

Sustainability reports / [GRI index](#)

GRI index

General Standard Disclosures			Disclosure
G4-1	<p>a. Provide a statement from the most senior decision-maker of the organisation (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organisation and the organisation’s strategy for addressing sustainability.</p> <p>The statement should present the overall vision and strategy for the short term, medium term, and long term, particularly with regard to managing the significant economic, environmental and social impacts that the organisation causes and contributes to, or the impacts that can be linked to its activities as a result of relationships with others (such as suppliers, people or organisations in local communities). The statement should include:</p> <p style="padding-left: 40px;">Strategic priorities and key topics for the short and medium term with regard to sustainability, including respect for internationally recognised standards and how such standards relate to long-term organisational strategy and success</p> <p style="padding-left: 40px;">Broader trends (such as macroeconomic or political) affecting the organisation and influencing sustainability priorities</p> <p style="padding-left: 40px;">Key events, achievements, and failures during the</p>	Core	<p>Chairman’s review;</p> <p>Chief executive’s review;</p>

	<p>reporting period</p> <p>Views on performance with respect to targets</p> <p>Outlook on the organisation’s main challenges and targets for the next year and goals for the coming 3–5 years</p> <p>Other items pertaining to the organisation’s strategic approach</p>		
<p>G4-2</p>	<p>a. Provide a description of key impacts, risks, and opportunities. The organisation should provide two concise narrative sections on key impacts, risks, and opportunities.</p> <p>Section One should focus on the organisation’s key impacts on sustainability and effects on stakeholders, including rights as defined by national laws and relevant internationally recognised standards. This should take into account the range of reasonable expectations and interests of the organisation’s stakeholders. This section should include:</p> <p>A description of the significant economic, environmental and social impacts of the organisation, and associated challenges and opportunities. This includes the effect on stakeholders’ rights as defined by national laws and the expectations in internationally recognised standards and norms</p> <p>An explanation of the approach to prioritizing these challenges and opportunities</p> <p>Key conclusions about progress in addressing these topics and related performance in the reporting period. This includes an assessment of reasons for underperformance or overperformance</p> <p>A description of the main processes in place to</p>	<p><u>Our stakeholders;</u></p> <p><u>Responding to our context and materiality;</u></p> <p><u>Explaining our strategy;</u> and</p> <p><u>Performance review</u></p>	

	<p>address performance and relevant changes</p> <p>Section Two should focus on the impact of sustainability trends, risks, and opportunities on the long-term prospects and financial performance of the organisation. This should concentrate specifically on information relevant to financial stakeholders or that could become so in the future. Section Two should include the following:</p> <p>A description of the most important risks and opportunities for the organisation arising from sustainability trends</p> <p>Prioritisation of key sustainability topics as risks and opportunities according to their relevance for long-term organisational strategy, competitive position, qualitative, and (if possible) quantitative financial value drivers</p> <p>Table(s) summarising: Targets, performance against targets, and lessons learned for the current reporting period</p> <p>Targets for the next reporting period and medium-term objectives and goals (that is, three to five years) related to key risks and opportunities</p> <p>Concise description of governance mechanisms in place specifically to manage these risks and opportunities, and identification of other related risks and opportunities</p>			
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ORGANISATIONAL PROFILE

G4-3	a. Report the name of the organisation.	Core	Liberty Holdings Limited	
G4-4	a. Report the primary brands, products, and services.	Core	Who we are; About us	
G4-5	a. Report the location of the organisation’s headquarters.	Core	Liberty Life Centre, 1 Ameshoff Street,	

			Braamfontein, Johannesburg, 2001, South Africa	
G4-6	a. Report the number of countries where the organisation operates, and names of countries where either the organisation has significant operations or that are specifically relevant to the sustainability topics covered in the report.	Core	<u>Who we are;</u> Liberty has a footprint in 16 countries: Botswana; Kenya; Ghana; Lesotho; Malawi; Mauritius; Mozambique; Namibia; Nigeria; South Africa; South-Sudan; Swaziland; Tanzania; Uganda; Zambia; Zimbabwe	
G4-7	a. Report the nature of ownership and legal form.	Core	<u>Annexure: Summarised Financial Statements</u> and <u>AFS Annexure D: Analysis of ownership</u>	
G4-8	a. Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	Core	<u>Who we are;</u> <u>Creating value for customers;</u> <u>Our new organisational design;</u> <u>Our strategy at a glance</u>	
G4-9	a. Report the scale of the organisation, including: Total number of employees Total number of operations Net sales Total capitalisation broken down in terms of debt and equity Quantity of products or services provided	Core	Total number of employees: 10 563 (including commission-remunerated tied agents) Total number of operations: 16 Refer to <u>Performance review</u>	Number of employees;
G4-10	a. Report the total number of employees by employment contract and gender. b. Report the total number of permanent employees by employment type and gender.	Core	<u>Attract and retain quality employees;</u> In addition c, d, e and f are not considered material.	Number of employees;

	<p>c. Report the total workforce by employees and supervised workers and by gender.</p> <p>d. Report the total workforce by region and gender.</p> <p>e. Report whether a substantial portion of the organisation’s work is performed by workers who are legally recognised as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors.</p> <p>f. Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries).</p>			
<p>G4-11</p>	<p>a. Report the percentage of total employees covered by collective bargaining agreements.</p>	<p>Core</p>	<p><u>Attract and retain quality employees</u></p>	
<p>G4-12</p>	<p>a. Describe the organisation’s supply chain. Describe the main elements of the supply chain in relation to primary activities, products and services. Examples of elements that may define the structure and characteristics of an organisation's supply chain include:</p> <p>Sequence of activities or parties that provides products and services to the organisation</p> <p>Total number of suppliers engaged by the organisation and estimated number of suppliers in the supply chain</p> <p>Location of suppliers by country or region</p> <p>Types of suppliers (such as contractors, brokers, wholesalers, licensees).</p> <p>Estimated monetary value of payments made to suppliers.</p> <p>Sector-specific</p>	<p>Core</p>	<p><u>Transformation; Transforming our societies.</u></p> <p>As 97% of the group’s headline earnings and revenue originates from South African operations, the <u>B-BBEE</u> legislation and the <u>FSC</u> focuses on preferential procurement. Preferential procurement aims to ensure that black businesses in South Africa have access to markets and the associated requirements to grow into sustainable businesses. Liberty is a level 2 <u>BEE</u> contributor and classified as a value-adding supplier, a benefit that accrues to those who use Liberty as supplier. During 2014, Liberty’s weighted procurement spend directed to <u>BEE</u> suppliers amounted to R3,5 billion (2013: R3,3 billion) with 116% of procurement spend spent on <u>B-BBEE</u>-compliant suppliers (weighted).</p> <p>During the year, Liberty continued to embed its procurement policy and</p>	

	<p>characteristics of the supply chain (such as labour intensive)</p>		<p>operating model introduced in 2012. The current procurement policy shifts purchasing from a decentralised, business unit-led model to one in which procurement is conducted at a group level. The new centralised model will improve efficiency and cost savings. Although not a labour intensive industry, Liberty as a financial institution complies to the FSC, which guides transformation efforts and supports localisation of labour.</p>	
G4-13	<p>a. Report any significant changes during the reporting period regarding the organisation’s size, structure, ownership, or its supply chain, including:</p> <p>Changes in the location of, or changes in, operations, including facility openings, closings, and expansions</p> <p>Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organisations)</p> <p>Changes in the location of suppliers, the structure of the supply chain, or in relationships with suppliers, including selection and termination</p>	Core	<p>Chairman's review;</p> <p>Chief executive's review;</p> <p>AFS Appendix D;</p> <p>There have been no significant changes to the supply chain</p>	
G4-14	<p>a. Report whether and how the precautionary approach or principle is addressed by the organisation.</p>	Core	<p>Liberty applies the precautionary principle to all major investment and property development decisions, exercising caution to avoid potentially serious or irreversible harm to the environment despite lack of scientific certainty as to the likelihood, magnitude, or causation of that harm.</p>	
G4-15	<p>a. List externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or</p>	Core	<p>About our report.</p> <p>Code for Responsible Investing South Africa (CRISA), United Nations</p>	

	<p>which it endorses.</p>	<p>Principles for Responsible Investment (UN PRI), United Nations Global Compact (UNGC), Global Reporting Initiative G4 guidelines (GRI G4), International Integrated Reporting Council framework for Integrated Reporting (IIRC framework for IR), JSE SRI Johannesburg Stock Exchange Socially Responsible Investment Index (JSE SRI), AA1000 Accountability principles, King Code of Governance Principles for South Africa 2009, Financial Sector Charter (FSC), International Financial Reporting Standards (IFRS), South African Carbon Disclosure Project (CDP SA), Association for Savings & Investment SA codes, standards and guidelines (ASISA), South African Department of Trade and Industry B-BBEE Codes of Good Practice (B-BBEE code).</p>	
<p>G4-16</p>	<p>a. List memberships of associations (such as industry associations) and national or international advocacy organisations in which the organisation:</p> <ul style="list-style-type: none"> Holds a position on the governance body Participates in projects or committees Provides substantive funding beyond routine membership dues Views membership as strategic <p>This refers primarily to memberships maintained at the organisational level.</p>	<p>Core</p> <ul style="list-style-type: none"> Business Leadership SA (BLSA) Business Unity SA (BUSASA) South African Chamber of Commerce & Industry (SACCI) Business Against Crime The World Economic Forum (WEF) The Association for Savings and Investment South Africa (ASISA) Liberty Life Botswana (LLB) (a member of Liberty Holdings Limited) is a member of the Botswana Confederation of Commerce and Manpower (BOCCIM). Liberty Life Swaziland (a member of Liberty Holdings Limited) is a member of the Insurers Association of Swaziland as well as of the Federation of Swaziland Employers and Chamber of Commerce (FSE&CC). 	

