

G3 Content Index

Application Level - C

Standard Disclosures: Profile Disclosures

Profile Disclosure	Description	Reported	Cross Reference
1. Strategy and Analysis			
1.1	Statement from the most senior decision-maker of the organisation.	●	37
1.2	Description of key impacts, risks, and opportunities.	○	
2. Organisational Profile			
2.1	Name of the organisation.	●	38
2.2	Primary brands, products, and/or services.	●	38
2.3	Operational structure of the organisation, including main divisions, operating companies, subsidiaries and joint ventures.	●	81
2.4	Location of organisation's headquarters.	●	Inner Back Cover (IBC)
2.5	Number of countries where the organisation operates' and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the Report.	●	38
2.6	Nature of ownership and legal form.	●	(IBC)
2.7	Markets served (including geographic breakdown, sectors served and types of customers/beneficiaries).	●	38
2.8	Scale of the reporting organisation.	●	39
2.9	Significant changes during the reporting period regarding size, structure or ownership.	●	81
2.10	Awards received in the reporting period.	●	39
3. Report Parameters			
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	●	38
3.2	Date of most recent previous report (if any).	●	38
3.3	Reporting cycle (annual, biennial, etc.)	●	38
3.4	Contact point for questions regarding the report or its contents.	●	38
3.5	Process for defining report content.	●	39
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	●	39
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	●	40
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.	●	39
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from the GRI Indicator Protocols.	○	
3.10	Explanation of the effect of any restatements of information provided in earlier reports and the reasons for such restatement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	●	40
3.11	Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the Report.	●	40
3.12	Table identifying the location of the Standard Disclosures in the Report.	●	50
3.13	Policy and current practice with regard to seeking external assurance for the Report.	○	
4. 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.	●	62
4.2	Indicate whether the Chair of the highest governance body is also an Executive Officer.	●	63
4.3	For organisations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or Non-Executive members.	●	64
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	●	40

● Fully Reported ○ Partially Reported ○ Not reported as per C level requirements

Profile Disclosure	Description	Reported	Cross Reference
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).	○	
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	○	
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organisation's strategy on economic, environmental, and social topics.	○	
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.	○	
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.	○	
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental and social performance.	○	
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organisation.	○	
4.12	Externally developed economic, environmental and social charters, principles or other initiatives to which the organisation subscribes or endorses.	○	
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organisations in which the organisation: *Has positions in governance bodies; *Participates in projects or committees; *Provides substantive funding beyond routine membership dues; or *Views membership as strategic.	○	
4.14	List of stakeholder groups engaged by the organisation.	●	40
4.15	Basis for identification and selection of stakeholders with whom to engage.	●	40
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	○	
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.	○	

Standard Disclosures: Performance Indicators

Economic			
<i>Economic Performance</i>			
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and Governments.	●	41
EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change.	○	
EC3	Coverage of the organisation's defined benefit plan obligations.	●	41
EC4	Significant financial assistance received from Government.	●	41
<i>Market Presence</i>			
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	●	42
EC6	Policy, practices and proportion of spending on locally-based suppliers at significant locations of operation.	●	42
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	○	
<i>Indirect Economic Impacts</i>			
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	⊙	49
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	○	

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Profile Disclosure	Description	Reported	Cross Reference
Environmental			
<i>Materials</i>			
EN1	Materials used by weight or volume.	○	
EN2	Percentage of materials used that are recycled input materials.	○	
<i>Energy</i>			
EN3	Direct energy consumption by primary energy source.	⊙	43
EN4	Indirect energy consumption by primary source.	●	43
EN5	Energy saved due to conservation and efficiency improvements.	○	
EN6	Initiatives to provide energy-efficient or renewable energy based products and services and reductions in energy requirements as a result of these initiatives.	○	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	○	
<i>Water</i>			
EN8	Total water withdrawal by source.	○	
EN9	Water sources significantly affected by withdrawal of water.	○	
EN10	Percentage and total volume of water recycled and reused.	○	
<i>Biodiversity</i>			
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	●	44
EN12	Description of significant impacts of activities, products and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	○	
EN13	Habitats protected or restored.	○	
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	○	
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	○	
<i>Emissions, Effluents and Waste</i>			
EN16	Total direct and indirect greenhouse gas emissions by weight.	○	
EN17	Other relevant indirect greenhouse gas emissions by weight.	○	
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	○	
EN19	Emissions of ozone-depleting substances by weight.	○	
EN20	NOx, SOx, and other significant air emissions by type and weight.	○	
EN21	Total water discharge by quality and destination.	○	
EN22	Total weight of waste by type and disposal method.	●	44
EN23	Total number and volume of significant spills.	○	
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	○	
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 runoff.	○	
<i>Products and Services</i>			
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	○	
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	○	
<i>Compliance</i>			
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	●	44
<i>Transport</i>			
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations and transporting members of the workforce.	○	
<i>Overall</i>			
EN30	Total environmental protection expenditures and investments by type.	○	

