

Our GRI Content Index

Clifford Chance applies the internationally recognised GRI G3 Sustainability Reporting Framework to ensure our reporting is aligned with best practice, and to support our commitment to transparency. Our approach to GRI is based on a pragmatic interpretation of the guidelines and as such the indicators we report on have been informed through consideration of the materiality principle. We have therefore refocused our GRI reporting on the indicators which we believe are most relevant to our business and of greatest interest to our stakeholders (see pages 6 and 7 in our CR report for a list of our main stakeholders). The level of disclosure assessments below are self declared and have not been formally verified by a third-party.

● Fully reported ◐ Partially reported ○ Not reported

Strategy and analysis

GRI Profile Disclosure	Disclosure level	Comments/reference
1.1 Statement from the most senior decision maker of the organisation.	●	Finding common ground (p1 2012 CR Report).
1.2 Description of key impacts, risks, and opportunities.	◐	Aligning CR with our business (p5 2012 CR Report).

Organisational profile

2.1 Name of the organisation.	●	Clifford Chance LLP
2.2 Primary brands, products, and/or services.	●	www.cliffordchance.com/expertise
2.3 Operational structure of the organisation.	●	www.cliffordchance.com/governance
2.4 Location of organisation's headquarters.	●	London, UK
2.5 Number of countries where the organisation operates.	●	24 countries
2.6 Nature of ownership and legal form.	●	LLP
2.7 Markets served.	●	www.cliffordchance.com – Expertise
2.8 Scale of the reporting organisation.	●	Financial performance (p46, 47 2012 Annual Review)
2.9 Significant changes during the reporting period regarding size, structure, or ownership.	●	Clifford Chance opened the Casablanca office in 2012.
2.10 Awards received in the reporting period.	◐	Selection of key awards: p44, 2012 Annual Review.

Report parameters

3.1 Reporting period.	●	Financial year ending 30 April 2012.
3.2 Date of most recent previous report.	●	September 2011.
3.3 Reporting cycle.	●	Annual.
3.4 Contact point for questions regarding the report or its contents.	●	crfeedback@cliffordchance.com
3.5 Process for defining report content.	●	The content in this report was developed using a process defined for our first corporate responsibility report in 2008. A discussion of this process can be found in our 2008 CR Report, p2–5. We have restated our material issues on p4,5 of this year's CR report.

Our GRI Content Index (continued)

Report parameters (continued)

GRI profile disclosure	Disclosure level	Comments/reference
3.6 Boundary of the report.	●	We report on all aspects of our business.
3.7 Limitations on the scope or boundary of the report.	●	We report on all aspects of our business.
3.8 Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities.	●	Not applicable
3.9 Data measurement techniques and the bases of calculations.	◐	We try to use international standards and measurement techniques where possible. For example, our greenhouse gas (GHG) emissions reporting is based on the internationally recognised Greenhouse Gas (GHG) Protocol.
3.10 Explanation of the effect of any re-statements of information provided in earlier reports.	●	There were no developments within our business that would require any restatement of information provided in our previous CR Reports.
3.11 Significant changes from previous reporting periods in the scope, boundary, or measurement methods.	●	There are no significant changes from the previous year that would prevent comparability with the previous year's performance indicators.
3.12 Table identifying the location of the Standard Disclosures in the report.	●	This GRI content index.
3.13 Policy and current practice with regard to seeking external assurance for the report.	●	This report has not been assured by external auditors.