			<p>The Heritage Insurance Company Tanzania Limited (a member of Liberty Holdings Limited) is a member of Confederation of Tanzania Industry.</p> <p>The Heritage Insurance Company Kenya (a member of Liberty Holdings Limited) is a member of the following associations:</p> <ul style="list-style-type: none"> Association of Kenya Insurers (AKI) Federation of Kenya Employers (FKE) The East African Association The Eastern Africa Association (eaa) <p>Liberty Life Namibia (a member of Liberty Holdings) is a member of the following:</p> <ul style="list-style-type: none"> the Life Assurer’s Association of Namibia (industry statutory body) the Namibia Training Authority (national skills development body) 	
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES				
G4-17	<p>a. List all entities included in the organisation’s consolidated financial statements or equivalent documents.</p> <p>b. Report whether any entity included in the organisation’s consolidated financial statements or equivalent documents is not covered by the report.</p> <p>The organisation can report on this Standard Disclosure by referencing the information in publicly available consolidated financial statements or equivalent documents.</p>	Core	<p>Entities included in financial statements: all Liberty subsidiaries including STANLIB.</p> <p>Sustainability review covers: all Liberty subsidiaries including STANLIB.</p> <p>Both reports cover domestic, and African operations.</p>	
G4-18	<p>a. Explain the process for defining the report content and the Aspect Boundaries.</p> <p>b. Explain how the organisation has</p>	Core	<p><u>Introduction and Materiality and capital dependencies</u></p>	

	implemented the Reporting Principles for Defining Report Content.		
G4-19	<p>a. List all the material Aspects identified in the process for defining report content.</p>	Core	<p>Economic performance; market presence; indirect economic aspects; procurement practices (SA only); energy; emissions; effluents and waste; compliance; employment; occupational health and safety; training and education; diversity and equal opportunity; equal remuneration for women and men; non-discrimination; freedom of association and collective bargaining; child labour; anti-corruption; public policy; compliance; product and service labelling; customer privacy; product portfolio; product compliance.</p>
G4-20	<p>a. For each material Aspect, report the Aspect Boundary within the organisation, as follows:</p> <p>Report whether the Aspect is material within the organisation</p> <p>If the Aspect is not material for all entities within the organisation (as described in G4-17), select one of the following two approaches and report either:</p> <p>The list of entities or groups of entities included in G4-17 for which the Aspect is not material or</p> <p>The list of entities or groups of entities included in G4-17 for which the Aspects is material</p> <p>Report any specific limitation regarding the Aspect Boundary within the organisation</p>	Core	<p>Economic performance; market presence; indirect economic aspects; procurement practices (SA only); energy; emissions; effluents and waste; compliance; employment; occupational health and safety; training and education; diversity and equal opportunity; equal remuneration for women and men; non-discrimination; freedom of association and collective bargaining; child labour; anti-corruption; public policy; compliance; product and service labelling; customer privacy; product portfolio; product compliance.</p>
G4-21	<p>a. For each material Aspect, report the Aspect Boundary outside the organisation, as follows:</p> <p>Report whether the Aspect is material outside of the organisation</p> <p>If the Aspect is material outside of the organisation,</p>	Core	<p>Refer to Deliver Sustainable Financial results; Attract and retain quality employees; Provide compliant and responsible financial services; Build Social and Relationship Capital and Focus on our Customers sections for disclosure on aspect boundary.</p>

	<p>identify the entities, groups of entities or elements for which the Aspect is material. In addition, describe the geographical location where the Aspect is material for the entities identified</p> <p>Report any specific limitation regarding the Aspect Boundary outside the organisation</p>			
G4-22	a. Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	Core	Certain retail policy information was not available in 2013, i.e. vodacom policy numbers for emerging consumer markets, but are included in the 2014 figures and have been restated for 2013.	
G4-23	a. Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	Core	No significant changes in scope or boundary	
STAKEHOLDER ENGAGEMENT				
G4-24	a. Provide a list of stakeholder groups engaged by the organisation.	Core	About our report.	
G4-25	a. Report the basis for identification and selection of stakeholders with whom to engage.	Core	Our stakeholders	
G4-26	a. Report the organisation's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	Core	How we create sustainable value; Focus on our customers; Attract and retain quality employees; Provide compliant and responsible financial services;	
G4-27	a. Report 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. Report the stakeholder groups that raised each of the key topics and concerns.	Core	Build social and relationship capital. <p>These engagements occurred as a part of business and not specifically as part of the report preparation process.</p>	
REPORT PROFILE				

G4-28	a. Reporting period (such as fiscal or calendar year) for information provided.	Core	1 January 2014 – 31 December 2014	
G4-29	a. Date of most recent previous report (if any).	Core	Integrated Annual Report 2013	
G4-30	a. Reporting cycle (such as annual, biennial).	Core	Annual	
G4-31	a. Provide the contact point for questions regarding the report or its contents.	Core	Sustainability contact(s): Nilesh Moodley (Group Sustainability Manager) nilesh.moodley@liberty.co.za OR sustainability@liberty.co.za	
G4-32	a. Report the 'in accordance' option the organisation has chosen. b. Report the <u>GRI Content Index</u> for the chosen option. c. Report the reference to the External Assurance Report, if the report has been externally assured. <u>GRI</u> recommends the use of external assurance but it is not a requirement to be 'in accordance' with the Guidelines	Core	a. This report is prepared in accordance with the 'Core' option. b. <u>GRI table</u> (this table) c. Please refer to the assurance statement	
G4-33	a. Report the organisation's policy and current practice with regard to seeking external assurance for the report. b. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided. c. Report the relationship between the organisation and the assurance providers. d. Report whether the highest governance body or senior executives are involved in seeking assurance for the organisation's sustainability report.	Core	a. Refer to assurance section and Combined assurance section ; b. Refer to assurance statement ; c. The external assurance providers are independent third-party service providers; and d. Assurance is the mandate of the Group Audit and Actuarial committee.	
GOVERNANCE				
G4-34	a. Report the governance structure of the organisation,	Core	Governance structures at Liberty . The committee	

	including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.		responsible for decision-making on economic, environmental and social impacts is the Social, Ethics and Transformation Committee (SET).	
G4-35	a. Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.		<u>Governance structures at Liberty</u> . The Social, Ethics and Transformation Committee (SET) delegates accountability to Group Exco which utilises management oversight committees to execute projects in line with the mandate from the board.	
G4-36	a. Report whether the organisation has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body.		The Divisional Director for Corporate Affairs, the management structure housing Group Sustainability Management, attends the Social and Ethics and Transformation committee as and when required.	
G4-37	a. Report processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to whom and any feedback processes to the highest governance body.		Consultation is facilitated through the AGM and is managed in a decentralised manner through business units interaction with key stakeholders. Through management committees and exco processes these topics are provided to the SET committee.	
G4-38	a. Report the composition of the highest governance body and its committees by: Executive or non-executive Independence Tenure on the governance body Number of each individual's other significant positions and commitments, and the nature of the commitments Gender Membership of under-represented social groups Competencies relating to economic, environmental and social impacts		<u>Governance structures at Liberty</u>	

	Stakeholder representation		
G4-39	a. Report whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the organisation’s management and the reasons for this arrangement).		Governance structures at Liberty . Liberty’s chairman Jacko Maree is a non-executive and group chairman.
G4-40	a. Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members, including: Whether and how diversity is considered Whether and how independence is considered Whether and how expertise and experience relating to economic, environmental and social topics are considered Whether and how stakeholders (including shareholders) are involved		Governance structures at Liberty and link to full board and standing committee mandates
G4-41	a. Report processes for the highest governance body to ensure conflicts of interest are avoided and managed. Report whether conflicts of interest are disclosed to stakeholders, including, as a minimum: Cross-board membership Cross-shareholding with suppliers and other stakeholders Existence of controlling shareholder Related party disclosures		Governance at Liberty and link to full board and standing committee mandates
G4-42	a. Report the highest governance body’s and senior executives’ roles in the development, approval, and updating of the organisation’s purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.		Governance at Liberty . This is the mandate of the SET committee.

<p>G4-43</p>	<p>a. Report the measures taken to develop and enhance the highest governance body’s collective knowledge of economic, environmental and social topics.</p>	<p><u>Governance at Liberty – Induction of new directors and ongoing information updates</u> . Papers updating sustainability issues are sent to the board and the SET Committee covering a wide range of economic, environmental and social issues.</p>	
<p>G4-44</p>	<p>a. Report the processes for evaluation of the highest governance body’s performance with respect to governance of economic, environmental and social topics. Report whether such evaluation is independent or not, and its frequency. Report whether such evaluation is a self-assessment.</p> <p>b. Report actions taken in response to evaluation of the highest governance body’s performance with respect to governance of economic, environmental and social topics, including, as a minimum, changes in membership and organisational practice.</p>	<p><u>Governance at Liberty – Board evaluation and the Induction of new directors and ongoing information updates</u> .</p>	
<p>G4-45</p>	<p>a. Report the highest governance body’s role in the identification and management of economic, environmental and social impacts, risks, and opportunities. Include the highest governance body’s role in the implementation of due diligence processes.</p> <p>b. Report whether stakeholder consultation is used to support the highest governance body’s identification and management of economic, environmental and social impacts, risks, and opportunities.</p>	<p><u>Governance at Liberty – Induction of new directors and ongoing information updates</u> . Board papers are created which provide regular updates of sustainability issues and are sent to the board and the SET Committee covering a wide range of economic, environmental and social issues. Issues identified through stakeholder management are included in the SET committee quarterly meetings.</p>	
<p>G4-46</p>	<p>a. Report the highest governance body’s role in reviewing the effectiveness of the organisation’s risk management processes for economic, environmental and social topics.</p>	<p><u>Our strategy delivery</u>. Papers updating sustainability issues which include opportunities and risks are sent to the board and the SET Committee covering a wide range of economic, environmental and social</p>	

