, 4.14 - 4.15	REPORT EXTERNALLY ASSURED	Report on all criteria listed for level C plus: 1.2 3.9 - 3.13 4.5 - 4.13, 4.16-4.17	REPORT EXTERNALLY ASSURED	Same as requirement Level B	REPORT EXTERNALLY ASSURED
	G3.1 MANAGEMENT APPROACH DISCLOSURES OUTPUT	Not required.		Management Approach Disclosures for each Indicator Category.		Management Approach Disclosures for each Indicator Category.	
	G3.1 PERFORMANCE INDICATORS & SECTOR SUPPLEMENT PERFORMANCE INDICATORS OUTPUT	Report a minimum of 10 Performance Indicators. Including at least one form each of: Economic, Social and Environment.		Report a minimum of 20 Performance Indicators. Including at least one form each of: Economic, Environmental, Human Rights, Labour, Society and Product Responsibility.		Report on each core G3.1 and Sector Supplement Indicator with due regard to the Materiality Principle by either a) reporting on the Indicator or b) explaining the reason for its omission.	

THE TEN PRINCIPLES OF THE UNITED NATIONS GLOBAL COMPACT









- Businesses should support and respect the protection of internationally proclaimed human rights
- Businesses should make sure that they are not complicit in human rights abuses.
- Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.
- Businesses should uphold the elimination of all forms of forced and compulsory labour.
- Businesses should uphold the effective abolition of child labour.
- Businesses should uphold the elimination of discrimination in respect of employment and occupation.
- Businesses should support a precautionary approach to environmental challenges.
- Businesses should undertake initiatives to promote greater environmental responsibility.
- Businesses should encourage the development and diffusion of environmentally friendly technologies.
- Businesses should work against corruption in all its forms, including extortion and bribery.





GRI PROFILE DISCLOSURE	REPORTED	CROSS-REFERENCE	UNGC PRINCIPLES
STANDARD DISCLOSURE PART I: PROFILE DISCLOSURE			
1. STRATEGY AND ANALYSIS			
1.1 Statement from the most senior decision-maker of the organization.		Joint Statement from the Chairman and the Chief Executive Officer p.8	
1.2 Description of key impacts, risks, and opportunities		Joint Statement from the Chairman and the Chief Executive Officer p.8 SGS 2012 Annual Report p.102 <i>Our risk profile was revised but not signed off for public disclosure until 2014.</i>	
2. ORGANISATIONAL PROFILE			
2.1 Name of reporting organisation.		Who We Are p.4	
2.2 Primary brands, products, and/or services.		SGS 2012 Annual Report pp.15-19	
2.3 Operational structure of the organisation, including main divisions, operating companies, subsidiaries and joint ventures.		SGS 2012 Annual Report pp.15-19, 124-127,67	
2.4 Location of organisation's headquarters.		Who We Are p.4	
2.5 Number of countries where the organisation operates, and names of countries with major operations or with specific relevance to sustainability issues reported.		SGS 2012 Annual Report pp.15-19, 124-127,67	
2.6 Nature of ownership and legal form.		Who We Are p.4	
2.7 Nature of markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).		Who We Are p.4	
2.8 Scale of the reporting organisation, including number of employees, number of operations, net sales or net revenues, total capitalisation and quantity of products or services provided.		Who We Are p.4 SGS 2012 Annual Report pp.14-19, 124-127, 7	
2.9 Significant changes during the reporting period regarding size, structure, or ownership.		Joint Statement from the Chairman and the Chief Executive Officer p.8	
2.10 Awards received in the reporting period.		Awards and Recognition p.61	
3. REPORT PARAMETERS			
3.1 Reporting period (e.g. fiscal/calendar year) for information provided.		Report Structure and Scope p.92	
3.2 Date of most recent previous report (if any).		Stakeholder feedback on our Reporting Approach p.46	
3.3 Reporting cycle (annual, biennial, etc.).		About this report p.4	
3.4 Contact point for questions regarding the report or its contents.		Further Information and Feedback p.98	
3.5 Process for defining report content.		Defining Materiality p. 42 Stakeholder feedback on our Reporting Approach p.46	
3.6 Boundary of the report (e.g. countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.		Reported data p.92	
3.7 State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).		Reported data p.92	
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 organisations.		Report Structure and Scope p.92	
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.		Reported data p.92	
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).		Reported data p.92	