Governance, commitments, and engagement

4.1 Governance structure of the organisation.	●	Clifford Chance operates a clear governance model. The management of the firm is the responsibility of the Management Committee, chaired by the managing partner who is an executive officer of the firm.
4.2 Indicate whether the Chair of the highest governance body is also an executive officer.	●	The Management Committee is responsible for the firm's strategy, finances and profitability, the firm's growth and the development of its competitive position. The performance of the Management Committee is monitored by the Partnership Council. Chaired by the senior partner this body also maintains the firm's values and safeguards the firm's reputation. All members of the Management Committee and Partnership Council are executive members of the firm.
4.3 Number and gender of members of the highest governance body that are independent and/or non-executive members.	●	Governance (p4,5 2012 Annual Review).
4.4 Mechanisms for partners and employees to provide recommendations or direction to the highest governance body.	●	The firm operates as a partnership. The Partnership Agreement requires that certain issues are subject to a vote of partners, including election of or senior management roles, new partners and mergers or acquisitions (see more). There is regular dialogue at all levels within the partnership, with partners with offices and practice areas given the opportunity to articulate their views, including regular partner meetings and a wiki site operated by the Partnership Council. For employees, in addition to standard reporting processes, e.g. through line management, there are also a variety of events put in place that allow staff to ask senior management questions about the firm. This includes quarterly meetings for all staff globally with the firm's managing partner and other members of the global leadership team; similar business updates in many offices with the office managing partner and head of the business services team; and more informal 'Open Door' events where there is no fixed agenda other than the opportunity for staff to talk to management about issues on their mind. A significant number of the firm's leaders participate in this programme, including our Managing Partner and COO.

Our GRI Content Index (continued)

Governance, commitments, and engagement (continued)

GRI profile disclosure	Disclosure level	Comments/reference
4.5 Linkage between compensation for members of the highest governance body, senior managers, and executives.	●	Equity partners' remuneration is based on firm performance over a given financial year. Non equity partners and senior business services executives receive part of their compensation based on firm performance. The nature of the arrangement varies from office and by seniority. Governance (p4–5 2012 Annual Review).
4.6 Processes in place for the highest governance body to ensure conflicts of interest are avoided.	●	Governance (p4–5 2012 Annual Review).
4.7 Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees.	●	Governance (p4-5 2012 Annual Review). www.cliffordchance.com/governance
4.8 Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance.	●	Aligning CR with our business (p4-5 2012 Annual Review). The firm also has a set of eight Principles that underpin our priorities and actions.
4.9 Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental, and social performance.	●	Governance (p4–5 2012 Annual Review).
4.10 Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	●	Governance (p4–5 2012 Annual Review).
4.11 Explanation of whether and how the precautionary approach or principle is addressed by the organisation.	●	Clifford Chance's support for the UN Global Compact demonstrates our commitment to the precautionary principle. We are committed to protecting natural resources and our CR activities contribute to mitigating various environmental challenges, including the prevention of global warming and reducing waste to landfill.
4.12 Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses.	●	Clifford Chance is a signatory to the UN Global Compact. Individual offices are also signed up to principles such as ISO 14001 which are administered locally at this time.
4.13 Memberships in associations (such as industry associations) and/or national/international advocacy organisations.	○	We are still in the process of centralising this information. Clifford Chance is a member of a wide range of legal sector associations, financial services industry sector associations and trade bodies, and we actively support a number of academic institutions.
4.14 List of stakeholder groups engaged by the organisation.	●	How we do engage stakeholders? (p6–7 2012 CR Report).
4.15 Basis for identification and selection of stakeholders with whom to engage.	○	Clifford Chance interacts with a broad range of stakeholders. This includes individuals or groups whom we consider critical to the success of our firm both in the short and long term, such as our people, our clients, regulators, government bodies and academic institutions. We also actively engage with those stakeholders where we believe we can add value or create benefit through our expertise and resources, for example, in supporting the work of NGOs and charities in the communities where we operate.
4.16 Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	●	How we do engage stakeholders? (p6–7 2012 CR Report).
4.17 Key topics and concerns that have been raised through stakeholder engagement.	●	How we do engage stakeholders? (p6–7 2012 CR Report).