			issues.	
G4-47	a. Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.		Quarterly.	
G4-48	a. Report the highest committee or position that formally reviews and approves the organisation's sustainability report and ensures that all material Aspects are covered.		The Social, Ethics and Transformation committee, a board committee, has this mandate.	
G4-49	a. Report the process for communicating critical concerns to the highest governance body.		<u>Our strategy delivery</u> . Papers updating sustainability issues which include opportunities and risks are sent to the board and the SET Committee covering a wide range of economic, environmental and social issues. There is a separate risk committee which also deals with communicating critical concerns.	
G4-50	a. Report the nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.		The top eight critical risks are listed in the <u>strategy delivery</u> section. These form part of aspects that link to Liberty's five material issues i.e. Attract and retain quality employees, build social and relationship capital, deliver sustainable financial results, focus on our customers and provide compliant and responsible financial services.	
G4-51	a. Report the remuneration policies for the highest governance body and senior executives for the below types of remuneration: Fixed pay and variable pay: Performance-based pay Equity-based pay Bonuses Deferred or vested shares Sign-on bonuses or recruitment incentive payments Termination payments		<u>Governance of remuneration</u> . Key performance indicators are set for each employee annually, including business unit heads and executives. Remuneration is linked to performance in these areas. Where environmental and social performance is key in certain business units such as Corporate Social Investment Transformation and Sustainability Management employees are remunerated according to performance against social or environmental objectives.	

	<p>Clawbacks</p> <p>Retirement benefits, including the difference between benefit schemes and contribution rates for the highest governance body, senior executives, and all other employees</p> <p>b. Report how performance criteria in the remuneration policy relate to the highest governance body's and senior executives' economic, environmental and social objectives.</p>		
G4-52	<p>a. Report the process for determining remuneration. Report whether remuneration consultants are involved in determining remuneration and whether they are independent of management. Report any other relationships which the remuneration consultants have with the organisation.</p>		<u>Governance of remuneration.</u>
G4-53	<p>a. Report how stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable.</p>		This is monitored internally but not reported publicly
G4-54	<p>a. Report the ratio of the annual total compensation for the organisation's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country.</p>		This is monitored internally but not reported publicly
G4-55	<p>a. Report the ratio of percentage increase in annual total compensation for the organisation's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country.</p>		This is monitored internally but not reported publicly
ETHICS AND INTEGRITY			

G4-56	a. Describe the organisation’s values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics.	Core	Who we are. Provide compliant and responsible financial services. The Code of Ethics
G4-57	a. Report the internal and external mechanisms for seeking advice on ethical and lawful behaviour, and matters related to organisational integrity, such as helplines or advice lines.		Ethics and Compliance section: Liberty’s employees and contractors are encouraged to report suspected cases of fraud and corruption in writing to a dedicated email address (fraud@liberty.co.za). KPMG Inc. also manages a fraud hotline that enables employees, customers or members of the public to anonymously report fraud in line with the requirements of the Protected Disclosures Act.
G4-58	a. Report the internal and external mechanisms for reporting concerns about unethical or unlawful behaviour, and matters related to organisational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.		Provide compliant and responsible financial services

SPECIFIC STANDARD DISCLOSURES

DMA and Indicators	Disclosure Requirements	Category	Assured
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CATEGORY: ECONOMIC

ASPECT: ECONOMIC PERFORMANCE

G4-DMA Generic Disclosures on Management Approach	<p>a. Report why the Aspect is material. Report the impacts that make this Aspect material.</p> <p>b. Report how the organisation manages the material Aspect or its impacts.</p> <p>c. Report the evaluation of the management approach, including:</p> <p style="padding-left: 40px;">The mechanisms for evaluating the effectiveness of the management approach</p> <p style="padding-left: 40px;">The results of the evaluation of the management approach</p> <p style="padding-left: 40px;">Any related adjustments to the management approach</p>	Core	<p>Refer to: Build social and relationship capital</p> <p>Focus on our customers: Our approach to creating value for customers</p> <p>Refer to AFS – Appendix J – Six year review</p>
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<p>G4-EC2</p> <p>Financial implications and other risks and opportunities for the organisation's activities due to climate change</p>	<p>a. Report risks and opportunities posed by climate change that have the potential to generate substantive changes in operations, revenue or expenditure, including:</p> <p>A description of the risk or opportunity and its classification as either physical, regulatory, or other</p> <p>A description of the impact associated with the risk or opportunity</p> <p>The financial implications of the risk or opportunity before action is taken</p> <p>The methods used to manage the risk or opportunity</p> <p>The costs of actions taken to manage the risk or opportunity</p>		<p>Refer to Build social and relationship capital: Managing our environmental impact and Key engagement activities. Also refer to Carbon Disclosure Project 2015 response.</p>	
<p>ASPECT: MARKET PRESENCE</p>				
<p>G4-DMA</p> <p>Generic Disclosures on Management Approach</p>	<p>a. Report why the Aspect is material. Report the impacts that make this Aspect material.</p> <p>b. Report how the organisation manages the material Aspect or its impacts.</p> <p>c. Report the evaluation of the management approach, including:</p> <p>The mechanisms for evaluating the effectiveness of the management approach</p> <p>The results of the evaluation of the management approach</p> <p>Any related adjustments to the management approach</p>	<p>Core</p>	<p>Chief executive's review;</p>	
<p>G4-EC6</p> <p>Proportion of senior management hired from the local community at significant locations of operation</p>	<p>a. Report the percentage of senior management at significant locations of operation that are hired from the local community.</p> <p>b. Report the definition of 'senior management' used.</p>		<p>Refer to Employee engagement</p>	

	<p>c. Report the organisation’s geographical definition of ‘local’.</p> <p>d. Report the definition used for ‘significant locations of operation’.</p>			
ASPECT: INDIRECT ECONOMIC IMPACTS				
<p>G4-DMA</p> <p>Generic Disclosures on Management Approach</p>	<p>a. Report why the Aspect is material. Report the impacts that make this Aspect material.</p> <p>b. Report how the organisation manages the material Aspect or its impacts.</p> <p>c. Report the evaluation of the management approach, including:</p> <p style="padding-left: 40px;">The mechanisms for evaluating the effectiveness of the management approach</p> <p style="padding-left: 40px;">The results of the evaluation of the management approach</p> <p style="padding-left: 40px;">Any related adjustments to the management approach</p>	<p>Core</p>	<p>Refer to Build social and relationship capital: Our approach to corporate social investment (CSI)</p>	
<p>G4-EC7</p> <p>Development and impact of infrastructure investments and services supported</p>	<p>a. Report the extent of development of significant infrastructure investments and services supported.</p> <p>b. Report the current or expected impacts on communities and local economies. Report positive and negative impacts where relevant.</p> <p>c. Report whether these investments and services are commercial, in-kind, or pro bono engagements.</p>		<p>Refer to Build social and relationship capital: Our approach to corporate social investment (CSI)</p>	<p>CSI spend</p>
ASPECT: PROCUREMENT PRACTICES				
<p>G4-DMA</p> <p>Generic Disclosures on Management Approach</p>	<p>a. Report why the Aspect is material. Report the impacts that make this Aspect material.</p> <p>b. Report how the organisation manages the material Aspect or its impacts.</p> <p>c. Report the evaluation of the management approach, including:</p>	<p>Core</p>	<p>Build social and relationship capital</p>	

	<p>The mechanisms for evaluating the effectiveness of the management approach</p> <p>The results of the evaluation of the management approach</p> <p>Any related adjustments to the management approach</p>			
<p>G4-EC9</p> <p>Proportion of spending on local suppliers at significant locations of operation</p>	<p>a. Report the percentage of the procurement budget used for significant locations of operation spent on suppliers local to that operation (such as percentage of products and services purchased locally).</p> <p>b. Report the organisation’s geographical definition of ‘local’.</p> <p>c. Report the definition used for ‘significant locations of operation’.</p>		<p>Liberty's preferential procurement policies and practices benefit a wide range of suppliers, which in turn has a multiplier effect on the wider economy. In 2014, Liberty’s spend on qualifying small enterprises was R856 million, and spend on black-owned enterprises was R847 million in 2014 spend on qualifying small enterprises was R965 million and spend on black-owned enterprises was R699 million. Local is defined as representative of a particular country. South Africa is used in this context as the majority of business is based in South Africa.</p>	<p>Preferential procurement spend</p>
CATEGORY: ENVIRONMENTAL				
ASPECT: ENERGY				
<p>G4-DMA</p> <p>Generic Disclosures on Management Approach</p>	<p>a. Report why the Aspect is material. Report the impacts that make this Aspect material.</p> <p>b. Report how the organisation manages the material Aspect or its impacts.</p> <p>c. Report the evaluation of the management approach, including:</p> <p>The mechanisms for evaluating the effectiveness of the management approach</p> <p>The results of the evaluation of the management approach</p> <p>Any related adjustments to the management approach</p>	<p>Core</p>	<p>Refer to Online Sustainability – Build social and relationship capital: our approach to environmental stewardship and Key engagement activities</p>	
<p>G4-EN3</p>	<p>a. Report total fuel consumption from non-</p>		<p>a. Refer to Online Sustainability – Build social</p>	<p>Energy consumption</p>

