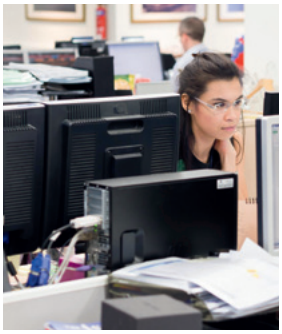
Building value for the longer term

Aberdeen Asset Management: Corporate Responsibility Report
for the 12 months to 30 September 2014






Aberdeen

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About Aberdeen Asset Management

Aberdeen Asset Management is a global asset manager with a broad range of investment capabilities. We are based in 27 countries with 33 offices, over 600 investment professionals and around 2,700 staff. Our assets under management were £324.4 billion as at 30 September 2014.

As a pure asset manager, without the distractions of other financial services activities, we are able to concentrate all our resources on our core investment management business.

Our investment processes strive to be simple and clear and we aim to seek out investments that display those qualities too. Finally, we focus on taking a long term view of our investments.

Introduction

The requirement to demonstrate that we act responsibly has never been greater and we are very aware of this. We need to show we act in the best interests of our shareholders, clients, employees and wider stakeholders and build value for these groups, over the longer term.

2014 has been a year of change and growth for the Group. In March, we completed the acquisition of Scottish Widows Investment Partnership (SWIP) which resulted in significant growth in Assets under Management (AuM), additions of new and complementary strategies to our product range and an increase in employee numbers, especially in the UK. As with any material acquisition, the transition and integration phase will take time but we continue to focus on what matters to us as a business - our clients, our people, our investments as well as our other external stakeholders. We remain focused on what we do best - asset management. Aberdeen remains a pure asset manager without the distractions of other business activities.

This year, I am pleased to report a number of new milestones in our development. With regard to our colleagues, we have enhanced our appraisal system so that it is now more focused on, and aligned with, the strategic objectives of the company. We have also enhanced our employee training and development programmes and undertaken further Board training on our material corporate responsibility issues.

In terms of our investments, we have further developed the way we integrate material environmental, social and governance (ESG) considerations in our investment processes. We adopt a risk-based approach, assessing each investment on an individual basis.

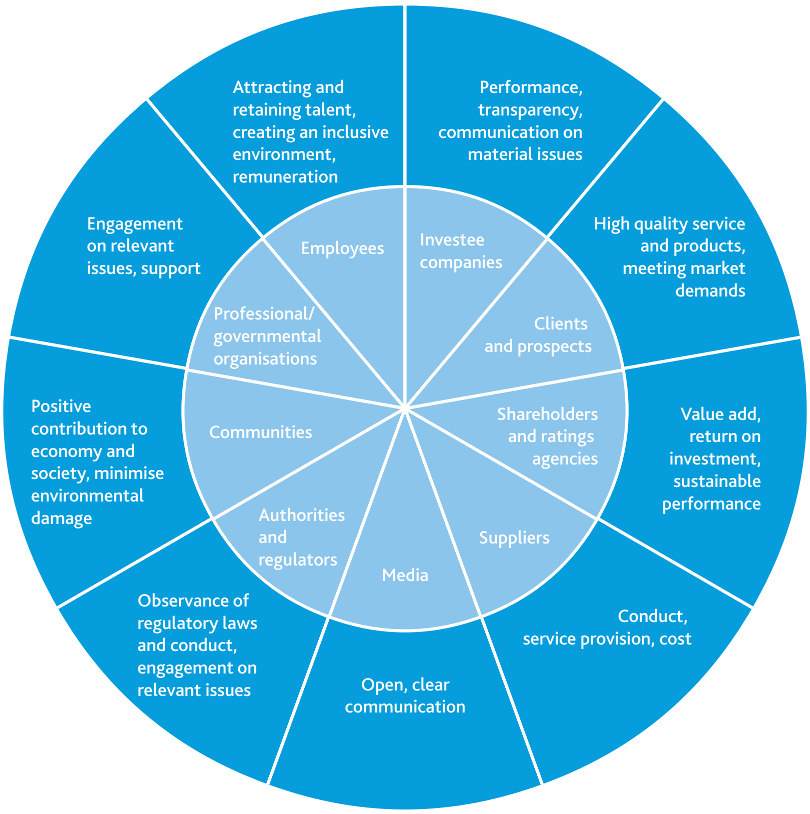
From a corporate perspective, we have worked to embed corporate responsibility more deeply across all functions of the business. We have also been an active member of the UN Global Compact and Principles for Responsible Investment (PRI) and have expanded the engagements we undertake with our stakeholders.

In terms of philanthropy, I am pleased to say the Aberdeen Charitable Foundation has grown significantly, with all our offices now involved in charitable giving and providing volunteering support to a range of great causes.

We hope you will find this update on our corporate responsibility activities helpful and, as always, we welcome your feedback on ways we could improve.

Andrew Laing
Deputy Chief Executive
December 2014

Our key stakeholders and material issues



Following the completion of the SWIP transaction, we communicated Aberdeen's values to new colleagues through an internal newspaper.

What we believe in: now and in the future

At Aberdeen, there are some things we strongly believe in. We want to deliver exceptional results for our clients, end-investors and shareholders, and make Aberdeen a rewarding place to work.

Our principles, expressed as our corporate values, are: integrity, quality, teamwork, ambition and challenge.

Integrity

Do the right thing

We expect our staff to work to the best of their ability in the interests of our clients, end-investors and shareholders. We strive never to sacrifice long term good for short term gain, and we seek to set the standards for good practice as investors and as a public company. We recognise that conflicts of interest can arise – we manage them by being transparent and making clear where we believe a course of action is unwise or unethical.

Quality

Add value everywhere

Our long term success depends on whether we can add sustainable value to client portfolios. This value primarily comes down to performance, but also from our emphasis on quality across every aspect of our business – from client service to investment communications, from administration to corporate governance. Our approach is to focus only on those markets, asset classes and strategies where we believe we have the resources to underpin such a commitment. We think carefully before entering new markets; and we try to manage growth at a rate that does not compromise the standards our clients expect of us.

Teamwork

Pool collective talent

From our beginning we have valued a culture of openness, mutual dependency and collective purpose. We organise our fund managers in teams, so every one of them has a voice. And by following investment processes that are clear, systematic and where all information is shared, we think this leads to better outcomes than if a star fund manager were in charge. We strongly believe that the combination of experienced hands and fresh minds invigorates our thinking and can lead to better performance. That's true in every aspect of our business – not just our investment teams.