Our GRI Content Index (continued)

Economic

GRI profile disclosure	Disclosure level	Comments/reference
EC1 Direct economic value generated and distributed.	●	Annual Review (p45 2012 Annual Review).
EC2 Financial implications and other risks and opportunities for the organisation's activities due to climate change.	◐	Not material, although Clifford Chance addresses climate change primarily through our advisory role to our clients.
EC3 Coverage of the organisation's defined benefit plan obligations.	○	This information varies by country and is not available in a consolidated format.
EC4 Significant financial assistance received from government.	●	Clifford Chance does not receive any financial assistance from governments.
EC5 Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	○	This information varies by country and is not available in a consolidated format.
EC6 Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	○	Clifford Chance's procurement process aims to be transparent, objective and non-discriminatory in the selection of its suppliers. We do not have a specific policy on local procurement however we do promote diversity of suppliers in other ways, for instance, through our active support for WEConnect Europe a global supplier diversity initiative spearheading the connection of women-owned business and multinational corporations.
EC7 Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.	◐	We do not have specific procedures on local hiring. However, we are guided by local law. And our employees, partners and management are drawn from a wide range of nationalities. There is a rigorous process for hiring of Partners. This includes: a review process by all relevant business line heads (regionally and by practice area and, as necessary, sector); a full assessment with the firm's Partner Selection Group (which also makes recommendations on all partner promotions); analysis of the business case; agreement by the Management Committee and the Partnership Council and finally a vote of the global partnership.
EC8 Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	●	Access to justice (p20–21 2012 CR Report). Access to finance (p20–21 2012 CR Report). Access to education (p20–21 2012 CR Report).
EC9 Understanding and describing significant indirect economic impacts, including the extent of impacts.	○	Clifford Chance's primary indirect economic impacts are a result of the legal advice it provides to its clients, whether commercial businesses, government bodies and institutions or non governmental organisations. The impacts are wide ranging and include supporting our clients in accessing funding for projects, in ensuring a transaction delivers optimised shareholder return, in identifying, managing and mitigating risk, in establishing effective capital markets infrastructures to facilitate business, in establishing effective legal frameworks for geographic expansion. Some illustrative examples are provided in both our Annual Review and CR Report.

Environment

GRI indicator	Disclosure level	Comments/reference
EN1 Materials used by weight or volume.	Not material	Clifford Chance is an office-based business and does not consume significant quantities of raw materials. We do however monitor and target reductions in our use of paper. Additional Environmental Information: Paper use.
EN2 Percentage of materials used that are recycled input materials.	Not material	Clifford Chance is an office-based business and does not consume significant quantities of recycled materials.

Our GRI Content Index (continued)

Environment (continued)

GRI indicator	Disclosure level	Comments/reference
EN3 Direct energy consumption by primary energy source.	○	Gas consumption is not available in a consolidated format.
EN4 Indirect energy consumption by primary source.	●	Additional Environmental Information: Electricity consumption (equivalent to 234,859 GJ).
EN5 Energy saved due to conservation and efficiency improvements.	●	Additional Environmental Information: Electricity consumption (equivalent to 18,390 GJ since 2007/08 baseline).
EN6 Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	◐	Clifford Chance advises on energy issues through our advisory role to clients. Advising clients on sustainable options (p24 2012 CR Report) The Green Deal (p24 2012 CR Report) More natural power (p24 2012 CR Report) Dahanu Solar Project (p24 2012 CR Report) Solar innovation (p24 2012 CR Report)
EN7 Initiatives to reduce indirect energy consumption and reductions achieved.	◐	Minimising our footprint (p25 2012 CR Report) Innovative renovations (p25 2012 CR Report) Additional Environmental Information.
EN8 Total water withdrawal by source.	Not material	Clifford Chance is an office-based business; its operations do not therefore have a significant impact on water consumption.
EN9 Water sources significantly affected by withdrawal of water.	Not material	
EN10 Percentage and total volume of water recycled and reused.	Not material	
EN11 Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not material	Clifford Chance is an office-based business; its operations do not therefore have a significant impact on protected areas, habitats or biodiversity.
EN12 Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Not material	
EN13 Habitats protected or restored.	Not material	
EN14 Strategies, current actions, and future plans for managing impacts on biodiversity.	Not material	
EN15 Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Not material	
EN16 Total direct and indirect greenhouse gas emissions by weight.	◐	Minding our own footprint (p25 2012 CR Report)
EN17 Other relevant indirect greenhouse gas emissions by weight.	○	
EN18 Initiatives to reduce greenhouse gas emissions and reductions achieved.	◐	Minding our own footprint (p25 2012 CR Report) Fair climate (p25 2012 CR Report)
EN19 Emissions of ozone-depleting substances by weight.	Not material	Clifford Chance is an office-based business; its operations do not emit significant amounts of ozone depleting substances or other air emissions beyond carbon.
EN20 NO, SO, and other significant air emissions by type and weight.	Not material	
EN21 Total water discharge by quality and destination.	Not material	Clifford Chance is an office-based business; its operations do not result in significant water discharge.
EN22 Total weight of waste by type and disposal method.	Not material	Clifford Chance is an office-based business; its operations do not result in significant amounts of waste.