<p>Energy consumption within the organisation</p>	<p>renewable sources in joules or multiples, including fuel types used.</p> <p>b. Report total fuel consumption from renewable fuel sources in joules or multiples, including fuel types used.</p> <p>c. Report in joules, watt-hours or multiples, the total:</p> <p style="padding-left: 40px;">Electricity consumption</p> <p style="padding-left: 40px;">Heating consumption</p> <p style="padding-left: 40px;">Cooling consumption</p> <p style="padding-left: 40px;">Steam consumption</p> <p>d. Report in joules, watt-hours or multiples, the total:</p> <p style="padding-left: 40px;">Electricity sold</p> <p style="padding-left: 40px;">Heating sold</p> <p style="padding-left: 40px;">Cooling sold</p> <p style="padding-left: 40px;">Steam sold</p> <p>e. Report total energy consumption in joules or multiples.</p> <p>f. Report standards, methodologies, and assumptions used.</p> <p>g. Report the source of the conversion factors used.</p>	<p><u>and relationship capital: Managing our environmental impact.</u></p> <p>b. Not material. Liberty is investing into renewable energy projects</p> <p>c. Refer to <u>Build social and relationship capital: Managing our environmental impact under carbon footprint.</u></p> <p>d. Liberty does not sell energy back to the grid.</p> <p>e. Total energy consumed = 40 224 241.525 kWh f & g. Refer to <u>Online Sustainability – Build social and relationship capital: Carbon footprint table</u></p>	
ASPECT: EMISSIONS			
<p>G4-DMA</p> <p>Generic Disclosures on Management Approach</p>	<p>a. Report why the Aspect is material. Report the impacts that make this Aspect material.</p> <p>b. Report how the organisation manages the material Aspect or its impacts.</p> <p>c. Report the evaluation of the management approach, including:</p> <p style="padding-left: 40px;">The mechanisms for evaluating the effectiveness of the management approach</p> <p style="padding-left: 40px;">The results of the evaluation of the management approach</p> <p style="padding-left: 40px;">Any related adjustments to</p>	<p>Core Refer to <u>Build social and relationship capital: our approach to environmental stewardship and Key engagement activities and Carbon Disclosure Project 2015 response.</u></p>	

	the management approach		
<p>G4-EN15</p> <p>Direct greenhouse gas (GHG) emissions (Scope 1)</p>	<p>a. Report gross direct (Scope 1) GHG emissions in metric tons of CO₂ equivalent, independent of any GHG trades, such as purchases, sales, or transfers of offsets or allowances.</p> <p>b. Report gases included in the calculation (whether CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, or all).</p> <p>c. Report biogenic CO₂ emissions in metric tons of CO₂ equivalent separately from the gross direct (Scope 1) GHG emissions.</p> <p>d. Report the chosen base year, the rationale for choosing the base year, emissions in the base year, and the context for any significant changes in emissions that triggered recalculations of base year emissions.</p> <p>e. Report standards, methodologies, and assumptions used.</p> <p>f. Report the source of the emission factors used and the global warming potential (GWP) rates used or a reference to the GWP source.</p> <p>g. Report the chosen consolidation approach for emissions (equity share, financial control, operational control).</p>	<p>a. Refer to Build social and relationship capital: Managing our environmental impact under carbon footprint table.</p> <p>b. Liberty scope 1 includes CO₂</p> <p>c. Not applicable, Liberty does not use biomass fuel. Also refer to Responsible Environmental Management including carbon dioxide emissions</p>	<p>Scope 1 emissions</p>
<p>G4-EN16</p> <p>Energy indirect greenhouse gas (GHG) emissions (Scope 2)</p>	<p>a. Report gross energy indirect (Scope 2) GHG emissions in metric tons of CO₂ equivalent, independent of any GHG trades, such as purchases, sales, or transfers of offsets or allowances.</p> <p>b. Report gases included in the calculation, if available.</p> <p>c. Report the chosen base year, the rationale for choosing the base year, emissions in the base year, and the context for any</p>	<p>a. Refer to build social and relationship capital: Managing our environmental impact provided under carbon footprint emissions table. Liberty includes purchased electricity coming from Eskom</p> <p>b. Liberty scope 2 includes CO₂ Also refer to Responsible Environmental Management including carbon dioxide emissions</p>	<p>Scope 2 emissions</p>

	<p>significant changes in emissions that triggered recalculations of base year emissions.</p> <p>d. Report standards, methodologies, and assumptions used.</p> <p>e. Report the source of the emission factors used and the global warming potential (GWP) rates used or a reference to the GWP source, if available.</p> <p>f. Report the chosen consolidation approach for emissions (equity share, financial control, operational control).</p>		
<p>G4-EN17</p> <p>Other indirect greenhouse gas (GHG) emissions (Scope 3)</p>	<p>a. Report gross other indirect (Scope 3) GHG emissions in metric tons of CO₂ equivalent, excluding indirect emissions from the generation of purchased or acquired electricity, heating, cooling, and steam consumed by the organisation (these indirect emissions are reported in Indicator G4-EN16). Exclude any GHG trades, such as purchases, sales, or transfers of offsets or allowances.</p> <p>b. Report gases included in the calculation, if available.</p> <p>c. Report biogenic CO₂ emissions in metric tons of CO₂ equivalent separately from the gross other indirect (Scope 3) GHG emissions.</p> <p>d. Report other indirect (Scope 3) emissions categories and activities included in the calculation.</p> <p>e. Report the chosen base year, the rationale for choosing the base year, emissions in the base year, and the context for any significant changes in emissions that triggered recalculations of base year emissions.</p> <p>f. Report standards, methodologies, and assumptions used.</p>	<p>a. Refer to build social and relationship capital:Managing our environmental impact under carbon footprint table.</p> <p>b. Liberty scope 3 includes CO₂</p> <p>c. Not applicable , liberty does not use biomass fuel refer to Responsible Environmental Management including carbon dioxide emissions</p>	<p>Scope 3 emissions</p>

	g. Report the source of the emission factors used and the global warming potential (GWP) rates used or a reference to the GWP source, if available.			
G4-EN18 Greenhouse gas (GHG) emissions intensity	<p>a. Report the GHG emissions intensity ratio.</p> <p>b. Report the organisation-specific metric (the ratio denominator) chosen to calculate the ratio.</p> <p>c. Report the types of GHG emissions included in the intensity ratio: direct (Scope 1), energy indirect (Scope 2), other indirect (Scope 3).</p> <p>d. Report gases included in the calculation.</p>		7.32 (commission and permanent staff). scope 1 + scope 2/FTE. Build social and relationship capital	
G4-EN19 Reduction of greenhouse gas (GHG) emissions	<p>a. Report the amount of GHG emissions reductions achieved as a direct result of initiatives to reduce emissions, in metric tons of CO₂ equivalent.</p> <p>b. Report gases included in the calculation (whether CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, or all).</p> <p>c. Report the chosen base year or baseline and the rationale for choosing it.</p> <p>d. Report standards, methodologies, and assumptions used.</p> <p>e. Report whether the reductions in GHG emissions occurred in direct (Scope 1), energy indirect (Scope 2), other indirect (Scope 3) emissions.</p>		<p>Refer to Build social and relationship capital: our approach to environmental stewardship, Key engagement activities and Managing our environmental impact.</p> <p>Refer to (IR): Responsible Environmental Management. Energy usage reduction and consequent carbon emission reduction is currently a focus for Liberty and specific projects have been launched to address these issues in 2014.</p>	
ASPECT: EFFLUENTS AND WASTE				
G4-DMA Generic Disclosures on Management Approach	<p>a. Report why the Aspect is material. Report the impacts that make this Aspect material.</p> <p>b. Report how the organisation manages the material Aspect or its impacts.</p>	Core	Responsible environmental management	

	<p>c. Report the evaluation of the management approach, including:</p> <p>The mechanisms for evaluating the effectiveness of the management approach</p> <p>The results of the evaluation of the management approach</p> <p>Any related adjustments to the management approach</p>			
<p>G4-EN23</p> <p>Total weight of waste by type and disposal method</p>	<p>a. Report the total weight of hazardous and non-hazardous waste, by the following disposal methods:</p> <p>Reuse</p> <p>Recycling</p> <p>Composting</p> <p>Recovery, including energy recovery</p> <p>Incineration (mass burn)</p> <p>Deep well injection</p> <p>Landfill</p> <p>On-site storage</p> <p>Other (to be specified by the organisation)</p> <p>b. Report how the waste disposal method has been determined:</p> <p>Disposed of directly by the organisation or otherwise directly confirmed</p> <p>Information provided by the waste disposal contractor</p> <p>organisational defaults of the waste disposal contractor</p>	<p>Total tonnage of recycling material recovered was 3 110, including:</p> <p>Paper</p> <p>Plastics</p> <p>Cans</p> <p>Glass</p> <p>Other</p> <p>Tonnage of waste to landfill : 5 788 631 Link: non-financial indicator spreadsheet (G4 specific disclosure) and (OSR) under Recycling at Liberty-owned shopping centres</p> <p>Not reported: IT waste as data will be available in 2016.</p>		
ASPECT: COMPLIANCE				
<p>G4-DMA</p> <p>Generic Disclosures on Management Approach</p>	<p>a. Report why the Aspect is material. Report the impacts that make this Aspect material.</p> <p>b. Report how the organisation manages the material Aspect or its impacts.</p> <p>c. Report the evaluation of the management approach, including:</p>	<p>Core</p> <p>Provide responsible and compliant financial services section</p>		