Ambition

Be the best we can

We have a strategy for growth based on achieving long term results for our existing clients, while also improving the distribution and penetration of our products among new client markets. By being sensible on costs, which, unlike market levels we can control, we hope to provide attractive returns to our shareholders. To achieve our ambition, we rely on attracting and retaining bright, motivated individuals focused on working diligently, efficiently and with integrity. We look to foster a workforce that is mindful of its responsibilities to one another and of our wider corporate responsibility obligations as a firm.

Challenge

Bring a fresh perspective

Financial markets are fickle and experience has hardened our natural scepticism. At Aberdeen we rarely take what markets say on trust. Our skill as asset managers lies in our willingness to ask questions, to buck consensus if need be and do our own research to arrive at clear judgements. This attitude informs how we approach our business overall. We encourage everyone to think afresh and not to do something just because 'that's the way it has always been done'. By constantly asking questions we aim to arrive at better answers.

> "We believe there are key drivers that reinforce the right culture or values. These are: clear and ongoing leadership from the top of the organisation, with constant reinforcement, incentive structures which support the messages from senior management and the board, effective performance management including penalties for not doing the right thing, and, importantly rewards for doing the right thing."

Will Amos, Financial Conduct Authority, FCA, 2014

Corporate culture

Led by the Board, this year we started to analyse critically our corporate culture. We want to preserve the fundamental attributes of our culture – predominantly our focus on teamwork, long termism, openness and simplicity – but we recognise that, as the company grows, our culture has to be actively articulated, shared, managed and monitored across our global offices. We have formed a Culture Committee, with representatives from the Board, Risk, Compliance, HR, Communications and Brand departments, to look at the culture we currently have and how we can better safeguard, manage, monitor and improve it.

Our client focus

Following the financial crisis, the regulatory scene has changed dramatically. In the UK, this has been most notable in the shift in focus of the regulator, now the Financial Conduct Authority (FCA). The FCA is taking a more holistic approach to regulation, looking at asset managers from the perspective of the end-customer and in terms of the behaviour and conduct of firms themselves. As an asset manager we are, rightly, expected to take a close look at every aspect of our operating model to ensure the interests of our clients are incorporated at every step.

Aberdeen takes these expectations seriously. Embracing developments in an environment where expectations are rising is sound business practice, as well as the right thing to do.

Every two years we undertake a Treating Customers Fairly (TCF) survey with Aberdeen UK retail investors. This survey seeks to test investor satisfaction according to the six TCF outcomes which were introduced by the UK regulator in 2006. By repeating the survey every two years we are able to examine trends relating to customer attitudes towards Aberdeen, our service, communication effectiveness and responsiveness.

Testing TCF: our biennial survey

FCA outcome 3	Research findings 2013	
Consumers are provided with clear information and are kept appropriately informed before, during and after the point of sale.	Knowledge of staff	72%
	Explaining things clearly	72%
	Speed of response	74%
	Quality of service	84%
	Quality of written communication	88%
	Quality of verbal communication	84%

Source: Survey Solutions 2013

Protecting client interests: our anti-bribery and corruption measures

Regulators globally have increased their focus on anti-bribery and corruption (ABC), with a number of new regulations introduced, particularly in emerging markets, and a string of high profile fines and sanctions. At Aberdeen, we are subject to varying ABC requirements, dictated by the jurisdictions in which we conduct operations. In addition to the extra territorial application of the UK Bribery Act 2010 and the US Foreign Corrupt Practices Act 1977 (as amended), Aberdeen is also a signatory of the UN Global Compact, the tenth principle of which commits participants to avoid bribery, extortion and other forms of corruption. In order to ensure that the highest standards are applied, we follow a globally consistent approach to managing ABC at all levels of our business and in all regions in which we work.

Our ABC policy, which is publicly available on our website, covers expected standards of behaviour, escalation processes and specifically states that we do not allow the giving or receiving of any bribes or facilitation payments. In order to ensure this policy is implemented around the Group, all employees receive regular training on our policies and procedures in this area. We ensure that we have ABC controls in operation throughout the business, and use an ABC heat map to assess potential areas of weakness and then allocate resources accordingly.

In addition, we have a robust gifts and entertainment policy which is in place to monitor relations with third parties, and a Conflicts of Interest Committee where issues and concerns are escalated and discussed by senior management on a monthly basis. Management information statistics on gifts and entertainment given, received or declined by employees are also provided to the Conflicts Committee on a quarterly basis. Furthermore, agreements with third parties include a commitment to abide by relevant bribery legislation and any breach of such would initiate an immediate review of the contract.

As members of the Investment Management Association (IMA) in the UK, we are also able to benchmark our policy and procedures against those of our peers by attending regular financial crime discussion groups. Following a global ABC risk assessment conducted by the Anti-Financial Crime and the Compliance Monitoring team in 2014, further enhancements will be made to our ABC programme to ensure Aberdeen continues to operate to the highest standard.

Issues or queries can be raised by employees with the Global Head of Financial Crime and Money Laundering Reporting Officer (MLRO) directly or to local compliance personnel, and any suspicions can be reported using the newly introduced, confidential, independent whistleblowing reporting line.

There have been no reported breaches of our ABC policy in the past three years.

Investing in our people

Aberdeen's size of operations, locally and internationally, has changed dramatically since the company was founded in 1983. But, through multiple acquisitions and organic growth, our strong culture has prevailed.

Recruitment and retention

As a business, we understand that recruiting, developing and retaining the best available talent is fundamental to our ability to perform well. We continue to grow our apprenticeship, intern and graduate programmes, equipping recruits with a broad-based knowledge of both Aberdeen and the asset management industry as a whole, before they take a permanent position within the organisation.

At a senior level, we continue to encourage share ownership and offer some employees a deferral into Aberdeen funds thereby aligning our bonus scheme with the interests of our clients.

Evolving workforce

This year we hired 110 interns, 31 graduates, 5 apprentices and 5 individuals on the Investment 2020 scheme. Since 1994, when our graduate programme began, we have recruited 198 graduates, 154 of which are still at the company.

As a result of the SWIP acquisition our headcount increased by around 500. As with past acquisitions, we welcome the new ideas and approaches that the people from SWIP bring. Many of the existing Aberdeen leadership joined through acquisitions which have proven to be an important way to strengthen our management teams.