GRI PROFILE DISCLOSURE	REPORTED	CROSS-REFERENCE	UNGC PRINCIPLES
3.11 Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	✓	Reported data p.92	
3.12 Table identifying the location of the Standard Disclosures in the report.	✓	Benchmark against GRI G3.1 and UNGC Index p.93 – www.sgs.com/cs-report	
3.13 Policy and current practice with regard to seeking external assurance for the report.	✓	Report Assurance p.92	
4. GOVERNANCE, COMMITMENTS AND ENGAGEMENT			
4.1 Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight.	✓	Management Approach p.42 SGS 2012 Annual Report pp.31-33	Principles 1-10
4.2 Indicate whether the Chair of the highest governance body is also an executive officer.	✓	Management Approach p.50 SGS 2012 Annual Report p.27	
4.3 For organisations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	✓	SGS 2012 Annual Report p.27	
4.4 Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	✓	Raising Concerns p.52	
4.5 Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organisation's performance (including social and environmental performance).	Ⓜ	Looking Ahead p.19 Benefits p.62 SGS 2012 Annual Report pp.35-43 <i>SGS will consider formalising its compensation linked to sustainability during 2013.</i>	
4.6 Processes in place for the highest governance body to ensure conflicts of interest are avoided.	✓	SGS 2012 Annual Report p.28	Principles 6 & 10
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.	Ⓜ	Diversity and Equal Opportunity p.63 SGS 2012 Annual Report p.12 <i>SGS does not positively discriminate on the grounds of gender or other indicators of diversity.</i>	Principle 6
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.	✓	SGS Group Policies and Guidelines p.47	Principles 1-10
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.	✓	Managing Risk p.42	Principles 1-10
4.10 Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental and social performance.	Ⓜ	Benefits p.62 SGS 2012 Annual Report pp.35-43 <i>The proportion of revenue from professional services linked to sustainability and the cost of sustainability performance as evaluated in the Green Book are confidential.</i>	
4.11 Explanation of whether and how the precautionary approach or principle is addressed by the organisation.	✓	Management Approach p.72	Principle 7
4.12 Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses.	✓	Management Approach p.42	Principles 1-10
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.	✓	OIMS p. 69	Principles 1-10
4.14 List of stakeholder groups engaged by the organisation.	✓	Our Stakeholders pp. 44-47	
4.15 Basis for identification and selection of stakeholders with whom to engage.	✓	Our Stakeholders pp. 44-47	
4.16 Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	✓	Our Stakeholders pp. 44-47 Defining Materiality p.42	







GRI PROFILE DISCLOSURE	REPORTED	CROSS-REFERENCE	UNGC PRINCIPLES
4.17 Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting.		Our Stakeholders pp. 44-47	















STANDARD DISCLOSURE PART II: Disclosures on Management Approach (DMAs)

DMA EC	DISCLOSURE ON MANAGEMENT APPROACH EC		
Economic Performance		SGS 2012 Annual Report pp.7.14-19.48	Principles 1,4,6 & 7
Market Presence		SGS 2012 Annual Report pp. 14-19 <i>While we provide illustrative examples, market entry level wages for every country is proprietary.</i>	
Indirect Economic Impact		Statement of economic value generated and distributed p.39 Community p.82 Millennium Development Goals 6 p.88 Millennium Development Goal 4 p.88	
DMA EN	DISCLOSURE ON MANAGEMENT APPROACH EN		
Materials		Management Approach p. 72 Reducing our paper usage in Geneva p.78 <i>This information is currently being collated as part of an inventory of materials used in laboratories and we plan to report by 2014.</i>	Principles 7,8 & 9
Energy		Global Programmes p. 72 Our Environmental Performance pp.22-25 Supporting premium Car Manufacturers p.31 Saving energy in Mining p.33 Green Mobility Day in Geneva p.77 <i>SGS has committed to expand the reporting of our greenhouse gas emissions by type by 2014.</i>	
Water		Management Approach p. 72 Our Environmental Performance pp.22-25 <i>We plan to expand our reporting on water KPIs from 2014.</i>	
Biodiversity		Management Approach p. 72 Energy Efficiency in Buildings pp.73-74 <i>As a service-based company the impact of our operations on biodiversity are not significant. The cost of collating data relative to the results is disproportionate.</i>	
Emissions, effluents and waste		Management Approach p. 72 Environment Performance pp.8-10 Employees and the Environment p.66 Looking ahead p.25 <i>This information is currently being collated as part of an inventory of waste from laboratories and we plan to report by 2014.</i>	