Our GRI Content Index (continued)

Environment (continued)

GRI indicator	Disclosure level	Comments/reference
EN23 Total number and volume of significant spills.	Not material	Clifford Chance is an office-based business; its operations do not result in significant spills.
EN24 Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention.	Not material	Clifford Chance does not transport, import, export or treat any waste, and therefore no waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII.
EN25 Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation's discharges of water and run-off.	Not material	Clifford Chance is an office-based business; its operations do not result in significant water discharge.
EN26 Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	●	Practical interior design (p25 2012 CR Report)
EN27 Percentage of products sold and their packaging materials that are reclaimed by category.	Not material	Clifford Chance is an office-based business; its operations do not result in significant waste packaging.
EN28 Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with environmental laws and regulations.	●	There have been no fines or non-monetary sanctions for non compliance with environmental laws and regulations.
EN29 Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce.	○	We had planned to put in place monitoring of business travel across our network but unfortunately we have not completed this programme. As part of our work to evaluate new supplier tenders against environmental criteria, we are seeking to reflect monitoring of business travel.
EN30 Total environmental protection expenditures and investments by type.	○	Clifford Chance does not have a dedicated environmental protection budget. However, business functions such as IT and facilities management have remits to improve environmental efficiency and as such have their own budgets.

Labour practices

LA1 Total workforce by employment type, employment contract, and region.	●	www.cliffordchance.com/cr – Gender Statistics
LA2 Total number and rate of new employee hires and employee turnover by age group, gender, and region.	○	This information varies by country and is not available in a consolidated format.
LA3 Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation.	○	This information varies by country and is not available in a consolidated format.
LA4 Percentage of employees covered by collective bargaining agreements.	●	All employees are open to join collective bargaining agreements but the specifics vary significantly from one office to the next, partly dependent on local employment legislation and general practice.
LA5 Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	○	This information varies by country and is not available in a consolidated format.
LA6 Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes.	Not material	Clifford Chance is an office-based business; its operations do not give rise to significant health and safety risks. We do however have a clear health and safety policy that applies to all staff.

Our GRI Content Index (continued)

Labour practices (continued)