	<p>The mechanisms for evaluating the effectiveness of the management approach</p> <p>The results of the evaluation of the management approach</p> <p>Any related adjustments to the management approach</p>			
<p>G4-EN29</p> <p>Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations</p>	<p>a. Report significant fines and non-monetary sanctions in terms of:</p> <p>Total monetary value of significant fines</p> <p>Total number of non-monetary sanctions</p> <p>Cases brought through dispute resolution mechanisms</p> <p>b. Where organisations have not identified any non-compliance with laws or regulations, a brief statement of this fact is sufficient.</p>		<p>Regulatory fines and penalties</p>	
SUB-CATEGORY: LABOUR PRACTICES AND DECENT WORK				
ASPECT: EMPLOYMENT				
<p>G4-DMA</p> <p>Generic Disclosures on Management Approach</p>	<p>a. Report why the Aspect is material. Report the impacts that make this Aspect material.</p> <p>b. Report how the organisation manages the material Aspect or its impacts.</p> <p>c. Report the evaluation of the management approach, including:</p> <p>The mechanisms for evaluating the effectiveness of the management approach</p> <p>The results of the evaluation of the management approach</p> <p>Any related adjustments to the management approach</p>	<p>Core</p>	<p>Refer to (OSR): Attract and retain quality employees and under Creating a sustainable talent pipeline</p> <p>Also refer to IR: Our people</p> <p>The Liberty group human resources department ensures that all employment and other human resource practices are compliant with the relevant legislation (e.g. Basic Conditions of Employment Act, the Labour Relations Act, the Employment Equity Act and the Occupational Health and Safety Act). The department is headed by the divisional director of human resources who reports directly to the executive of Group Strategic Services.</p> <p>Liberty has HR policies aligned to this legislation including policies on employment equity, training</p>	

			and development, and disciplinary and grievance procedures.
G4-LA1 Total number and rates of new employee hires and employee turnover by age group, gender and region	<p>a. Report the total number and rate of new employee hires during the reporting period, by age group, gender and region.</p> <p>b. Report the total number and rate of employee turnover during the reporting period, by age group, gender and region.</p>		Refer to (OSR) – Attract and retain quality employees: Tenure and turnover
G4-LA2 Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	<p>a. Report the benefits which are standard for full-time employees of the organisation but are not provided to temporary or part-time employees, by significant locations of operation. These include, as a minimum:</p> <ul style="list-style-type: none"> Life insurance Healthcare Disability and invalidity coverage Parental leave Retirement provision Stock ownership Others <p>b. Report the definition used for 'significant locations of operation'.</p>		<p>Benefits are provided to full-time employees and are not provided to temporary or part-time employees, by significant locations of operation. Benefits which are standard for full-time employees (SA Operations):</p> <ul style="list-style-type: none"> Life insurance Healthcare Disability and invalidity coverage Parental leave Retirement provision <p>Refer to IR: Meeting our employees needs</p>
G4-LA3 Return to work and retention rates after parental leave, by gender	<p>a. Report the total number of employees that were entitled to parental leave, by gender.</p> <p>b. Report the total number of employees that took parental leave, by gender.</p> <p>c. Report the total number of employees who returned to work after parental leave ended, by gender.</p> <p>d. Report the total number of employees who returned to work after parental leave ended who were still employed twelve months after their return to work, by gender.</p> <p>e. Report the return to work</p>		<p>Total number of employees entitled to parental leave, by gender: 3 358 females and 2 480 males.</p> <p>Total number of employees who took parental leave, by gender: 175 females and 93 males.</p> <p>Total number of employees who returned to work after taking parental leave ended, by gender: 174 females and 92 males.</p> <p>Total number of employees who returned to work after taking parental leave ended who were still employed twelve months after returning to work, by gender:</p>

	and retention rates of employees who took parental leave, by gender.		172 females and 87 males. Retention rates of employees who took parental leave, by gender: 75.18 females and 89.26 males	
ASPECT: OCCUPATIONAL HEALTH AND SAFETY				
G4-DMA Generic Disclosures on Management Approach	<p>a. Report why the Aspect is material. Report the impacts that make this Aspect material.</p> <p>b. Report how the organisation manages the material Aspect or its impacts.</p> <p>c. Report the evaluation of the management approach, including:</p> <p style="padding-left: 40px;">The mechanisms for evaluating the effectiveness of the management approach</p> <p style="padding-left: 40px;">The results of the evaluation of the management approach</p> <p style="padding-left: 40px;">Any related adjustments to the management approach</p>	Core	The Liberty group has trained OHS professionals who provide oversight of occupational health and safety for the group.	
G4-LA5 Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes	<p>a. Report the level at which each formal joint management-worker health and safety committee typically operates within the organisation.</p> <p>b. Report the percentage of the total workforce represented in formal joint management-worker health and safety committees.</p>		Liberty group has 268 health and safety representatives. This represents 2.9% of permanent South African salaried and commission remunerated staff. The safety representatives are appointed according to the occupational Health and Safety Act No 85 of 1993, which prescribes that one safety representative be appointed per 100 employees in the workplace.	
G4-LA6 Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	<p>a. Report types of injury, injury rate (IR), occupational diseases rate (ODR), lost day rate (LDR), absentee rate (AR) and work-related fatalities, for the total workforce (that is, total employees plus supervised workers), by:</p> <p style="padding-left: 40px;">Region</p> <p style="padding-left: 40px;">Gender</p> <p>b. Report types of injury, injury rate (IR), occupational</p>		Refer to (OSR) – Attract and retain quality employees: Employee wellness under South African salaried staff health and safety statistics table . This is reported as per the Occupational Health and Safety Act No 85 of 1993.	

	<p>diseases rate (ODR), lost day rate (LDR), absentee rate (AR) and work-related fatalities for independent contractors working on-site to whom the organisation is liable for the general safety of the working environment, by:</p> <p>Region</p> <p>Gender</p> <p>c. Report the system of rules applied in recording and reporting accident statistics.</p>			
ASPECT: TRAINING AND EDUCATION				
<p>G4-DMA</p> <p>Generic Disclosures on Management Approach</p>	<p>a. Report why the Aspect is material. Report the impacts that make this Aspect material.</p> <p>b. Report how the organisation manages the material Aspect or its impacts.</p> <p>c. Report the evaluation of the management approach, including:</p> <p>The mechanisms for evaluating the effectiveness of the management approach</p> <p>The results of the evaluation of the management approach</p> <p>Any related adjustments to the management approach</p>	<p>Core</p>	<p>The Liberty group is guided by its internal training and development policy, legislation and workplace skills plan which complies with guidelines provided by INSETA (Insurance Sector of Education and Training Authority). The group makes technical, leadership and behavioural training available to all employees. Liberty has a dedicated training and development manager to oversee implementation and progress against the business unit's workplace skills plan.</p>	
<p>G4-LA9</p> <p>Average hours of training per year per employee by gender, and by employee category</p>	<p>a. Report the average hours of training that the organisation's employees have undertaken during the reporting period, by:</p> <p>Gender</p> <p>Employee category</p>		<p>Refer to Attract and retain quality employees: Career development under training statistics for South African workforce</p>	
<p>G4-LA10</p> <p>Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career</p>	<p>a. Report on the type and scope of programmes implemented and assistance provided to upgrade employee skills.</p> <p>b. Report on the transition assistance programmes provided to facilitate continued employability and the management of career endings resulting from</p>		<p>Refer to Attract and retain quality employees: Career, talent and succession management and Career development</p>	

endings	retirement or termination of employment.			
<p>G4-LA11</p> <p>Percentage of employees receiving regular performance and career development reviews, by gender and by employee category</p>	<p>a. Report the percentage of total employees by gender and by employee category who received a regular performance and career development review during the reporting period.</p>		<p><u>Performance review</u> – 100% of employees receive regular performance and career development reviews. All staff now receive a minimum of two performance review per year, with some areas of the business instituting quarterly or biannual feedback where appropriate.</p>	
ASPECT: DIVERSITY AND EQUAL OPPORTUNITY				
<p>G4-DMA</p> <p>Generic Disclosures on Management Approach</p>	<p>a. Report why the Aspect is material. Report the impacts that make this Aspect material.</p> <p>b. Report how the organisation manages the material Aspect or its impacts.</p> <p>c. Report the evaluation of the management approach, including:</p> <p style="padding-left: 40px;">The mechanisms for evaluating the effectiveness of the management approach</p> <p style="padding-left: 40px;">The results of the evaluation of the management approach</p> <p style="padding-left: 40px;">Any related adjustments to the management approach</p>	Core	<p>Refer to <u>Attract and retain quality employees: Building a diverse and inclusive workplace</u></p>	
<p>G4-LA12</p> <p>Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity</p>	<p>a. Report the percentage of individuals within the organisation’s governance bodies in each of the following diversity categories:</p> <p style="padding-left: 40px;">Gender</p> <p style="padding-left: 40px;">Age group: under 30 years old, 30–50 years old, over 50 years old</p> <p style="padding-left: 40px;">Minority groups</p> <p style="padding-left: 40px;">Other indicators of diversity where relevant</p> <p>b. Report the percentage of employees per employee category in each of the following diversity categories:</p> <p style="padding-left: 40px;">Gender</p> <p style="padding-left: 40px;">Age group: under 30 years old, 30–50 years old, over</p>		<p>Refer to <u>Attract and retain quality employees: Building a diverse and inclusive workplace under the Workforce headcount table</u></p>	