GRI PROFILE DISCLOSURE	REPORTED	CROSS-REFERENCE	UNGC PRINCIPLES
Products and Services		Management Approach p. 72 Key facts p.72 Sustainability Services 28-35 http://www.sgs.com/en/Sustainability.aspx	Principles 7,8 &9
Compliance		Management Approach p. 72 Our Business Integrity Performance p.14	
Transport		<i>As a service-based organisation, this indicator is not applicable.</i>	
Overall		Environment pp 70-79 Our Approach p.38-47 The Green Book p.43	

DMA LA DISCLOSURE ON MANAGEMENT APPROACH LA














Employment		Management Approach p.58 Graph p.4 Did you know p.58 Remuneration and Reward p.62 Looking ahead p.19 Diversity and Equal opportunity p.63 Restructuring p.62 <i>We have committed to reporting from 2015.</i>	Principles 1,3 & 6
Labour/management relations		Management approach p.58 Employee representation and Consultation p.62 Restructuring p.62 <i>Due to the size of the company and the different legislation within countries, a uniform data collection is not possible.</i>	
Occupational Health and Safety		Operational Integrity pp. 20-21, 68-69 <i>The information has been collated but we were not sufficiently confident in the accuracy of the information to report it this year. In addition, we have not reported on the rate of injuries and occupational diseases by gender. We have committed to reporting on these aspects from 2014.</i>	
Training and education		Management Approach p.58 Learning and Development pp. 60-61 Our People Performance pp 16-19 <i>This information will be reported from 2015 when our new HR information system will be available.</i>	
Diversity and Equal opportunity		Management Approach p.58 Diversity and Equal opportunity p.63 Our People Performance pp.16-19 <i>This information will be reported from 2015 when our new HR information system will be available.</i>	
Equal Remuneration for women and men		Management Approach p.58 Remuneration and Reward p.62 <i>This information is confidential.</i>	

GRI PROFILE DISCLOSURE	REPORTED	CROSS-REFERENCE	UNGC PRINCIPLES
DMA HR DISCLOSURE ON MANAGEMENT APPROACH HR			
Investment and Procurement Practices		Management Approach p.50 Human Rights pp.52-53 Professional Excellence Performance pp. 12-15 <i>We have committed to report from 2015.</i>	Principles 1,2,3,4,5 & 6
Non-discrimination		Management Approach p.50 Diversity and equal opportunity p.63 Human Rights p.14	
Freedom of Association and Collective Bargaining		SGS Code of Integrity p.14 Management Approach p.50 Professional Excellence performance pp. 12-15 Operational Integrity pp.68-69 Updated Code of Integrity p.51	
Child Labour		SGS Code of Integrity p.14 Management Approach p.50 Updated Code of Integrity pp.51-52 Professional Excellence Performance pp. 12-15	
Prevention of forced and compulsory labour		SGS Code of Integrity p.14 Management Approach p.50 Updated Code of Integrity pp.51-52 Professional Excellence Performance pp. 12-15	
Security Practices		Management Approach p.50 Human Rights pp.52-53	
Indigenous Rights		Management Approach p.50 Diversity and equal opportunity p.63 Human Rights pp.14	
Assessment		Management Approach p.50 Human Rights pp.52-53	
Remediation		Management Approach p.50 Updated Code of Integrity pp.51-52 Human Rights pp.52-53	
DMA SO DISCLOSURE ON MANAGEMENT APPROACH SO			
Local Communities		Management approach p.82 Human Rights pp.52-53 Professional Excellence Performance pp. 12-15 <i>Our evaluation of community impacts is ongoing. We will report from 2015.</i>	Principle 10
Corruption		Management Approach p.50 Updated Code of Integrity pp.51-52	
Public Policy		Management Approach p.50 Code of Integrity p.12 <i>As a global company offering independent testing, verification, audit and certification and inspection services, SGS has a neutral position towards development of public policy.</i>	
Anti-competitive behaviour		Management Approach p.50 Professional Excellence Performance pp. 12-15	
Compliance		Management Approach p.50 Professional Excellence Performance pp. 12-15	