Employee satisfaction survey

In 2013, we undertook our first employee survey which was initially piloted in EMEA and then rolled out across the Group. Globally, 86% of employees took part and the results were extremely positive:

This year the focus has therefore been on action planning and identifying areas for improvement.

- **78%** General satisfaction
- **84%** Client needs are our top priority
- **81%** Quality is a top priority within the Group
- **89%** Colleagues support other colleagues

Absenteeism per employee

2014	2013
2.4 days	2.2 days

Employee turnover rate

2014	2013
7.5% (unplanned)	6.8% (unplanned)

Learning, development and talent management

A solid talent pipeline is essential for the future success and growth of our company.

This year we launched our Senior Leadership and Emerging Talent Programmes, which involved identifying individuals from across our global offices whom we believe could fill senior management positions within the company in the future. These programmes are in addition to our entry level schemes; the bi-annual and annual appraisal process for all employees; the delivery of training and development to meet individual needs; and our bi-annual review of succession plans for each functional and geographical area of the business.

We have also enhanced our performance management process. The developments are aimed at improving the consistency and quality of performance discussions with line mangers and our reporting on this throughout the company. Such enhancements provide a greater link between employee objective setting and performance and company strategy, culture and remuneration.

Average hours of training per employee

2014	2013
26 hours	22 hours

Number of people sitting professional exams

2014	2013
104	106

Diversity

The business case in support of having a diverse workforce has never been stronger.

We want to provide employees with an inclusive environment in which everyone can perform to the best of their ability to service our diverse client needs, globally.

This year, we reviewed our diversity initiatives to create a more formal strategy aligned to our core business objectives.

Gender diversity

Gender diversity is a topic Aberdeen has been championing for many years, both within our own business and in our investee companies.

"As a global organisation with customers spanning a multitude of countries, cultures and professions, we see diversity as a valuable business asset. We strive to be an employer of choice in all the countries in which we operate and to provide an inclusive environment for all our employees."

Anne Richards
Chief Investment Officer

Gender diversity across the group

Total workforce: 2,700

55% male, 1,482 in total

45% female, 1,218 in total

PLC Board of Directors

10 male 77%

3 females 23%

Managers

67% male, 447 in total

33% female, 223 in total

Group Management Board

16 male 84%

3 females 16%

Entry level[A]

51% male, 21 in total

49% female, 20 in total

Return to work following maternity and paternity leave

2014: 95%

2013: 77%

[A] This refers to the graduates, apprentices and Investment 2020 individuals who were recruited during the year.

Note: The data above is an accurate reflection of the company on 30 September 2014.

"At Aberdeen Asset Management, people recommend you to take part in things that wouldn't happen otherwise. We help people to grow and develop."

Mary Verghese-Dipple
Head of Legal UK, shortlisted for the Asian Women of Achievement Awards 2014

Entry level

At an entry level, we strive to achieve a gender balance for our apprenticeship, intern and graduate programmes. In 2014, 23% of our internship applications were from females, a 4% increase from 2013, and 48% of starting graduates and 75% of our apprentices are female.

Mentoring and maternity coaching

We also understand the importance of supporting women throughout their careers and two examples of how we are trying to do this are through mentoring and maternity coaching. We offer mentoring for both men and women at all stages of the career ladder and currently 39% of mentees are women.

In the UK, working in partnership with Parenting for Professionals, we have also put together a programme to support women through their maternity leave. Employees are offered three sessions – pre, during and post leave - which offer advice and support on subjects including assertiveness, managing work-life balance and career development. In addition, we offer coaching to managers to try to ensure a smooth process for new mothers returning to the business and provide the support they need to help them progress in their career.

Following the success of maternity coaching in the UK, we are currently running a pilot programme in our US offices and hope to continue developing the scheme in the coming year.

In addition, our maternity and paternity policies exceed the statutory minimum, 6% of the global workforce work flexibly and we are working to increase awareness of the services provided by our employee assistance programme.

Boardroom diversity

Female representation in the boardroom continues to be discussed actively. Aberdeen's Backroom to Boardroom (B2B) initiative, which is headed by our Chief Investment Officer Anne Richards, aims to help address this issue by providing a platform for senior female members of the investment community and organisations which are crucial to the wider economy, to come together and connect with women who are still building their careers. The events showcase how wide the talent pool of women who are board-ready really is, as well as encouraging women on their way to the boardroom by sharing experiences, networking and supporting executive development. To date, there have been 20 B2B events, held both in the UK and internationally. This year, there was a strong focus on spreading the programme to Europe, notably Madrid, Milan and Stockholm.

External initiatives

Externally, we continue to be an active member of the UK Government's Think, Act, Report scheme which provides a simple step-by-step framework to help companies think about gender equality in their workforces, particularly in relation to recruitment, retention, promotion and pay. We also support many other initiatives including: Women on Boards UK; the Women's Business Forum; the investor group of the 30% club; and the Breaking the Mould and the Asian Women of Achievement awards.

Sponsorship

Diversity is a key consideration of our sponsorships too. We have a wide and varying sponsorship portfolio and are currently proud sponsors of the following:

- The Ladies Scottish Open
- The Scottish Ladies Golfing Association
- Catriona Matthew, Kylie Walker, Carly Booth, Pamela Pretswell and Daisy Dyer
- Cowes Week which is an event open to women and men – approximately a third of all participating skippers are female
- Nine Ski Schools and the Grindelwald Corporate Ski Race – all of which cater for women and men equally
- The Dad Vail Regatta in Philadelphia which has a clear 50/50 split of women's crews and men's crews competing

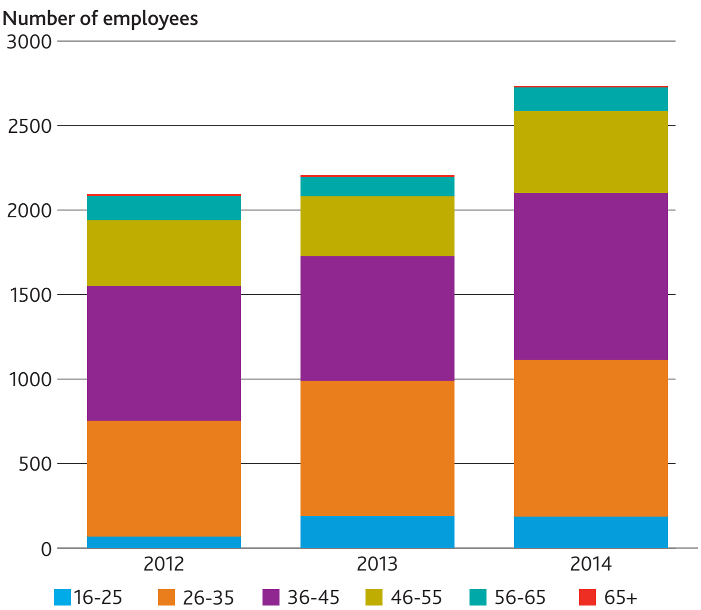




Aberdeen's US employees take part in a mixed crew eight at the Dad Vail Regatta in Philadelphia.

