

G3.1 Content Index - GRI Application Level C

Application Level C						Assured by
STANDARD DISCLOSURES PART I: Profile Disclosures						
REPORT FULLY ON THE BELOW SELECTION OF PROFILE DISCLOSURES OR PROVIDE A REASON FOR OMISSION						
1. Strategy and Analysis						
Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure	Reason for omission	Explanation for the reason for omission	
1.1	Statement from the most senior decision-maker of the organization.	Fully	SITA 2013 CSR Report, page 3			
2. Organizational Profile						
Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure	Reason for omission	Explanation for the reason for omission	
2.1	Name of the organization.	Fully	SITA 2013 CSR Report, page 6			
2.2	Primary brands, products, and/or services.	Fully	SITA 2013 CSR Report, page 5, 8			
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	SITA 2013 CSR Report, page 8			
2.4	Location of organization's headquarters.	Fully	SITA 2013 CSR Report, page 8			
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	SITA 2013 CSR Report, page 4, 5			
2.6	Nature of ownership and legal form.	Fully	SITA 2013 CSR Report, page 8, 9			
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	SITA 2013 CSR Report, page 4, 5			
2.8	Scale of the reporting organization.	Fully	SITA 2013 CSR Report, page 6			
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	SITA 2013 CSR Report, page 32			
2.10	Awards received in the reporting period.	Fully	SITA 2013 CSR Report, page 5			
3. Report Parameters						
Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure	Reason for omission	Explanation for the reason for omission	
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	SITA 2013 CSR Report, page 7			
3.2	Date of most recent previous report (if any).	Fully	SITA 2013 CSR Report, page 7			
3.3	Reporting cycle (annual, biennial, etc.)	Fully	SITA 2013 CSR Report, page 7			
3.4	Contact point for questions regarding the report or its contents.	Fully	SITA 2013 CSR Report, page 7			
3.5	Process for defining report content.	Fully	SITA 2013 CSR Report, page 6			
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	SITA 2013 CSR Report, page 6			
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	SITA 2013 CSR Report, page 6			
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	SITA 2013 CSR Report, page 6			
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statements (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Fully	SITA 2013 CSR Report, page 7			
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	SITA 2013 CSR Report, page 33			
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	SITA 2013 CSR Report, page 33			
4. Governance, Commitments, and Engagement						
Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure	Reason for omission	Explanation for the reason for omission	
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.	Partially	SITA 2013 CSR Report, page 8, 9	Does not exist	We do not ask the age of our governance bodies	
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	SITA 2013 CSR Report, page 9			
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	SITA 2013 CSR Report, page 9			
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	SITA 2013 CSR Report, page 9, 11			
4.14	List of stakeholder groups engaged by the organization.	Fully	SITA 2013 CSR Report, page 11			
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	SITA 2013 CSR Report, page 7, 11			
STANDARD DISCLOSURES PART III: Performance Indicators						
REPORT FULLY ON 10 CORE OR ADDITIONAL PERFORMANCE INDICATORS - AT LEAST 1 FROM EACH DIMENSION (ECONOMIC, ENVIRONMENTAL SOCIAL)						
Economic						
Indicator	Disclosure	Level of Reporting	Location of disclosure	Reason for omission	Explanation for the reason for omission	
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 other stakeholders.	Fully			SITA Group Financial Statements 2013.	
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Not				
EC3	Coverage of the organization's defined benefit plan obligations.	Fully			SITA Group Financial Statements 2013.	
EC4	Significant financial assistance received from government.	Not				
Market presence						
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Not				
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Not				
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Fully			SITA 2013 CSR Report, page 15	
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.	Not				
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Not				
Environmental						
Indicator	Disclosure	Level of Reporting	Location of disclosure	Reason for omission	Explanation for the reason for omission	
Materials						
EN1	Materials used by weight or volume.	Not				
EN2	Percentage of materials used that are recycled input materials.	Not				
Energy						
EN3	Direct energy consumption by primary energy source.	Fully			SITA 2013 CSR Report, page 9	
EN4	Indirect energy consumption by primary source.	Partially			SITA 2013 CSR Report, page 9	
EN5	Energy saved due to conservation and efficiency improvements.	Not				

EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Not	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Partially	SITA 2013 CSR Report, page 9
Water			
EN8	Total water withdrawal by source.	Not	
EN9	Water sources significantly affected by withdrawal of water.	Not	
EN10	Percentage and total volume of water recycled and reused.	Not	
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.	Not	
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Not	
EN13	Habitats protected or restored.	Not	
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Not	
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Not	
Emissions, effluents and waste			
EN16	Total direct and indirect greenhouse gas emissions by weight.	Fully	SITA 2013 CSR Report, page 9
EN17	Other relevant indirect greenhouse gas emissions by weight.	Not	
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Partially	SITA 2013 CSR Report, page 9
EN19	Emissions of ozone-depleting substances by weight.	Not	
EN20	NOx, SOx, and other significant air emissions by type and weight.	Not	
EN21	Total water discharge by quality and destination.	Not	
EN22	Total weight of waste by type and disposal method.	Not	
EN23	Total number and volume of significant spills.	Fully	SITA 2013 CSR Report, page 33
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.	Not	
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.	Not	
Products and services			
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Not	
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Not	
Compliance			
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Fully	SITA 2013 CSR Report, page 9
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	SITA 2013 CSR Report, page 21
Overall			
EN30	Total environmental protection expenditures and investments by type.	Fully	SITA 2013 CSR Report, page 33
Social: Labor Practices and Decent Work			
Indicator	Disclosure	Level of Reporting	Location of disclosure
Employment			
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	Fully	SITA 2013 CSR Report, page 16
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Fully	SITA 2013 CSR Report, page 16
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Fully	SITA 2013 CSR Report, page 34
LA15	Return to work and retention rates after parental leave, by gender.	Not	
Labor/management relations			
LA4	Percentage of employees covered by collective bargaining agreements.	Fully	SITA 2013 CSR Report, page 17
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.	Not	
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	Not	
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Fully	SITA 2013 CSR Report, page 34
LA9	Health and safety topics covered in formal agreements with trade unions.	Not	
Training and education			
LA10	Average hours of training per year per employee by gender, and by employee category.	Fully	SITA 2013 CSR Report, page 18
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Fully	SITA 2013 CSR Report, page 18
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	Fully	SITA 2013 CSR Report, page 18
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	SITA 2013 CSR Report, page 9
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.	Not	
Social: Human Rights			
Indicator	Disclosure	Level of Reporting	Location of disclosure
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	
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	Partially	SITA 2013 CSR Report, page 13
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.	Fully	SITA 2013 CSR Report, page 13
Non-discrimination			
HR4	Total number of incidents of discrimination and actions taken.	Not	
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.	Not	
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.	Fully	SITA 2013 CSR Report, page 13
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	SITA 2013 CSR Report, page 13, 34
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.	Fully	SITA 2013 CSR Report, page 34
Indigenous rights			
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Fully	SITA 2013 CSR Report, page 34
Assessment			
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	Not	
Remediation			
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	Not	
Social: Society			
Indicator	Disclosure	Level of Reporting	Location of disclosure
Local communities			
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Fully	SITA 2013 CSR Report, page 24
SO9	Operations with significant potential or actual negative impacts on local communities.	Not	
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	Not	
Corruption			
SO2	Percentage and total number of business units analyzed for risks related to corruption.	Not	
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Fully	SITA 2013 CSR Report, page 13
SO4	Actions taken in response to incidents of corruption.	Not	
Public policy			
SO5	Public policy positions and participation in public policy development and lobbying.	Not	
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Fully	SITA 2013 CSR Report, page 35
Anti-competitive behavior			
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Not	
Compliance			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Not	
Social: Product Responsibility			
Indicator	Disclosure	Level of Reporting	Location of disclosure
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.	Not	
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.	Fully	SITA 2013 CSR Report, page 35
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.	Not	
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Fully	SITA 2013 CSR Report, page 35
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	SITA 2013 CSR Report, page 13
Marketing communications			
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Not	
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	SITA 2013 CSR Report, page 35
Customer privacy			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Not	
Compliance			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Fully	SITA 2013 CSR Report, page 35