GRI PROFILE DISCLOSURE	REPORTED	CROSS-REFERENCE	UNGC PRINCIPLES
DMA PR DISCLOSURE ON MANAGEMENT APPROACH PR			
Customer Health and Safety	✓	QHSE Policy Management Approach p.50 Professional Excellence Performance pp. 12-15	Principles 1 & 8
Product and Service labelling	✓	Code of Integrity Group Profile Management Approach p.50 Professional Excellence Performance pp. 12-15	
Marketing communications	✓	Management Approach p.50 Professional Excellence Performance pp. 12-15 Code of Integrity pp.12-13-17	
Customer privacy	✓	Management Approach p.50 Professional Excellence Performance pp. 12-15	
Compliance	✓	Management Approach p.50 Professional Excellence Performance pp. 12-15	
STANDARD DISCLOSURES PART III: PERFORMANCE INDICATORS			
ECONOMIC			
ECONOMIC PERFORMANCE			
EC1 Direct economic value generated and distributed including revenues, operating costs, employee compensation, donations and other community investments, related earnings, and payments to capital providers and governments.	✓	SGS Group Statement of economic value generated and distributed p.39	
EC2 Financial implications and other risks and opportunities for the organisation's activities due to climate change.	✓	Managing Risk p.42	Principle 7
EC3 Coverage of the organisation's defined benefit plan obligations.	✓	SGS 2012 Annual report pp. 35-43, 86-89 Remuneration and reward p.62	
EC4 Significant financial assistance received from government.	✓	Professional Excellence Performance pp. 12-15	Principle 10
MARKET PRESENCE			
EC5 Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Ⓜ	Remuneration and Reward p.62 <i>This information will be reported from 2015 when our new HR information system will be available.</i>	Principle 6
EC6 Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Ⓜ	Procurement p.55 <i>Information relating to individual significant operations is confidential.</i>	
EC7 Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	✓	Diversity and equal opportunity p.63	Principle 6
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.	Ⓜ	Statement of economic value generated and distributed p.39 Millennium Development Goals 6 p.88 Millennium Development Goal 4 p.88 <i>Given the number of community projects, it is not possible to provide full reporting for all projects at this time. We will report from 2015.</i>	
EC9 Understanding and describing significant indirect economic impacts, including the extent of impacts.	Ⓜ	Millennium Development Goal 4 p.88	












GRI PROFILE DISCLOSURE	REPORTED	CROSS-REFERENCE	UNGC PRINCIPLES
ENVIRONMENTAL			
MATERIALS			
EN1 Materials used by weight or volume.		Reducing our paper usage in Geneva p.78 <i>The cost of collecting data relating to all materials used across SGS services is disproportionate to the results. In view of our heterogeneous service portfolio, which includes a very wide range of different materials, it is not possible to make a statement at present. Also in our opinion, this statement would be of little relevance.</i>	Principle 8
EN2 Percentage of materials used that are recycled input materials.		Reducing our paper usage in Geneva p.78 <i>The cost of collecting data relating to all materials used across SGS services is disproportionate to the results. In view of our heterogeneous service portfolio, which includes a very wide range of different materials, it is not possible to make a statement at present. Also in our opinion, this statement would be of little relevance.</i>	Principle 8
ENERGY			
EN3 Direct energy consumption by primary energy source.		Our Environmental Performance pp.22-25 <i>Information relating to total direct energy consumption is measured at affiliate level and consolidate in our system. We will report from 2015.</i>	Principle 8
EN4 Indirect energy consumption by primary energy source.		Our Environmental Performance pp.22-25 <i>Information relating to total direct energy consumption is measured at affiliate level and consolidate in our system. We will report from 2015.</i>	Principle 8
EN5 Energy saved due to conservation and efficiency improvements.		Our Environmental Performance pp.22-25 <i>As a global company with multiple energy efficiency programmes in place across our operations, it is not possible to report on all such programmes.</i>	Principle 8
EN6 Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.		Supporting premium Car Manufacturers p.31 Saving energy in Mining p.33 <i>As a global company with multiple energy efficiency initiatives linked to our services, it is not possible to report on all such programmes at any one time.</i>	Principle 8
EN7 Initiatives to reduce indirect energy consumption and reductions achieved.		Employees and the Environment pp.66-67 Green Cars p.77 <i>As a global company with multiple initiatives aimed at reducing indirect energy consumption it is not possible to report on all such programmes at any one time.</i>	Principle 8
WATER			
EN8 Total water withdrawal by source.		Our Environmental Performance pp.22-25 <i>Data relating to water withdrawal by source across all SGS global operations is not available at this time. We plan to expand on reporting on water KPIs by 2015.</i>	Principle 8