	<p>50 years old</p> <p>Minority groups</p> <p>Other indicators of diversity where relevant</p>		
ASPECT: EQUAL REMUNERATION FOR WOMEN AND MEN			
<p>G4-DMA</p> <p>Generic Disclosures on Management Approach</p>	<p>a. Report why the Aspect is material. Report the impacts that make this Aspect material.</p> <p>b. Report how the organisation manages the material Aspect or its impacts.</p> <p>c. Report the evaluation of the management approach, including:</p> <p style="padding-left: 40px;">The mechanisms for evaluating the effectiveness of the management approach</p> <p style="padding-left: 40px;">The results of the evaluation of the management approach</p> <p style="padding-left: 40px;">Any related adjustments to the management approach</p>	<p>Core</p> <p>Refer to Attract and retain quality employees: Remuneration and rewards and IR: Variable remuneration ratio linked to financial outperformance</p>	
<p>G4-LA13</p> <p>Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation</p>	<p>a. Report the ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation.</p> <p>b. Report the definition used for 'significant locations of operation'.</p>	<p>Ratio of basic salary by employment category (M:W) (SA only) Top management 1:0 Senior management 1.16:1 Professionally qualified 1.18:1 Skilled technical 1.02:1 Semi-skilled 1:1.09 Unskilled 1.05:1 Also refer to Remuneration of Liberty's people</p>	
SUB-CATEGORY: HUMAN RIGHTS			
ASPECT: NON-DISCRIMINATION			
<p>G4-DMA</p> <p>Generic Disclosures on Management Approach</p>	<p>a. Report why the Aspect is material. Report the impacts that make this Aspect material.</p> <p>b. Report how the organisation manages the material Aspect or its impacts.</p> <p>c. Report the evaluation of the management approach, including:</p> <p style="padding-left: 40px;">The mechanisms for evaluating the effectiveness of the management approach</p> <p style="padding-left: 40px;">The results of the</p>	<p>Core</p> <p>The value balance between employees and shareholders.</p> <p>Liberty complies with the relevant legislation (e.g. the Constitution of South Africa and the Employment Equity Act) which governs non-discrimination in the work place.</p> <p>Employee grievances can be reported to the industrial relations department (part of the group human resources function), which also provides training to staff and line managers on avoiding,</p>	

	<p>evaluation of the management approach</p> <p>Any related adjustments to the management approach</p>		<p>managing and reporting discrimination at Liberty. The grievance and disciplinary procedures are included in the employee handbook and the Liberty intranet, and are also covered in the induction training for new staff.</p>	
<p>G4-HR3</p> <p>Total number of incidents of discrimination and corrective actions taken</p>	<p>a. Report the total number of incidents of discrimination during the reporting period.</p> <p>b. Report the status of the incidents and the actions taken with reference to the following:</p> <p>Incident reviewed by the organisation</p> <p>Remediation plans being implemented</p> <p>Remediation plans have been implemented and results reviewed through routine internal management review processes</p> <p>Incident no longer subject to action</p>		<p>a. Number of cases of discrimination filed: 1</p>	
ASPECT: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING				
<p>G4-DMA</p> <p>Generic Disclosures on Management Approach</p>	<p>a. Report why the Aspect is material. Report the impacts that make this Aspect material.</p> <p>b. Report how the organisation manages the material Aspect or its impacts.</p> <p>c. Report the evaluation of the management approach, including:</p> <p>The mechanisms for evaluating the effectiveness of the management approach</p> <p>The results of the evaluation of the management approach</p> <p>Any related adjustments to the management approach</p>	<p>Core</p>	<p>Liberty supports its employees' right to freedom of association in line with the International Labour Organisation's principles. No collective bargaining agreements are currently in place as only a very small proportion (approximately less than 5% of total workforce) are members of <u>SASBO</u>.</p> <p>Although Liberty prefers to remain the first point of engagement with employees, we engage with <u>SASBO</u> with a view to maintaining effective relations with <u>SASBO</u> going forward.</p>	
<p>G4-HR4</p> <p>Operations and suppliers identified in which the right to</p>	<p>a. Report operations and suppliers in which employee rights to exercise freedom of association or collective bargaining may be violated or</p>		<p>No significant risk was identified in any operations. Freedom of association and collective bargaining are covered in our induction</p>	

<p>exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights</p>	<p>at significant risk either in terms of:</p> <p>Type of operation (such as manufacturing plant) and supplier</p> <p>Countries or geographical areas with operations and suppliers considered at risk</p> <p>b. Report measures taken by the organisation in the reporting period intended to support rights to exercise freedom of association and collective bargaining.</p>	<p>programme for new employees. In South Africa, although Liberty prefers to remain the first point of engagement with employees, we engage with SASBO with a view to maintaining effective relations with SASBO going forward. During 2014, no strike action took place.</p>	
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ASPECT: CHILD LABOUR

<p>G4-DMA</p> <p>Generic Disclosures on Management Approach</p>	<p>a. Report why the Aspect is material. Report the impacts that make this Aspect material.</p> <p>b. Report how the organisation manages the material Aspect or its impacts.</p> <p>c. Report the evaluation of the management approach, including:</p> <p>The mechanisms for evaluating the effectiveness of the management approach</p> <p>The results of the evaluation of the management approach</p> <p>Any related adjustments to the management approach</p>	<p>Core</p> <p>Liberty adheres to the provisions of the Basic Conditions of Employment Act and international standards regarding child labour. In terms of the group’s recruitment practices, the recruitment and administration department (part of group human resources) verifies prospective employees’ identity documents through Kroll (an independent verification agency) to ensure compliance with minimum age requirements.</p> <p>As a part of its investment research process, STANLIB considers a number of environmental, social and governance issues. Among these are topics related to human rights. Analysts apply this process to all potential investments. Furthermore, as part of its due diligence reviews, LibFin ensures that ESG considerations are taken into account in investment decisions.</p>	
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<p>G4-HR5</p> <p>Operations and suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour</p>	<p>a. Report operations and suppliers considered to have significant risk for incidents of:</p> <p>Child labour</p> <p>Young workers exposed to hazardous work</p> <p>b. Report operations and suppliers considered to have significant risk for incidents of child labour either in terms of:</p>	<p>No significant risk was identified in any operations. Freedom of association and collective bargaining are covered in our induction programme for new employees.</p>	
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	<p>Type of operation (such as manufacturing plant) and supplier</p> <p>Countries or geographical areas with operations and suppliers considered at risk</p> <p>c. Report measures taken by the organisation in the reporting period intended to contribute to the effective abolition of child labour.</p>			
SUB-CATEGORY: SOCIETY				
ASPECT: ANTI-CORRUPTION				
<p>G4-DMA</p> <p>Generic Disclosures on Management Approach</p>	<p>a. Report why the Aspect is material. Report the impacts that make this Aspect material.</p> <p>b. Report how the organisation manages the material Aspect or its impacts.</p> <p>c. Report the evaluation of the management approach, including:</p> <p style="padding-left: 20px;">The mechanisms for evaluating the effectiveness of the management approach</p> <p style="padding-left: 20px;">The results of the evaluation of the management approach</p> <p style="padding-left: 20px;">Any related adjustments to the management approach</p>	<p>Core</p>	<p><u>Provide compliant and responsible financial services</u></p>	
<p>G4-SO5</p> <p>Confirmed incidents of corruption and actions taken</p>	<p>a. Report the total number and nature of confirmed incidents of corruption.</p> <p>b. Report the total number of confirmed incidents in which employees were dismissed or disciplined for corruption.</p> <p>c. Report the total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption.</p> <p>d. Report public legal cases regarding corruption brought against the organisation or its employees during the</p>		<p>Refer to <u>Provide compliant and responsible financial services</u>.</p>	<p>Number of new cases of fraud</p>

	reporting period and the outcomes of such cases.			
ASPECT: PUBLIC POLICY				
G4-DMA Generic Disclosures on Management Approach	<p>a. Report why the Aspect is material. Report the impacts that make this Aspect material.</p> <p>b. Report how the organisation manages the material Aspect or its impacts.</p> <p>c. Report the evaluation of the management approach, including:</p> <p style="padding-left: 40px;">The mechanisms for evaluating the effectiveness of the management approach</p> <p style="padding-left: 40px;">The results of the evaluation of the management approach</p> <p style="padding-left: 40px;">Any related adjustments to the management approach</p>	Core	<p>Refer to About our report for a list of public policy initiatives and lobbyist groups. Refer to how we create sustainable value for stakeholder groups:</p> <p>Investors; Customers; Our people (employees); Regulators; Communities.</p> <p>Liberty is also listed on the JSE SRI index of constituents for 2013 supporting it's commitment to sustainability.</p>	
G4-SO6 Total value of political contributions by country and recipient/beneficiary	<p>a. Report the total monetary value of financial and in-kind political contributions made directly and indirectly by the organisation by country and recipient/beneficiary.</p> <p>b. Report how the monetary value of in-kind contributions was estimated, if applicable.</p>		<p>Governance</p> <p>No contributions were made to political parties.</p>	
ASPECT: COMPLIANCE				
G4-DMA Generic Disclosures on Management Approach	<p>a. Report why the Aspect is material. Report the impacts that make this Aspect material.</p> <p>b. Report how the organisation manages the material Aspect or its impacts.</p> <p>c. Report the evaluation of the management approach, including:</p> <p style="padding-left: 40px;">The mechanisms for evaluating the effectiveness of the management approach</p> <p style="padding-left: 40px;">The results of the evaluation of the management approach</p> <p style="padding-left: 40px;">Any related adjustments to</p>	Core	<p>Provide compliant and responsible financial services</p>	