GRI indicator	Disclosure level	Comments/reference
LA7 Rates of injury, occupational diseases, lost days, and absenteeism, and number of work related fatalities by region.	○	This information varies by country and is not available in a consolidated format. Clifford Chance is an office-based business; its operations do not give rise to significant health and safety risks. We do however have a clear health and safety policy that applies to all staff.
LA8 Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Not material	Availability of these services varies from one office to the next. A significant number of offices have arrangements on-site or on-call for healthcare and a number of others offer confidential employee counselling. Our London office, the largest in our network provides both services.
LA9 Health and safety topics covered in formal agreements with trade unions.	Not material	Clifford Chance does not have any formal health and safety agreements with trade unions.
LA10 Average hours of training per year per employee by gender, and by employee category.	○	This information is currently not available in a consolidated format. The firm offers a wide range of training programmes for lawyers and business services teams – see www.cliffordchance.com/cr – Academy Statistics
LA11 Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	●	Lifelong learning is highly valued at Clifford Chance and is enshrined in our culture. Clifford Chance Academy (p11–14 2012 CR Report).
LA12 Percentage of employees receiving regular performance and career development reviews.	○	Clifford Chance recently rolled out a global appraisal system and we expect everyone in the firm to receive an annual appraisal. We do not currently report the percentage of people within the firm where this expectation has been met.
LA13 Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	●	Annual Review (pX 2012 Annual Review) www.cliffordchance.com/governance
LA14 Ratio of basic salary and remuneration of women to men by employee category.	○	This information is not available.

Human rights

HR1 Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	●	We do not currently track investment agreements that include human rights. In considering new contracts, our global procurement function expects prospective suppliers to complete a Supplier Assessment which includes human rights criteria such as: <ul style="list-style-type: none"> • employment of underage workers or forced labour
HR2 Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	●	<ul style="list-style-type: none"> • safe and healthy work environments for employees • provision of appropriate training and personal protective equipment • rights of freedom of association and collective bargaining We expect all suppliers to comply with the applicable laws in the countries within which they operate.

Our GRI Content Index (continued)

Human rights (continued)

GRI indicator	Disclosure level	Comments/reference
HR3 Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	●	<p>Many of our lawyers are conversant with human rights standards and/or locally applicable human rights legislation with several leading advisers on these issues; a number of our lawyers internationally work pro bono in this arena (see p17 2012 Annual Review, p5 2012 CR Report).</p> <p>Clifford Chance operates to strict professional standards which all of our staff are expected and, where appropriate, trained to meet. For all of our legal staff, this includes policies in relation to anti-corruption, money-laundering, legal ethics inter alia.</p> <p>Our legal staff are required to meet Continual Professional Development standards in most of the markets where we operate which involves training in relevant areas. We do not have figures as to the amount of this training that relates to human rights issues.</p>
HR4 Total number of incidents of discrimination and corrective actions taken.	○	<p>This information is not currently available. Clifford Chance has policies in place regarding diversity, dignity and inclusion, equal opportunities, whistle-blowing and anti-bullying and harassment. Clear grievance processes are in place.</p>
HR5 Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	●	<p>All employees are open to join collective bargaining agreements but the specifics vary significantly from one office to the next, partly dependent on local employment legislation and general practice.</p> <p>In considering new contracts, our global procurement function expects prospective suppliers to complete a Supplier Assessment which includes such as rights of freedom of association and collective bargaining.</p> <p>We expect all suppliers to comply with the applicable laws in the countries within which they operate.</p>
HR6 Operations and significant suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour.	Not material	<p>The nature of our business, providing sophisticated legal advice to leading global organisations, means that child labour is not a significant risk in any of Clifford's Chance's operations.</p> <p>In considering new contracts, our global procurement function expects prospective suppliers to complete a Supplier Assessment which includes human rights criteria such as the employment of underage workers or forced labour.</p> <p>We expect all suppliers to comply with the applicable laws in the countries within which they operate.</p>
HR7 Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labour.	Not material	<p>The nature of our business, providing sophisticated legal advice to leading global organisations, means that forced or compulsory labour is not a significant risk in any of Clifford's Chance's operations.</p> <p>In considering new contracts, our global procurement function expects prospective suppliers to complete a Supplier Assessment which includes human rights criteria such as the employment of underage workers or forced labour.</p> <p>We expect all suppliers to comply with the applicable laws in the countries within which they operate.</p>
HR8 Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.	Not material	<p>The nature of our business means we only require personnel to provide standard office security processes at our locations. The majority of these personnel are provided and trained by third party security suppliers.</p>
HR9 Total number of incidents of violations involving rights of indigenous people and actions taken.	Not material	<p>Violation of indigenous rights is not a significant risk in any of Clifford's Chance's operations.</p>
HR10 Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	○	<p>Clifford Chance has not yet conducted human rights reviews or impact assessments across its operations.</p>