GRI PROFILE DISCLOSURE	REPORTED	CROSS-REFERENCE	UNGC PRINCIPLES
EN9 Water sources significantly affected by withdrawal of water.		As a service-based organisation, and based on the low quantity of water consumed which we monitor, this indicator is not material.	
EN10 Percentage and total volume of water recycled and reused.		As a service-based organisation, and based on the low quantity of water consumed which we monitor, this indicator is not material.	
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.		Energy Efficiency in Buildings pp.73-74 With only 2% of SGS locations affected, the cost of collecting data is disproportionate to the results.	Principle 8
EN12 Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.		As a service-based organisation, and based on the number of sites located near protected areas or areas of high biodiversity value which we monitor, this indicator is not material.	
EN13 Habitats protected or restored.		As a service-based organisation, and based on the number of sites located near protected areas or areas of high biodiversity value which we monitor, this indicator is not material.	
EN14 Strategies, current actions, and future plans for managing impacts on biodiversity.		Energy Efficiency in Buildings pp.73-74 SGS does not have immediate plans to publish a biodiversity strategy in addition to its guidelines on buildings.	
EN15 Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.		As a service-based organisation, and based on the number of site located near protected areas or areas of high biodiversity value which we monitor (2%), this indicator is not material.	
EMISSIONS, EFFLUENTS AND WASTES			
EN16 Total direct and indirect greenhouse gas emissions by weight.		Our Environmental Performance pp.22-25 SGS has committed to expand the reporting of our greenhouse gas emissions by type by 2014.	Principles 8
EN17 Other relevant indirect greenhouse gas emissions by weight.		Our Environmental Performance pp.22-25 SGS has committed to expand the reporting of our greenhouse gas emissions by type by 2014.	Principle 8
EN18 Initiatives to reduce greenhouse gas emissions and reductions achieved.		Employees and the Environment pp.66-67	Principles 8 & 9
EN19 Emissions of ozone-depleting substances by weight.		As a service based company, the amount of ozone depleting substances emitted by the organisation are considered to be non-material. Our green building guidelines specify low or zero ozone depleting potential refrigerants in air conditioning systems and for material choice.	
EN20 NOx, SOx, and other significant air emissions by type and weight.		SGS has committed to expand the reporting of our greenhouse gas emissions by type by 2014.	Principle 8
EN21 Total water discharge by quality and destination.		As a service-based organisation, this indicator is not material.	
EN22 Total weight of waste by type and disposal method.		Our Environmental Performance pp.22-25 Information relating to disposal methods is measured locally in our affiliates. The cost of collating global data is disproportionate to the results.	Principle 8
EN23 Total number and volume of significant spills.		Our Environmental Performance pp.22-25	