Age

While we place significant focus on our entry level schemes, we recognise the need to balance these with the retention and recruitment of experienced individuals. As a company, we have one of the most stable executive director teams in the UK, with five members of the Group Management Board having been at the company for 25 years. This has enabled Aberdeen to grow while still maintaining a strong cultural identity.



Ethnicity

This year, we engaged with employees in the UK, US and Asia, requesting that they self-declare their ethnic background and setting out the reasons why this is an important business issue. Due to the fact that this is a recent development, we are not in a position to report statistically significant results for these regions this year, however we hope to do so in 2015.

We do collate data on nationalities and we currently have 55 different nationalities represented in our workforce - a 22% increase on last year.

Disability

The diversity monitoring system we are in the process of implementing includes information on disability. While we do have employees with disabilities, we feel it is at their discretion to release this information. We are therefore asking our employees if they would like to self-declare themselves as disabled to ensure we are doing everything we can to be an inclusive employer.

Health, safety and wellbeing

We want to promote a culture of healthier lifestyles and to improve the quality and longevity of life for our employees and their families. This leads to increased productivity, resilience, job satisfaction and loyalty. It also reduces healthcare costs and absenteeism.

While we have a number of good schemes in place, we recognise the need to do more to further globalise our approach to employee wellbeing and expand our engagement on material wellbeing issues, including muscular skeletal health, employee resilience and mental health.

Human rights

We continue to be an active member of the UN Global Compact. Our operations and policies support and reflect the ten Global Compact principles and we uphold the Universal Declaration of Human Rights in all our operations. We also uphold employee rights and respect collective bargaining and freedom of association. In countries where an employee delegate or works council is not present, employees are encouraged to share their opinions with line managers or human resources representatives.

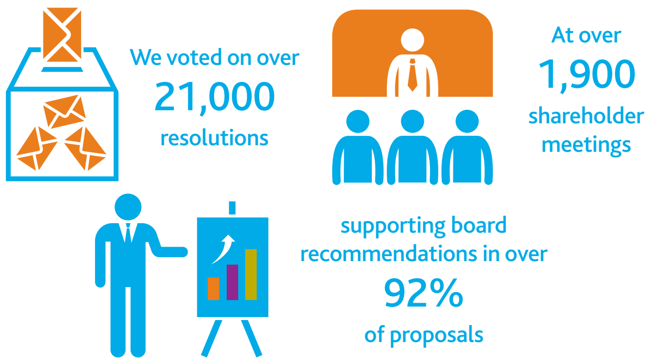
Investing responsibly

This year, we have further developed the way we integrate material ESG considerations in our investment processes. While our approach differs by asset class, assessing investments from an ESG perspective is a crucial element of our long term view and we are seeing an ever increasing interest in our responsible investing capabilities from clients and our wider stakeholders. We take a risk-based approach and analyse each investment on an individual basis.

Equities

Our process for integrating ESG considerations into the equity investment process is long established. The corporate governance practices of a company are a critical element of our initial quality assessment, as is regular engagement with management on material issues following investment. Further details on our engagements with companies over the last year can be found in our annual equity engagement report.

This year



In addition to corporate governance matters, our dedicated Responsible Investing (RI) team, spoke with over 150 companies globally on ESG related issues during the year. A key focus has been helping investee companies and investors to understand the importance of a risk-based approach to ESG integration. We expect our investee companies to conduct their own risk assessments and be familiar with their ESG risks and how to mitigate these. However, sometimes we meet with companies which have not carried out this assessment or which need direction on how to report on their risks and progress related to reducing these risks. We frequently share best practice with our investee companies and encourage them to adopt the highest standards found in their industry across the ESG spectrum.

Our RI team also undertook a number of topical engagements with companies during the year. These included discussions and company visits focused on palm oil, supply chain oversight, fracking and human rights.

Clients can request ESG reports for both pooled and segregated portfolios and we have witnessed a significant increase in the interest from both our investments and our stakeholders on responsible investing issues.

Property

We are continuously reviewing our approach to responsible property investment and working towards our aim of integrating sustainability across our investment process, including investment, asset management, property development and property management. Given the importance of responsible investment to our business, we have continued to engage with our investors, property agents and tenants to understand and reduce the environmental impact of the buildings that we manage.

Planning for the long term

As a tangible asset, property is at greater risk of the impacts of changing environments and rising costs than other asset classes. We capture key sustainability risks for our investments and monitor this information within our investment process. We believe that this is the best way to protect our investments and plan for the long term. We also gather physical risk data for our assets as well as collating data on green building certification, Energy Performance Certificates and wider sustainability data, ensuring that we are responding to changing regulatory requirements.

Enhancing asset value

This year we developed a new sustainability and energy data management system that provides a holistic approach to data capture and ensures that we work towards a single system of record across our organisation, and externally through our supply chain. Next year, we intend to develop this further and using the robust data collection systems we have designed, we will set long term reduction targets across our property portfolios. The energy management system will improve utility recharge for our tenants, facilitate quarterly analysis and enable energy saving opportunities to be identified and implemented, leading to lower utility costs.

As part of our energy management strategy, we have continued to seek alternative energy sources. In the UK, we have assessed our entire portfolio for applicability to install solar panels, and undertaken detailed feasibility studies on some 9.4 million square foot of property.

We believe that working with our occupiers is key to the successful long term sustainability performance of our funds. To this end, we are working with M&S in the UK to agree Memoranda of Understandings at all locations where they occupy Aberdeen buildings.

This year, we have continued to work with the Global Real Estate Sustainability Benchmark (GRESB) and we are now represented on both the advisory board and the benchmark committee. At the request of investors, we have increased the number of funds submitted to eight across Europe, and we are pleased that almost 90% of the funds improved their performance, and three funds achieved the highest scoring possible with a Green Star status.

We have also undertaken a range of activities, from engaging with local communities to improving the energy efficiency of stock and using innovative environmental techniques to improve our buildings.