	the management approach		
<p>G4-SO8</p> <p>Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations</p>	<p>a. Report significant fines and non-monetary sanctions in terms of:</p> <p>Total monetary value of significant fines</p> <p>Total number of non-monetary sanctions</p> <p>Cases brought through dispute resolution mechanisms</p> <p>b. If the organisation has not identified any non-compliance with laws or regulations, a brief statement of this fact is sufficient.</p> <p>c. Report the context against which significant fines and non-monetary sanctions were incurred.</p>		<p><u>Regulatory fines and penalties</u></p> <p>Not reported: Cases brought through dispute resolution mechanisms.</p>
SUB-CATEGORY: PRODUCT RESPONSIBILITY			
ASPECT: PRODUCT AND SERVICE LABELLING			
<p>G4-DMA</p> <p>Generic Disclosures on Management Approach</p>	<p>a. Report why the Aspect is material. Report the impacts that make this Aspect material.</p> <p>b. Report how the organisation manages the material Aspect or its impacts.</p> <p>c. Report the evaluation of the management approach, including:</p> <p>The mechanisms for evaluating the effectiveness of the management approach</p> <p>The results of the evaluation of the management approach</p> <p>Any related adjustments to the management approach</p>	Core	<p><u>Focus on our customers</u></p>
<p>G4-PR4</p> <p>Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of</p>	<p>a. Report the total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by:</p> <p>Incidents of non-compliance with regulations resulting in a fine or penalty</p>		<p>Refer to <u>regulatory fines and penalties</u></p>

outcomes	<p>Incidents of non-compliance with regulations resulting in a warning</p> <p>Incidents of non-compliance with voluntary codes</p> <p>b. If the organisation has not identified any non-compliance with regulations and voluntary codes, a brief statement of this fact is sufficient.</p>			
<p>G4-PR5</p> <p>Results of surveys measuring customer satisfaction</p>	<p>a. Report the results or key conclusions of customer satisfaction surveys (based on statistically relevant sample sizes) conducted in the reporting period relating to information about:</p> <p>The organisation as a whole</p> <p>A major product or service category</p> <p>Significant locations of operation</p>		<p>Refer to Focus on our customers: Customer satisfaction and Customer complaints.</p> <p>Also refer to (IR): Customer satisfaction</p>	
<p>G4-FS15</p> <p>Policies for the fair design and sale of financial products and services</p>	<p>a. Description and scope of these policies, principles and/or codes of conduct;</p> <p>b. Mechanisms for delivering these codes and principles;</p> <p>c. Identify the department(s) that will ensure the implementation of these policies, principles and/or codes of conduct; and</p> <p>d. The location of publicly available policies, principles and/or codes of conduct and product descriptions.</p>	<p>Core</p>	<p>Focus on our customers</p> <p>Also refer here</p>	
<p>G4-FS16</p> <p>Initiatives to enhance financial literacy by type of beneficiary</p>	<p>a. Goals of the initiative, including subject areas targeted;</p> <p>b. Main activities related to the initiative; and</p> <p>c. Target group/beneficiary.</p>	<p>Core</p>	<p>Build social and relationship capital.</p>	
ASPECT: CUSTOMER PRIVACY				
<p>G4-DMA</p> <p>Generic Disclosures</p>	<p>a. Report why the Aspect is material. Report the impacts that make this Aspect</p>	<p>Core</p>	<p>Focus on our customers</p>	

<p>on Management Approach</p>	<p>material.</p> <p>b. Report how the organisation manages the material Aspect or its impacts.</p> <p>c. Report the evaluation of the management approach, including:</p> <p style="padding-left: 40px;">The mechanisms for evaluating the effectiveness of the management approach</p> <p style="padding-left: 40px;">The results of the evaluation of the management approach</p> <p style="padding-left: 40px;">Any related adjustments to the management approach</p>			
<p>G4-PR8</p> <p>Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data</p>	<p>a. Report the total number of substantiated complaints received concerning breaches of customer privacy, categorized by:</p> <p style="padding-left: 40px;">Complaints received from outside parties and substantiated by the organisation</p> <p style="padding-left: 40px;">Complaints from regulatory bodies</p> <p>b. Report the total number of identified leaks, thefts, or losses of customer data.</p> <p>c. If the organisation has not identified any substantiated complaints, a brief statement of this fact is sufficient.</p>		<p><u>Focus on our customers</u></p>	<p>Number of complaints</p>
<p>ASPECT: COMPLIANCE</p>				
<p>G4-DMA</p> <p>Generic Disclosures on Management Approach</p>	<p>a. Report why the Aspect is material. Report the impacts that make this Aspect material.</p> <p>b. Report how the organisation manages the material Aspect or its impacts.</p> <p>c. Report the evaluation of the management approach, including:</p> <p style="padding-left: 40px;">The mechanisms for evaluating the effectiveness of the management approach</p> <p style="padding-left: 40px;">The results of the evaluation of the</p>	<p>Core</p>	<p><u>Provide compliant and responsible financial services and Focus on our customers</u></p>	

	<p>management approach</p> <p>Any related adjustments to the management approach</p>		
<p>G4-PR9</p> <p>Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services</p>	<p>a. Report the total monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.</p> <p>b. If the organisation has not identified any non-compliance with laws or regulations, a brief statement of this fact is sufficient.</p>		<p><u>Regulatory fines and penalties</u></p>
<p>ASPECT: PRODUCT PORTFOLIO</p>			
<p>G4-FS1</p> <p>Policies with specific environmental and social components applied to business lines.</p>	<p>Consider the environmental and social policies that are currently applied across business lines, which may include both global policies as well as policies applied only in specific markets/regions/subsidiaries. Policies may be designed specifically for one issue (i.e. “stand-alone”) or may be specific environmental and social commitments within policies that are designed to apply to sectors or general financing. For example, a sector policy on the chemicals industry could include specific requirements on environmental/social performance or risk management.</p> <p>a. Report any policies could pertain to issues such as: Climate change; Human rights; Resettlement of communities; Forestry; Investment in countries or regions that are controversial; and Specific industry sectors (e.g. mining, chemicals).</p> <p>b. Reporting organisations that do not have formal environmental and social policies applying to the activities of its business lines, but have incorporated assessment of environmental and social criteria into their risk management system should describe this in its response to FS2 rather</p>	<p>Core</p>	<p>Refer to the <u>Code of ethics</u></p> <p>Refer to <u>environmental commitment statement</u></p> <p>Refer to the <u>Responsibility of the social, ethics and transformation committee</u></p>

	<p>than FS1.</p> <p>c. Report the following: Policies and the body (e.g. Board of Directors) or department that approved it; Features of the policies (e.g. content, business lines covered, geographical areas, specific standards referenced); Key risks/opportunities/impacts that each policy is intended to address; Which policies are publicly available and where to find these policies; How policies influence decision-making about existing or future products/services and in engagement with stakeholders; and any specific exclusions required within the policies.</p>			
<p>G4-FS2</p> <p>Procedures for assessing and screening environmental and social risks in business lines.</p>	<p>Consider the existing procedures used in different business lines for assessing and screening environmental and social risks, specifically including those procedures used to implement policies reported in indicator FS1. These procedures may be designed specifically for one policy or issue or may be generic actions to follow to assess environmental and social risks as part of general risk assessment procedures.</p> <p>a. Identify the procedures applied if a significant risk is identified (e.g. initiating environmental impact assessments, human rights impact assessment, due diligence activities, commissioning reports and/or surveys, project categories).</p> <p>b. Report the following: The process and procedures used to screen and assess environmental and social risks, including the use of third-party, non-client consultants or other information sources for identifying and assessing risks. Where these relate to specific policies reported under FS1, this should be noted; The roles of the departments or committees</p>	<p>Core</p>	<p>The governance of sustainability is implemented by the board committees to which various aspects of sustainability are delegated. This includes the social, ethics and transformation committee. Sustainability issues affecting each business unit are discussed at all board meetings, including identifying and managing economic, environmental and social risks and opportunities. Sustainability issues that impact on strategy and the position of the organisation as a going concern are debated in full at the annual strategy session for board and executive committee members. The Sustainability Management and the Risk function dually deal with social and environmental risks which is tabled to the board committee <u>SET</u> to action and subsequently goes to management committees for execution.</p>	

	<p>responsible for implementing and monitoring the environmental and social risk assessment procedures; How outcomes influence transaction decisions (e.g. decision to decline or approve transaction, addition of preferential conditions, adding performance standards to the transaction, establishing monitor requirements); and The thresholds applied to determine whether environmental and social risk assessment is needed, including any variations by geography or across different products/services</p>			
<p>G4-FS3</p> <p>Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions.</p>	<p>The indicator applies to commercial and corporate banking, and insurance only. This does not apply to retail banking. This does not apply to asset management as the specific asset management issues related to screening and engagement are covered in indicators FS11 and FS5.</p> <p>Identify the method(s) (e.g. site visits) by which the reporting organisation monitors or assesses clients' fulfilment of agreed environmental and social objectives (e.g. those in loan covenants).</p> <p>Identify what form this monitoring or assessing takes (e.g. compliance monitoring, assessing changes to environmental/social significance or environmental/social aspects).</p> <p>Report the following: The method(s) used for tracking clients' fulfilment of agreed environmental and social improvement objectives; The form of this monitoring, including the frequency and duration of monitoring; and How non-compliance with agreements is addressed and the procedures that are undertaken following any breach of agreement</p>	<p>Core</p>	<p>Through LibFin and STANLIB, will continue to engage clients on environmental, social and governance (ESG) issues. Liberty participated in UN Principles for Responsible Investment engagement and was the highest rated ESG financial services company in the Legae Securities ESG Research report 2013.</p> <p>The value balance between communities and shareholders and Build social and relationship capital.</p>	

	or transaction conditions.		
<p>G4-FS4</p> <p>Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines.</p>	<p>Consider how the reporting organisation determines which staff require specific competencies to implement the environmental and social policies and procedures as applied to business lines.</p> <p>a. Consider how the training needs of the individual staff members are assessed, including methods such as staff appraisals, line manager recommendations, the use of questionnaires, or the use of tests.</p> <p>b. Consider the activities the reporting organisation uses to improve the competency of staff (e.g. onsite, off-site, mentoring).</p> <p>c. Identify how the reporting organisation monitors the quality and effectiveness of these activities including their impact on staff competencies.</p> <p>d. Report the following: The process(es) the reporting organisation uses to ensure staff managing environmental and social risks and opportunities have the competencies to implement the environmental and social policies and procedures as applied to business lines; and The recipients of these activities, the focus of the activities and whether the activities undertaken (training, mentoring etc.) are part of core training, additional or stand-alone/one-off training.</p>	<p>Core</p> <p>Liberty is a signatory to <u>CRISA</u> and UN PRI. Staff competency is increased internally through familiarisation with sustainability and <u>ESG</u> criteria in investment decisions and participation in forums and events.</p> <p><u>The value balance between communities and shareholders</u> and <u>Build social and relationship capital</u>.</p>	
<p>G4-FS5</p> <p>Interactions with clients/ investees/business partners regarding environmental and social risks and opportunities.</p>	<p>This indicator is intended to reflect an overview of interactions as a whole rather than a detailed catalogue of individual interactions. More detailed engagement reports should be referenced where available.</p> <p>a. Consider which clients are engaged with on environmental and social issues, and who engages on behalf of the reporting organisation (the individual(s)</p>	<p>Core</p> <p><u>The value balance between communities and shareholders</u> and <u>Build social and relationship capital</u>.</p>	