GRI PROFILE DISCLOSURE	REPORTED	CROSS-REFERENCE	UNGC PRINCIPLES
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.		Our Environmental Performance pp.22-25 <i>All hazardous waste must be transported by recognised, certified providers in accordance with national/international law. The cost of collating global data is disproportionate to the results.</i>	Principle 8
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.		<i>As a service-based organisation, this indicator is not material.</i>	
PRODUCTS AND SERVICES			
EN26 Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.		Clean Power p.73	Principles 8 & 9
EN27 Percentage of products sold and their packaging materials that are reclaimed by category.		<i>As a service-based organisation, this indicator is not applicable.</i>	
COMPLIANCE			
EN28 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.		Professional Excellence Performance pp.12-15	Principle 8
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.		<i>As a service-based organisation, this indicator is not applicable.</i>	Principles 8
OVERALL			
EN30 Total environmental protection expenditures and investments by type.		The Green Book p.43 <i>This information is confidential.</i>	Principles 7, 8 & 9
SOCIAL: LABOUR PRACTICES AND DECENT WORK			
EMPLOYMENT			
LA1 Total workforce by employment type, employment contract, and region, broken down by gender.		Graph p.4 <i>SGS has committed to reporting on workforce by gender from 2015 when our new HR information system will be available.</i>	Principle 1
LA2 Total number and rate of new employee hires and employee turnover by age group, gender, and region.		2012 Full Year results Presentation Did you know p.58 <i>SGS has committed to reporting on workforce by gender from 2015 when our new HR information system will be available.</i>	Principle 6
LA3 Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.		Remuneration and Reward p.62	
LA15 Return to work and retention rates after parental leave, by gender.		Diversity and Equality p.63 <i>We do not collate global data relating to return to work as this is measured and managed locally at affiliate levels.</i>	Principle 6
LABOUR/MANAGEMENT RELATIONS			
LA4 Percentage of employees covered by collective bargaining agreements.		Employee representation and consultation p.62 Our People Performance p.16-19	Principles 1 & 3
LA5 Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.		Restructuring p.62 <i>Due to the size of the company and the different legislation in the countries, a uniform data collection is not possible.</i>	Principle 3

GRI PROFILE DISCLOSURE	REPORTED	CROSS-REFERENCE	UNGC PRINCIPLES
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.		<i>We do not report on this indicator as we have not yet been able to gather the data due to the local specificities of Health & Safety Committees (different structures depending on local legislation) but we will be able to report in 2014.</i>	Principle 1
LA7 Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.		Operational Integrity Performance pp. 20-21 <i>We have committed to reporting on this indicator by gender from 2015.</i>	Principle 1
LA8 Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.		Serious Diseases p.69 <i>Due to the size of the company a uniform data collection is not possible.</i>	Principle 1
LA9 Health and safety topics covered in formal agreements with trade unions.		Operational Integrity p.69	Principle 1
TRAINING AND EDUCATION			
LA10 Average hours of training per year per employee by gender, and by employee category.		Our People Performance pp. 16-19 <i>SGS has committed to reporting on workforce by gender from 2015 when our new HR information system will be available.</i>	
LA11 Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.		Learning and Development pp. 60-61	
LA12 Percentage of employees receiving regular performance and career development reviews, by gender.		Our People Performance pp. 16-19	
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.		Our People Performance pp. 16-19 SGS 2012 Annual report pp.31-33, 26-27 <i>SGS does not positively discriminate on the grounds of gender or other indicators of diversity.</i>	Principles 1 & 6
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.		Remuneration and Reward p.62 <i>This information is confidential.</i>	Principles 1 & 6
SOCIAL: HUMAN RIGHTS			
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.		SGS Code of Integrity p.6 <i>All investment agreements are subject to our SGS Code of Integrity, which takes account of the topic of human rights. The number of such agreements is confidential.</i>	Principles 1,2,3,4,5 & 6
HR2 Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.		Human Rights pp. 52-53 <i>This information is confidential</i>	Principles 1,2,3,4,5 & 6
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.		Professional Excellence Performance pp. 12-15	Principles 1,2,3,4,5 & 6
NON-DISCRIMINATION			
HR4 Total number of incidents of discrimination and corrective actions taken.		Professional Excellence Performance pp. 12-15	Principles 1, 2 & 6
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.		Professional Excellence Performance pp. 12-15 <i>We only report on actions taken when there have been significant violations reported and upheld. No violations reported in 2012.</i>	Principles 1, 2 & 3