For example, this year we won the Chairman's Award at the London In Bloom Awards. This was awarded for our roof garden on Regis House, King William Street, and the environmental awareness it promotes. We believe that our bee garden demonstrates what can be done with a space not normally used to help the environment.

In Norway, we recently hosted a delegation from the Norwegian Environment Agency to see the results of the work we have been doing to test green roofs.

We also undertook a total refurbishment of a previously poorly performing investment in Oslo. The property has been completely renovated and converted into a modern school building, and received BREEAM NOR GOOD certification, making it one of the first educational buildings in Norway to gain BREEAM certification.

In Finland, nearly 30 of the properties we manage have been involved in the Motiva's Energy Efficiency programme which aims to reduce building energy consumption by 6% by 2016 and 20% by 2020, against 2010 base consumption levels. To date, energy audits have been undertaken on all of the properties and detailed action plans have been devised. We have now completed actions, of which computational energy savings total c. 2,100 MWh. This exceeds the total target for 2016, and sets us in a good position to achieve the 2020 target.

Aberdeen Solutions

Property multi manager

For indirect property investments, we recognise that while we have influence over ESG issues, we have less direct control. From an indirect property investment perspective, GRESB provides investors with a consistent framework both to measure how fund managers perform on a number of important ESG related issues and to assess how much emphasis managers place on understanding the environmental risks and opportunities and the social impact of the funds they manage. A primary objective for 2015 is for the property multi manager investment team to consider ESG principals as we would any other aspect of a fund on both an initial and on-going basis.

Private equity

The consideration of ESG issues is a key part of our private equity investment process, given the impact that these factors can have on value creation and the long term performance of portfolio companies. During the course of 2014, in order to further strengthen our ESG risk monitoring and reporting capabilities, we devised an in-house questionnaire to extract material ESG related information from our core underlying fund investments. This questionnaire will be issued by December 2014 and we expect to be in a position to report on the results in early 2015. The results should enable in-depth monitoring and reporting of ESG information. In line with industry best practice, we will continue to refine and develop our monitoring during the course of 2015.

Infrastructure

Our new infrastructure team, which was acquired as part of the SWIP transaction, aligns with our focus on investing for the long term. The funds are unlisted and we have £1.6 billion of institutional capital under management. Our infrastructure investment policy is focused on greenfield social infrastructure, for example, schools, hospitals, water treatment facilities and transport, rather than wider economic infrastructure.

Many of the infrastructure assets we invest in will be designed to have a social benefit to the community within which they operate. Some however, will be more controversial to local populations and have potential environmental impacts. For all new investments a thorough due diligence exercise is performed and this includes the consideration of environmental and social impacts of the potential project, including any mitigating factors. For existing investments, we ensure that we understand the long term environmental and social impacts of the project and use our rights and influence on investee company boards to encourage strong governance and effective management of environmental and social risks.

Fixed Income

Our Pan-European fixed income team incorporates ESG and SRI factors into investment decisions by using a scoring system as an element of the credit research process. In addition, negative screens are applied on a country, industry or issuer basis according to client demands. More generally, ESG specific risks are highlighted and discussed within fixed income teams before an investment is made. As with the other asset classes, we have seen an increase in client interest for incorporating ESG factors into mandates and are working towards establishing an approach across the asset class.

Engaging with other external stakeholders

Public policy

We recognise our responsibility to engage with governments, regulators and trade bodies, helping to shape a policy environment which operates in the best long term interests of our clients, who invest with us, and our shareholders, as well as for the wider financial sector.

We believe that this relationship is mutually beneficial - we have the opportunity to help shape the regulatory and political landscape in which we work and the regulatory bodies benefit from an understanding of what it is like to operate in the policy environment they create.

We produce papers, write letters and partake in consultations on relevant public policy issues, including pension reform, corporate governance, diversity and long termism. This year, we have also actively engaged with members of the European Parliament and officials from the European Commission on the proposed regulation of money-market funds.

On a practical and more hands-on level, our Chief Executive is a member of the UK Financial Services Trade and Investment Board, chairs the Prudential Regulatory Authority Practitioner Panel and is a member of the International Advisory Panel of the Monetary Authority of Singapore and the International Advisory Board of British American Business. Our Chief Investment Officer is a member of the Financial Conduct Authority Practitioner Panel and is the vice-chair of a global council supported by the World Economic Forum to explore issues on the future of insurance and asset management, and our Deputy Chief Executive is on the board of the IMA. Through these forums and others, we are able to engage with relevant stakeholders on key issues affecting our industry.

Stakeholder engagement: Anne Richards, Aberdeen Asset Management's Chief Investment Officer, with Rt Hon Dr Vince Cable MP, the UK's Secretary of State for Business, Innovation and Skills and IMA Chair Helena Morrissey, at the launch of The Investor Forum, a new body which aims to promote long term investment approaches and create an effective model for collective engagement with UK companies. October 2014.

Suppliers

Our suppliers are critical to our ability to operate effectively. Any breakdown in the provision of key services poses a material risk to the business. Our largest risk is posed by a small number of strategic service providers. To manage this risk we have an outsourcing risk oversight framework which is applied to all outsourcing relationships and sets out clearly defined roles, responsibilities and standards for all employees across the Group. Key components of this framework include a risk assessment of all service providers (which involves testing their key controls); an internal Outsourcing Oversight Committee; and regular meetings with our material service providers to discuss service provision, risk and compliance. In addition, our business continuity plans incorporate outsourced services, and exit plans are in place should they be necessary.

At a more local level, in 2014 we became one of a small number of companies in the City of London and in the UK finance sector, to become an accredited Living Wage employer, whereby we pay all employees and contractors at least the Living Wage. We believe this was an important step, as without a strong support network of contracted staff, who help to keep all our facilities running, we cannot operate at our best. In addition, we continue to be a signatory to the UK Government's Prompt Payment Code.

The Aberdeen Charitable Foundation

When we launched the Aberdeen Charitable Foundation in 2012, our principal aim was to engage globally with our employees and the communities in which we live and work.

With operations in 27 countries, the local demands for monetary and skill based support vary by location, but our unifying themes of supporting local charities and then electing one larger, emerging market project per year, is achieving our aim.