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Profile Disclosure	Description	Reported	Cross Reference
Social: Labour Practices and Decent Work			
<i>Employment</i>			
LA1	Total workforce by employment type, employment contract and region.	●	45
LA2	Total number and rate of employee turnover by age group, gender and region.	●	46
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees by major operations.	○	
<i>Labour/Management Relations</i>			
LA4	Percentage of employees covered by collective bargaining agreements.	○	
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	○	
<i>Occupational Health and Safety</i>			
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.	○	
LA7	Rates of injury, occupational diseases, lost days and absenteeism and number of work-related fatalities by region.	⊗	47
LA8	Education, training, counselling, prevention and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases.	○	
LA9	Health and safety topics covered in formal agreements with trade unions.	○	
<i>Training and Education</i>			
LA10	Average hours of training per year per employee by employee category.	●	48
LA11	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	○	
LA12	Percentage of employees receiving regular performance and career development reviews.	●	48
<i>Diversity and Equal Opportunity</i>			
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership and other indicators of diversity.	⊗	45
LA14	Ratio of basic salary of men to women by employee category.	○	
Social: Human Rights			
<i>Diversity and Equal Opportunity</i>			
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	○	
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	○	
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.	○	
<i>Non-Discrimination</i>			
HR4	Total number of incidents of discrimination and actions taken.	●	48
<i>Freedom of Association and Collective Bargaining</i>			
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk and actions taken to support these rights.	○	
<i>Child Labour</i>			
HR6	Operations identified as having significant risk for incidents of child labour and measures taken to contribute to the elimination of child labour.	○	
<i>Forced and Compulsory Labour</i>			
HR7	Operations identified as having significant risk for incidents of forced or compulsory labour and measures to contribute to the elimination of forced or compulsory labour.	○	
<i>Security Practices</i>			
HR8	Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.	○	
<i>Indigenous Rights</i>			
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	○	

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Profile Disclosure	Description	Reported	Cross Reference
Social: Society			
<i>Community</i>			
SO1	Nature, scope and effectiveness of any programmes and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	○	
<i>Corruption</i>			
SO2	Percentage and total number of business units analysed for risks related to corruption.	○	
SO3	Percentage of employees trained in organisation's anti-corruption policies and procedures.	○	
SO4	Actions taken in response to incidents of corruption.	○	
<i>Public Policy</i>			
SO5	Public policy positions and participation in public policy development and lobbying.	○	
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	○	
<i>Anti-Competitive Behaviour</i>			
SO7	Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices and their outcomes.	○	
<i>Compliance</i>			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	●	48
Social: Product Responsibility			
<i>Customer Health and Safety</i>			
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.	○	
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.	○	
<i>Product and Service Labelling</i>			
PR3	Type of product and service information required by procedures and percentage of significant products and services subject to such information requirements.	○	
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.	○	
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	○	
<i>Marketing Communications</i>			
PR6	Programmes for adherence to laws, standards and voluntary codes related to marketing communications, including advertising, promotion and sponsorship.	○	
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.	○	
<i>Customer Privacy</i>			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	○	
<i>Compliance</i>			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	●	48

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Independent Assurance Statement



Strategic Initiatives Group (Pvt) Ltd

25/13, Cyril de Silva Mawatha, Pepiliyana Road, Nugegoda.
Tel. No. 4941670 Fax: 4209074
Company Registration No: PV 9875

The 2010/11 Sustainability Report of CIC Holdings PLC has undergone a third-party level check by STING Consultants, against the requirements of the GRI G3 Guidelines at C level. The Self Declared C level of this Report is hereby confirmed to be accurate.

The aim of this statement is to confirm to readers the extent to which the GRI G3 Guidelines have been applied in the preparation of this report. This does not represent in any way, an opinion on the value or quality of the report and its content, or of the sustainability performance of the reporting organization.

A handwritten signature in black ink that reads "Anthonisz". The signature is written in a cursive style and is underlined with a single horizontal line.

Tiara Anthonisz
Head of Strategic Corporate Responsibility
STING Consultants
20th May 2011