	<p>or organisation that undertakes the interaction on behalf of the financial institution). Clients, investees, and business partners can include: Clients (individuals or business); Companies that the reporting organisation has invested in; Business partners (e.g. people delivering things on your behalf); Recipients of capital or finance; Recipients of insurance; and Parties involved in the provision of insurance services (e.g. third-party organisations selling insurance on behalf of an insurer);</p> <p>c. In retail, commercial and corporate banking, and insurance the focus of interaction could be with clients. Asset management could focus on investee companies and insurance on business partners.</p> <p>d. Identify the aim(s) of the interaction or engagement. Among others, interactions may be aimed at examining clients' approaches to management of environmental and social risks.</p> <p>e. Report the following: Summary of interactions undertaken including primary topics, goals, and outcomes; The departments and/or organisations undertaking interactions; Methods adopted to prioritise topics and targets for interactions; Methods employed (e.g. face-to-face meetings, questionnaires); and the process for monitoring and following up the outcome of interactions.</p>			
<p>G4-FS6</p> <p>Percentage of the portfolio for business lines by specific region, size (e.g. micro/SME/large) and by sector.</p>	<p>a. Identify with which sectors, regions and company sizes the reporting organisation is undertaking financial transactions as part of its business activities. Size applies only to business lines with commercial and corporate customers and refers to microenterprise, small and medium-sized enterprises, or large</p>	<p>Core</p>	<p>Regions: Africa and other emerging markets.</p> <p>Client size: SMEs to large corporations.</p>	

	<p>organisations.</p> <p>b. Identify how the reporting organisation determines which sectors and regions have a potentially high social and environmental impact. (e.g. World Bank classifications)</p> <p>c. For each sector and region, determine the total value of the portfolio for the business lines.</p> <p>d. Report the following: The value of the portfolio for each business line as a percentage of the total or as a total monetary value based on “on-balance sheet” assets; The approach used to determine whether a sector or region presents a potential high environmental or social impact; and Provide details of classifications used for regions, sizes and sectors.</p>		<p><u>Focus on our customers.</u></p> <p>Risk management processes are in place which consider risks relating to environmental and social impacts.</p>	
<p>FS7</p> <p>Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose.</p>	<p>a) This indicator excludes asset management since this is reported under indicator FS11 (Percentage of assets subject to positive and negative environmental or social screening).</p> <p>b. Consider those products and services provided by the reporting organisation which have a social benefit that are held across business lines (e.g. preferential lending, discounted rates) excluding products and services required by law.</p> <p>c. Consider the value of these products and services.</p> <p>d. Consider any preferential terms or discounts applied (e.g. on interest rates).</p> <p>e. Consider the beneficiaries of these products and services.</p> <p>f. Report the following: List of products and services broken down by business line (retail banking, commercial and corporate banking, insurance) for each: Purpose, product</p>	<p>Core</p>	<p><u>Focus on our customers</u></p>	<p>Number of policies in-force for <u>ECM</u>, retail and corporate.</p>

	description and, where relevant, the target social group; Monetary value (for products) or number of transactions or customers (for services); The proportion of this value to the total monetary value for each business line.			
FS8 Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	<p>a. Excludes asset management since these are covered in indicator FS11 (Percentage of assets subject to positive and negative environmental or social screening).</p> <p>b. Consider specific products and services provided by the reporting organisation with an environmental focus that are held across business lines (e.g. affinity credit cards, investment funds, trading, green mortgages, preferential lending for sustainable housing). When identifying applicable products and services, determine why and how the product/service delivers an environmental benefit.</p> <p>c. Consider the value of these products and services.</p> <p>d. Report the following: The total monetary value of specific environmental products and services by business line; and The proportion of this value to the total value of products and services for the business line.</p>	Core	Provide compliant and responsible financial services	
ASPECT: AUDIT				
G4-FS9 Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures.	<p>a. Identify audit programmes currently undertaken for the products and services of the organisation’s business lines. This includes specific environmental and social audits and integrated audits which cover other processes in addition to environmental and social policies, procedures and systems.</p> <p>b. Identify the purpose and coverage of the identified audit programmes in terms of business lines. Within each business line, identify whether</p>	Core	Links: Online assurance report .	

	<p>there are audits that have any specific exclusions or limitations with regard to: Products and services; and Geographic regions/operations.</p> <p>c. Report the following for each business line: Whether the organisation has implemented auditing systems for its environmental and social risk assessment policies; Any exclusions or limitations to the audit coverage of regions or products and services; Whether the audit(s) was carried out using internal/external auditor(s); The names of any standards utilised for the audit; and Follow-up actions (if any) to overall findings of the audit(s).</p>			
ASPECT: ACTIVE OWNERSHIP				
<p>G4-FS10</p> <p>Percentage and number of companies held in the institution’s portfolio with which the reporting organisation has interacted on environmental or social issues</p>	<p>a. Identify those departments across the reporting organisation that interact with companies on environmental or social issues across the institution’s portfolio.</p> <p>b. Identify the total number of companies across the institution’s portfolio that were engaged through the interactions reported under FS5.</p> <p>c. Quantify this engagement activity in terms of absolute numbers of companies engaged and the percentage of companies against the total number of companies in the portfolio. This should count company-specific interactions and should not count activities targeted at groups of companies (events, seminars, press releases). Proxy voting should not be counted as “interaction” for the purposes of calculating the percentage requested in this indicator.</p> <p>d. Report separately the percentage and number of companies held in the institution’s portfolio with which the reporting organisation has engaged on environmental or social</p>	<p>Core</p>	<p>a – c <u>Build social and relationship capital.</u></p> <p>d – Not reported</p>	

	issues.			
G4-FS11 Percentage of assets subject to positive and negative environmental or social screening	Report the breakdown of the value of total assets under management at the end of the reporting period in terms of: % of total assets subject to a positive environmental and/or social screen % of total assets subject to a negative environmental and/or social screen % of total assets subject to a combined positive and negative environmental and/or social screen Include definition of the criteria used by the organisation's positive and negative screening. The organisation should state if any of these screens are required by law.	Core	Not reported but will be reported on in 2016.	
G4-FS12 Voting polic(ies) applied to environmental or social issues for shares over which the reporting organisation holds the right to vote shares or advises on voting	Report: a. If any guidelines exist for voting on environmental or social issues, describe the primary aspects covered and explain circumstances under which significant deviations are allowed; b. If these voting guidelines only apply to subsidiaries in the organisation, then this should be stated; c. The location of any publicly available voting guidelines; d. The location of any publicly available voting records; and e. Summary of voting practices during the reporting period including explanation of significant deviations from voting policies.	Core	Not reported but will be reported on in 2016.	
G4-FS13 Access points in low-populated or economically disadvantaged areas by type	a. Total number and percentage of total FI points of access available in low-populated or economically disadvantaged areas by region and by type of access; b. Provide context to this data	Core	<u>Focus on our customers</u> 33 Emerging consumer market branches in South Africa. Regions are classified according to provincial reach in underserved or unserved markets.	

	<p>in relation to overall access to financial services in the regions reported on/provide any benchmarks;</p> <p>c. The percentage increase and/or decrease and absolute number of points of access in these geographic areas by type during the reporting period; and</p> <p>d. The classification that the reporting organisation has used to classify regions.</p>			
ASPECT: LOCAL COMMUNITIES				
<p>G4-FS14</p> <p>Initiatives to improve access to financial services for disadvantaged people</p>	<p>a. Identify any initiatives implemented specifically to remove barriers. This may include examples such as:</p> <p>Providing product information in Braille; Making facilities wheelchair accessible e.g. lowering ATM and counter heights; Special web protocols e.g. as suggested by the Web Accessibility Initiative;</p> <p>Telephone services for customers with hearing disabilities; and Multi-lingual product materials and staff.</p> <p>Initiatives should be those that are implemented systematically across the institution or across a significant portion of its operations.</p> <p>b. Gather data on progress against initiatives (% of ATMs that have been converted).</p> <p>c. Report the list of initiatives to make facilities and services accessible to disadvantaged peoples. For each initiative indicate:</p> <p>The target disadvantaged group; The degree to which it is applied across the institution (all locations vs. only one region, all products versus only retail banking); and Progress made against the initiative (% of ATMs that have been converted).</p>	<p>Core</p>	<p><u>Build social and relationship capital</u></p> <p>Liberty has localised branches for access to markets across 33 <u>ECM</u> areas.</p>	