In 2014, over 40% of employees globally voted to select our new emerging markets partner. Following the launch of long term partnerships in South America (ABC Trust) and Asia (SeeBeyondBorders), this year we short-listed charities with suitable projects in sub-Saharan Africa. Our new charity partner is AfriKids, a child rights organisation which works in northern Ghana to alleviate child poverty and promote economic growth. The Aberdeen project will deliver a spectrum of educational initiatives for the poorest children living in Bolgatanga in the Upper East Region of Ghana – a region where 71% of children over six have never attended school and 78% of people over 15 are illiterate. The initiatives will include night classes for street children, scholarships, a young entrepreneurs' project and school enhancement programmes to drive up attainment and employability across the region.

This year, for the first time, we also took part in a 24 hour global volunteering day challenge to coincide with Give and Gain Day. Over 10% of the workforce from 24 cities took part – starting the day in Sydney and moving across the globe, finishing in Toronto, Philadelphia and São Paulo.

Support for our local community projects has also grown significantly this year. Some great new charities have been identified, but also, importantly, long term relationships have developed. Further details on the projects we have supported can be found on our website. One project which has been particularly successful this year is our financial literacy programme in association with Knowledge @ Wharton in Pennsylvania. This financial literacy project started four years ago with five schools in Philadelphia. In 2014, 34 schools and a total of 140 teams took part. Aberdeen provides training materials, videos and webcasts to support Wharton and the local school teachers and then marks the student teams on their investment approach – emphasising the importance of long termism, a fundamental dimension of our own investment philosophy. Financial literacy is a focus we are keen to pursue globally.

£1.6m
donated to charitable causes globally in 2014[A]
2013: £1.3m 2012: £0.6m

17%
of our global workforce volunteered
2013: 15% 2012: 11%

[A] This includes donations made by the Foundation (£0.9m), the Group (£0.5m) and GAYE employer contributions (£0.2m) but excludes unspent contributions made by PLC to the Foundation.

Managing our environmental footprint

By far our greatest environmental impact is indirect, through the investments that we hold. We do, however, work hard to reduce our direct impacts, recognising this is not only the right thing to do but also has business benefits including reducing utility costs.

Energy consumption and associated emissions, waste and business travel, remain our key areas of focus as reflected by our environmental targets. We have a group-wide environmental policy, which is reviewed by the global environmental committee on a regular basis, and are certified to ISO14001 in the UK.

This year, we achieved all the targets we set for the year ahead and are on track to achieve our more long term targets.

6%
global reduction in carbon emissions per full-time equivalent

30%
increase usage of videoconferencing

16%
increase in recycling rates in the UK

Reduction of environmental impact from sponsorship events

Carbon emissions

We are committed to reducing the carbon emissions produced by all our global offices and are now able to monitor consumption at every site. Initiatives adopted to reduce these emissions include: monitoring energy use through smart metering to identify areas for improvement; installing LEDs; educating employees and installing software to switch off computers at night.

This year, we achieved a 6% reduction in carbon emissions intensity per FTE globally; a 9% reduction per FTE for offices covered by our EMS; and a 34% reduction compared with our base year, 2010.

We continue to be accredited to the Carbon Trust Standard in recognition of the work we have done to reduce our office emissions and this year obtained a CDP score of 87B.

Total global emissions for carbon reporting

		CO^2 e emissions (tonnes)	
Scope	**Emissions source**	**2014**	**2013**
1	Natural gas	179	390[A]
	Company owned vehicles	132	91
	Diesel	4	4
	Refrigerant gas loss	28	28
2	Electricity and district heating	4,205	3,554[A]
Total		**4,548**	**4,067**
Intensity ratio: Emissions per FTE for Scope 1 and Scope 2		1.72	1.84[B]

[A] As a result of implementing our new environmental management and reporting system, we identified minor inaccuracies in our data for 2013. The table reflects the amended figures.

[B] Historically, we have used the year end FTE number to calculate our intensity ratio but due to the significant change in headcount which took place this year, we are now using the average FTE number. The 2013 intensity ratio has, therefore, also been amended to reflect this change.

We have used the GHG Protocol Corporate Accounting and Reporting Standard (revised edition) for our methodology and have used operational control as our boundary for reporting. We have gathered data from invoices on energy consumption, register of refrigerants and service logs of owned vehicles. The UK emissions factors Defra/DECC (2014) have been used in all instances where country specific emissions factors are unavailable.

Waste

Our offices produce a number of waste streams including general waste, paper waste and other recyclable waste including plastics, metal and glass. We are committed to reducing the waste we produce and increasing our recycling rates.

This year, we achieved our target of zero waste to landfill in the UK ahead of our target year (2015).

We have also increased our recycling rates by 16% in the UK. In London, we invested in innovative new desk bins which have doubled the amount of waste recycled and we are in the process of rolling these out to other offices.

Business travel

We have focused on implementing alternatives to business travel, for example installing high quality videoconferencing facilities and using other interactive software solutions. Videoconferencing facilities are now available in 17 offices worldwide and we have achieved a 30% increase in usage on the prior year.

Stakeholder engagement

Engaging with external stakeholders on environmental issues is an important aspect of the work we do.

Throughout the year, we sponsor a number of large corporate events, notably the Dad Vail Regatta, the Scottish Open and Cowes Week. Some of the initiatives adopted this year to reduce the environmental impact of these events and promote environmental awareness include:

- Ensuring all Aberdeen chartered boats adhered to the environmental initiatives promoted by Cowes Week Limited;
- Working with catering companies to reduce food wastage; and,
- Carrying out a waste review and implementing a waste minimisation strategy at the Scottish Open.

In addition, employees from a number of our global offices have taken part in volunteering activities focused on the environmental improvement of the communities in which they live and work.

Our targets for 2015

Carbon and energy

- Reduce carbon emissions intensity by 5% per FTE compared with the 2014 financial year (for all offices in the EMS).

Waste

- Increase recycling by 3% per FTE (UK only).

Business travel

- Increase videoconferencing by 10% (global target).

Stakeholder engagement

- Engage with employees and wider stakeholders on environmental initiatives (global target).

UN Global Compact

In 2013, to further demonstrate our support for the adoption of responsible business practices, we became a signatory to the UN Global Compact. The ten principles provide a framework against which we can benchmark our performance and work to improve our practices.

The table below provides a reference to the relevant section in our CR report against which our progress on the principles can be assessed.