GRI PROFILE DISCLOSURE	REPORTED	CROSS-REFERENCE	UNGC PRINCIPLES
CHILD LABOUR			
HR6 Operations and significant suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour.		Professional Excellence Performance pp. 12-15 <i>We only report on actions taken when there have been significant violations reported and upheld. No violations reported in 2012.</i>	Principles 1, 2 & 5
PREVENTION OF FORCED AND COMPULSORY LABOUR			
HR7 Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour.		Professional Excellence Performance pp. 12-15 <i>We only report on actions taken when there have been significant violations reported and upheld.</i>	Principles 1, 2 & 4
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.		Human Rights pp. 52-53	Principles 1 & 2
INDIGENOUS RIGHTS			
HR9 Total number of incidents of violations involving rights of indigenous people and actions taken.		Professional Excellence Performance pp. 12-15	Principles 1 & 2
ASSESSMENT			
HR10 Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.		Human Rights pp. 52-53	Principles 1,2,3,4,5 & 6
REMEDATION			
HR11 Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.		Professional Excellence Performance pp. 12-15	Principles 1,2,3,4,5 & 6
SOCIAL: SOCIETY			
LOCAL POLICIES			
S01 Percentage of operations with implemented local community engagement, impact assessments, and development programs.		Our Community Performance pp.26-27 <i>We are in the process of evaluating community projects and it is not possible to report universally on this indicator at the present time. We plan on reporting in 2015.</i>	Principle 1
S09 Operations with significant potential or actual negative impacts on local communities.		Human Rights pp. 52-53 <i>We are in the process of evaluating community projects and it is not possible to report universally on this indicator at the present time. We plan on reporting in 2015.</i>	Principle 1
S10 Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.		Human Rights pp. 52-53 <i>We are in the process of evaluating community projects and it is not possible to report universally on this indicator at the present time. We plan on reporting on this in 2015.</i>	Principle 1
CORRUPTION			
S02 Percentage and total number of business units analysed for risks related to corruption.		Professional Excellence Performance pp. 12-15	Principle 10
S03 Percentage of employees trained in organization's anti-corruption policies and procedures.		Professional Excellence Performance pp. 12-15 Integrity Training in Russia p.52	Principle 10
S04 Actions taken in response to incidents of corruption.		Professional Excellence Performance pp. 12-15	Principle 10

GRI PROFILE DISCLOSURE	REPORTED	CROSS-REFERENCE	UNGC PRINCIPLES
PUBLIC POLICY			
S05 Public policy positions and participation in public policy development and lobbying.		<i>SGS upholds a strict policy of neutrality in the political process of any country where it operates, as defined in the SGS Code of Integrity.</i>	
S06 Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.		Professional Excellence Performance pp. 12-15	Principle 10
ANTI-COMPETITIVE BEHAVIOUR			
S07 Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes.		Professional Excellence Performance pp. 12-15	Principle 10
COMPLIANCE			
S08 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.		Professional Excellence Performance pp. 12-15	Principle 10
SOCIAL: PRODUCT RESPONSIBILITY			
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.		<i>As a service-based organisation, SGS is required to uphold the highest standards of occupational integrity across all its operations and services. Given the nature of our organisation, life cycle stages of services deployed are not applicable.</i>	
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.		Professional Excellence Performance pp. 12-15	Principle 1
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.		http://www.sgs.com/en/Terms-and-Conditions.aspx <i>Product and service information required is specific to the type of service provided, and is specified along with the guarantees of quality, accuracy and integrity in service level agreements with our clients.</i>	
PR4 Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.		Professional Excellence Performance pp. 12-15	
PR5 Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.		<i>SGS continuously monitors the satisfaction of customers through its Voice of the Customer programme. Due to the confidential nature of the feedback, results cannot be reported.</i>	
MARKETING COMMUNICATIONS			
PR6 Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.		SGS Code of Integrity pp12-13-17 <i>Compliance with relevant legislation and codes and responsibility for external communication forms part of the SGS Code of Integrity. This includes clear guidance on the procedures for ensuring the disclosure of accurate information about the Company and its services to the market.</i>	
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.		Professional Excellence Performance pp. 12-15	

GRI PROFILE DISCLOSURE	REPORTED	CROSS-REFERENCE	UNGC PRINCIPLES
CUSTOMER PRIVACY			
PR8 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.		Professional Excellence Performance pp. 12-15	Principle 1
COMPLIANCE			
PR9 Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.		Professional Excellence Performance pp. 12-15	

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WHEN YOU NEED TO BE SURE