Our GRI Content Index (continued)

Human rights (continued)

GRI indicator	Disclosure level	Comments/reference
HR11 Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	○	This information varies by country and is not available in a consolidated format. Clifford Chance has policies in place regarding diversity, dignity and inclusion, equal opportunities, whistle-blowing and anti-bullying and harassment. Clear grievance processes are in place.

Society

SO1 Percentage of operations with implemented local community engagement, impact assessments, and development programmes.	●	33 out of 34 (97%) offices undertake community volunteering or pro bono work. Our Casablanca office has recently opened and has yet to get a programme up and running but will do so in due course.
SO2 Percentage and total number of business units analysed for risks related to corruption.	◐	Clifford Chance operates to strict professional standards which all of our staff are expected and trained to met. This includes polices in relation to anti-corruption, money-laundering, legal ethics, inter alia. The firm has a dedicated Risk team which works with management to identify any possible risk to the firm and to put in place appropriate measures to mitigate those risks. The Risk team undertakes a regular review of risk across every part of the business, including in relation to corruption matters which includes ad hoc visits/reviews of individual offices.
SO3 Percentage of employees trained in organisation's anti-corruption policies and procedures.	◐	The firm has rolled out a global training programme in relation to anti-corruption which is compulsory for every member of staff (with a very small number of exceptions) and for every partner in the firm. The Risk team is currently monitoring completion status for the training and has a process to chase those who have not completed the training in pursuit of our 100% compliance target.
SO4 Actions taken in response to incidents of corruption.	●	No incidents of corruption have been recorded.
SO5 Public policy positions and participation in public policy development and lobbying.	◐	Clifford Chance has an international public policy practice. We are active globally on a number of legislative and regulatory areas. The areas in which we are active are largely in relation to specific client mandates.
SO6 Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	●	No financial political contributions were made by Clifford Chance. Any political contribution must be agreed in advance with our Global and/or US General Counsel.
SO7 Total number of legal actions for anticompetitive behaviour, anti-trust, and monopoly practices and their outcomes.	●	There have been no legal actions for anticompetitive behaviour, anti-trust, and monopoly practices.
SO8 Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations.	●	There have been no significant fines or non-monetary sanctions for non compliance with laws and regulations.

Product responsibility

PR1 Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Not material	Clifford Chance is an office-based business; its operations and services do not give rise to significant health and safety risks.
PR2 Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Not material	Clifford Chance is an office-based business; its operations and services do not give rise to significant health and safety risks.

Our GRI Content Index (continued)

Product responsibility (continued)

GRI Indicator	Level of disclosure	Comments/reference
PR3 Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	●	In many jurisdictions where the firm operates there are strict standards in force relating to service information. The firm's policy is to comply with these regulations in all jurisdictions in which we practice. All of our communications activity meets these standards.
PR4 Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.	●	There have been no incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling.
PR5 Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	◐	The firm regularly undertakes relationship reviews with its most significant global clients and also undertakes reviews of many individual matters. From time to time this is supplemented with formal client studies conducted by third parties.
PR6 Programmes for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	●	In many jurisdictions where the firm operates there are strict standards in force relating to advertising and marketing communications. The firm's policy is to comply with these regulations in all jurisdictions in which we practice. All of our communications activity meets these standards.
PR7 Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	●	There have been no incidents of non-compliance with regulations and voluntary codes concerning marketing communications.
PR8 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	●	There have been no complaints regarding breaches of customer privacy and losses of customer data.
PR9 Monetary value of significant fines for non compliance with laws and regulations concerning the provision and use of products and services.	●	There have been no significant fines for non compliance with laws and regulations concerning the provision and use Clifford Chance's services.