Issue areas	UN Global Compact Principles	Relevant sections
Human rights	Principle 1 Businesses should support and respect the protection of internationally proclaimed human rights	Investing in our people & Engaging with other external stakeholders
	Principle 2 Businesses should make sure that they are not complicit in human rights abuses	Investing in our people & Investing responsibly
Labour	Principle 3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	Investing in our people & Investing responsibly
	Principle 4 Businesses should uphold the elimination of all forms of forced and compulsory labour	Investing in our people & Investing responsibly
	Principle 5 Businesses should uphold the effective abolition of child labour	Investing in our people & Investing responsibly
	Principle 6 Businesses should uphold the elimination of discrimination in respect of employment and occupation	Investing in our people & Investing responsibly
Environment	Principle 7 Businesses should support a precautionary approach to environmental challenges	Managing our environmental footprint
	Principle 8 Businesses should undertake initiatives to promote greater environmental responsibility	Managing our environmental footprint & Investing responsibly
	Principle 9 Businesses should encourage the development and diffusion of environmentally friendly technologies	Managing our environmental footprint & Investing responsibly
Anti-corruption	Principle 10 Businesses should work against corruption in all its forms, including extortion and bribery	Our client focus – anti-bribery and corruption

GRI Assessment

Once again, we have chosen to align our report to the GRI G3 Sustainability Reporting Framework - Financial Services Sector, supporting our commitment to transparency. This disclosure has not been externally assured by a third party and therefore the information below is self-assessed based on a pragmatic interpretation of the guidelines.

KEY
- Yes
- No
- Partial
- Not material

A. Standard disclosures: profile

Profile		Disclosure	Reference / comments
Strategy and analysis			
1.1	Statement from the most senior decision maker of the organisation (for example, CEO, Chairman, or equivalent senior position) about the relevance of sustainability to the organisation and its strategy	Yes	CR report – Introduction by the Andrew Laing (Deputy CEO and Head of the CR Steering Committee)
1.2	Description of key impacts, risks, and opportunities	Yes	CR report – Introduction
Organisational profile			
2.1	Name of the organisation	Yes	Aberdeen Asset Management PLC
2.2	Primary brands, products, and/or services	Yes	Annual report
2.3	Operational structure of the organisation	Yes	Annual report
2.4	Location of organisation’s headquarters	Yes	Annual report
2.5	Number of countries where the organisation operates	Yes	Annual report
2.6	Nature of ownership and legal form	Yes	Annual report
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries)	Yes	Annual report
2.8	Scale of the reporting organisation	Yes	Annual report
2.9	Significant changes during the reporting period regarding size, structure, or ownership	Yes	Annual report
2.10	Awards received in the reporting period	Yes	Annual report
Reporting parameters			
3.1	Reporting period (e.g. fiscal/calendar year) for information provided	Yes	1 October 2013 to 30 September 2014
3.2	Date of most recent previous report (if any)	Yes	December 2013
3.3	Reporting cycle (annual, biennial, etc.)	Yes	Annual
3.4	Contact point for questions regarding the report or its contents	Yes	csr@aberdeen-asset.com
3.5	Process for defining report content	Partial	CR report – Introduction
3.6	Boundary of the report	Yes	We report on all aspects of the business.
3.7	State any specific limitations on the scope or boundary of the report	Yes	We report on all aspects of the business.
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organisations	Yes	All information relates to Aberdeen Asset Management PLC.
3.9	Data measurement techniques and the bases of calculations	Partial	Where possible we use international standards and measurement techniques. The techniques adopted have been disclosed within each section.
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement	Yes	No material restatement required.
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report	Yes	No significant changes on prior year.
3.12	Table identifying the location of the standard disclosures in the report	Yes	This GRI appendix.
3.13	Policy and current practice with regard to seeking external assurance for the report	Yes	Once again we have chosen not to have our report independently assured given its limited length and data content and the extensive internal review process in place at Aberdeen.

Profile		Disclosure	Reference / comments
Governance, commitments and engagement			
4.1	Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight	✓	Annual report – Corporate governance report
4.2	Indicate whether the Chairman of the highest governance body is also an executive officer	✓	Annual report – Corporate governance report
4.3	For organisations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members	✓	Annual report – Corporate governance report
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	✓	Annual report – Corporate governance report
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organisation's performance (including social and environmental performance)	✓	Annual report – Remuneration report
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided	✓	Annual report – Corporate governance report
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees	✓	Annual report – Corporate governance report
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation	✓	CR report – What we believe in: now and in the future Our CR Super Policy covers all aspects of our responsible business practices.
4.9	Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles	✓	The CR Steering Committee is chaired by Andrew Laing, Deputy CEO. The committee meets every two months to discuss developments, achievements and issues faced. Andrew Laing reports to PLC Board directly.
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance	✓	Annual report
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organisation	✓	We adopt a precautionary approach to environmental management, as set out in our group wide environmental policy (available on our website). We recognise that our activities have both direct and indirect impacts on the environment and the communities in which we operate and so accept our responsibility to identify and manage these impacts as effectively as possible.
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses	✓	We have been a member of the FTSE4Good Index since 2002 and are a signatory to the PRI and UN Global Compact. We respond to the annual CDP survey and our UK business is certified to ISO 14001 certification. We are also members of, and/or submit data to, a large number of other organisations globally including over ten corporate governance associations, six global property organisations, Business in the Community (UK), the Carbon Trust and the UK Government's Think, Act, Report initiative. Further details can be found in our Corporate Governance Equity Engagement Report.
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organisations	✓	As above.
4.14	List of stakeholder groups engaged by the organisation	✓	CR report – Introduction
4.15	Basis for identification and selection of stakeholders with whom to engage	✓	CR report – Introduction
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	✓	CR report – throughout
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting	✓	CR report – throughout

B. Standard disclosures: performance indictors

1. Financial services – sector specific guidelines

Performance indicators		Disclosure	Location of disclosure
Product portfolio			
FS1	Policies with specific environmental and social components applied to business lines		CR report – Investing responsibly
FS2	Procedures for assessing and screening environmental and social risks in business lines		CR report – Investing responsibly
FS3	Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions		CR report – Investing responsibly
FS4	Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines		CR report – Investing responsibly & Investing in our people
FS5	Interactions with clients/investees/business partners regarding environmental and social risks and opportunities		CR report – Investing responsibly
FS6	Percentage of the portfolio for business lines by specific region, size (e.g. micro/SME/large) and by sector		This information is not currently available.
FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose		CR report – Investing responsibly
FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose		CR report – Investing responsibly
Audit			
FS9	Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures		Annual internal audits for CR and responsible investing policies and procedures.
Active ownership			
FS10	Percentage and number of companies held in the institution's portfolio with which the reporting organisation has interacted on environmental or social issues		CR report – Investing responsibly
FS11	Percentage of assets subject to positive and negative environmental or social screening		CR report – Investing responsibly
FS12	Voting policies applied to environmental or social issues for shares over which the reporting organisation holds the right to vote shares or advises on voting		This information is not currently available.

