

Specific Standard Disclosures

Category	Index	Description	Page	Note
Investment	DMA		35, 43, 54-57	
	HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	56-57	
	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 employee trained	35, 56-57	
Non-discrimination	HR3	Total number of incidents of discrimination and corrective actions taken	71	
Freedom of Association and Collective Bargaining	HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	43	
Child Labor	HR5	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor	73	
Forced or Compulsory Labor	HR6	Operations and 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	73	
Indigenous Rights	HR8	Total number of incidents of violations involving rights of indigenous people and actions taken	79	N/A
Assessment	HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	35	
Supplier Human Rights Assessment	HR10	Percentage of new suppliers that were screened using human rights criteria	56-57	
	HR11	Significant actual and potential negative impacts on society in the supply chain and actions taken	56-57	
Human Rights Grievance Mechanisms	HR12	Number of grievances about human rights impacts field, addressed, and resolved through formal grievance mechanisms	71	
Local Communities	DMA		44-48	
	SO1	Percentage of operations which implemented local community engagement, impact assessments, and development programs	44-48	
	SO2	Operations with significant actual and potential negative impacts on local communities	79	N/A
	FS13	Access points in low-populated or economically disadvantaged areas by type	49-53	
	FS14	Initiatives to improve access to financial services for disadvantaged people	49-53	
Anti-corruption	SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	35	
	SO4	Communication and training on anti-corruption policies and procedures	35	
Public Policy	SO6	Total value of political contributions	79	N/A
Anti-competitive Behavior	DMA		54	
Compliance	SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	71	
	SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	71	
Supplier Assessment for Impacts on Society	SO9	Percentage of new suppliers that were screened using criteria for impacts on society	56-57	
	SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken	56-57	
Grievance Mechanisms for Impacts on Society	SO11	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	71	
Product and Service Labeling	DMA		29-32	
	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	69	
	PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling	71	
	PR5	Results of surveys measuring customer satisfaction	31-32	
	PR6	Sale of banned or disputed products	71	
Marketing Communications	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)	71	
	DMA		32	
Customer Privacy	PR8	Total number of substantiated complaints regarding breach of customers' privacy and loss of customer data	71	
	DMA		58-60	
Product Portfolio	FS6	Percentage of the portfolio for business lines by specific region, size (e.g. micro / SME / large) and by sector	69	
	FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	49-53	
	FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	59-63	
	PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	71	
Compliance	FS10	Percentage and number of companies held in the institution's portfolio with which the reporting organization has interacted on environmental or social issues	69	
	FS11	Percentage of assets subject to positive and negative environmental or social screening	69	