2. Economic

Performance indicators		Disclosure	Location of disclosure
Economic performance			
EC1	Economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments		Annual report
EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change		CR report - Managing our environmental footprint & Investing responsibly
EC3	Coverage of the organisation's defined benefit plan obligations		Annual report
EC4	Significant financial assistance received from government		None
Market presence			
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation		CR report - Engaging with other external stakeholders - suppliers
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation		We operate in 27 countries and our workforce is represented by 55 different nationalities.
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement		CR report – Investing responsibly & The Aberdeen Charitable Foundation

3. Environment

Performance indicators		Disclosure	Location of disclosure
Materials			
EN1	Materials used by weight or volume	−	As an office-based company our operations do not consume significant quantities of raw materials.
EN2	Percentage of materials used that are recycled input materials	−	Not material because Aberdeen does not use significant quantities of recycled materials.
Energy			
EN3	Direct energy consumption by primary energy source	✗	This information is not currently available.
EN4	Indirect energy consumption by primary source	✗	This information is not currently available.
Water			
EN8	Total water withdrawal by source	−	As an office-based company our operations do not have a significant impact on water consumption.
Biodiversity			
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	−	Not material to Aberdeen as our offices are located in urban areas and therefore do not have a material impact on protected areas or areas of high biodiversity outside of protected areas.
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	−	As above.
Emissions, effluent and waste			
EN16	Total direct and indirect greenhouse gas emissions by weight	✓	4,548 tonnes of CO_2e
EN17	Other relevant indirect greenhouse gas emissions by weight	✓	4,579 tonnes of CO_2e
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved	✓	CR report – Managing our environmental footprint
EN19	Emissions of ozone-depleting substances by weight	−	As an office-based company, Aberdeen does not have any activities that result in significant air emissions other than those incorporated within GHG reporting.
EN20	NOx, SOx, and other significant air emissions by type and weight	−	As above.
EN21	Total water discharge by quality and destination	−	As an office-based company, our operations do not result in significant water discharge.
EN22	Total weight of waste by type and disposal method	✎	71 tonnes of general waste (UK only) 150 tonnes of recyclable waste (UK only)
EN23	Total number and volume of significant spills	✓	The only area where this may be relevant is in the refuelling of emergency generators. No significant spills took place in the reporting year.
Products and services			
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	✓	CR report – Managing our environmental footprint
EN27	Percentage of products sold and their packaging materials that are reclaimed by category	−	Not applicable to Aberdeen's operations.
Compliance			
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	✓	Nil

4. Labour practices and decent work

Performance indicators		Disclosure	Location of disclosure
Employment			
LA1	Total workforce by employment type, employment contract, and region, broken down by gender	✎	CR report – Investing in our people
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region	✎	CR report – Investing in our people
Labour/management relations			
LA4	Percentage of employees covered by collective bargaining agreements	✎	CR report – Investing in our people
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements	✓	Minimum notice periods, where applicable, are governed by state or local law.
Occupational health and safety			
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work related fatalities by region and by gender	✎	CR report – Investing in our people. There were no accidents or near misses in the current or prior year as reportable by RIDDOR.
LA8	Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases	✓	CR report – Investing in our people. No employees are involved in occupational activities which have a high risk of specific serious diseases.
Training and education			
LA10	Average hours of training per year per employee by gender, and by employee category	✎	CR report – Investing in our people
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	✎	CR report – Investing in our people
LA12	Percentage of employees receiving regular performance and career development reviews by gender	✓	CR report – Investing in our people
Diversity and equal opportunity			
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	✎	CR report – Investing in our people
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	✗	This information is not currently available.

5. Human rights

Performance indicators		Disclosure	Location of disclosure
Investment and procurement practices			
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening	✗	This information is not currently available.
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken	✗	This information is not currently available.
Non-Discrimination			
HR4	Total number of incidents of discrimination and corrective actions taken	✗	This information is not currently available.
Freedom of Association and Collective Bargaining			
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights	✎	CR report – Investing in our people

Performance indicators		Disclosure	Location of disclosure
Child Labour			
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour		Given the nature of our business this is not a material risk.
Forced and Compulsory Labour			
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour		Given the nature of our business this is not a material risk.

6. Society

Performance indicators		Disclosure	Location of disclosure
Local community			
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs		CR report – Aberdeen Charitable Foundation
Corruption			
SO2	Percentage and total number of business units analysed for risks related to corruption		CR report – Anti bribery and corruption All employees and business units are assessed.
SO3	Percentage of employees trained in organisation's anti-corruption policies and procedures		CR report – Anti bribery and corruption All employees are trained in our anti-bribery and corruption policies and procedures.
SO4	Actions taken in response to incidents of corruption		CR report – Anti bribery and corruption There have been no reported breaches of our ABC policy in the past three years.
Public policy			
SO5	Public policy positions and participation in public policy development and lobbying		Engaging with other external stakeholders - public policy As one of Europe's largest listed independent fund managers, we are asked from time to time to give house views on regulatory policy and business issues, and are invited to take part in an increasing number of public forums, whether conference, media or trade association related. We therefore have a formal policy committee in place which is chaired by the Head of Public Affairs.
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.		It is the Group's policy not to make contributions for political purposes.
Anti-competitive behaviour			
SO7	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes		No such actions were faced in the financial year.
Compliance			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations		No significant fines or non-monetary sanctions during the year.

7. Product responsibility

Performance indicators		Disclosure	Location of disclosure
Customer health and safety			
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures	⊖	Due to the nature of the business our products and services do not have significant health and safety risks.
Product and service labelling			
PR3	Type of product and service information required by procedures and percentage of significant products and services subject to such information requirements	✎	In most of the countries in which we operate there are strict regulations which govern product and service information. We ensure that we comply with these standards.
Marketing communications			
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	✓	All financial promotions and image advertising are reviewed by the Compliance department via an internal database prior to distribution. We comply with the service information regulations in all jurisdictions in which we operate.
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 were no such incidents in the financial year.
Customer privacy			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	✓	There were no such complaints in the financial year.
Compliance			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	✓	There were no such fines in the financial year.

Contact

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