

GLOBAL REPORTING INITIATIVE – COMPLIANCE



This Annual Report has also been produced with reference to the Global Reporting Initiative's (GRI) G3 Reporting Guidelines. More specifically, we have used the GRI NGO Sector Supplement (which seeks to take account of the circumstances of non-governmental organisations such as Amnesty International UK).

Our compliance with the disclosures required by the G3 Reporting Guidelines is made transparent in the GRI content index that follows.

The GRI Content Index is the basis for determining whether or not an organisation has

reported on the required standard disclosures (Profile disclosures, Management Approach and Performance Indicators) for a particular Application Level.

The purpose of setting out a Content Index is to inform stakeholders and other report readers of what has been reported and to what extent. At the same time, the GRI Content Index functions as the navigation tool for the report reader to find the relevant information within the reporting pertaining to the referenced standard disclosures.

For more information about the GRI please visit www.globalreporting.org.

STANDARD DISCLOSURES PART I: Profile Disclosures

1. STRATEGY AND ANALYSIS

Profile Disclosure	Description	Reported	Cross-reference/Direct answer
1.1COMM	Statement from the most senior decision-maker of the organisation.	Fully	Pg 2 (Letter from Chair)
1.2	Description of key impacts, risks, and opportunities.	Fully	Overview of key impacts on Pg 10-11 (Our Priorities) and Pg 12-41 (Our Human Rights Work); risks and opportunities are covered on Pg 55 (Financial Commentary)

2. ORGANISATIONAL PROFILE

Profile Disclosure	Description	Reported	Cross-reference/Direct answer
2.1	Name of the organisation.	Fully	A description of the two legal entities which, together, we refer to as Amnesty International UK (AIUK) is on Pg 1 (About This Report)
2.2COMM	Primary activities, brands, products, and/or services.	Fully	Pg 4 (Who We Are) and Pg 5 (How We Work)
2.3	Operational structure of the organisation, including national offices, sections, branches, field offices, main divisions, operating companies, subsidiaries, and joint ventures.	Fully	Our operational structure is outlined on Pg 1 (About This Report) and Pg 44-45 (Structure and Governance); our network of offices and bookshops is covered on Pg 48 (Our People, Policies and Practices); and the scale of our activist groups is covered on Pg 46-47 (Structure and Governance). In addition: We have three operating divisions (Campaigns, Marketing, Corporate Services); The Amnesty International UK Section has a subsidiary company, Amnesty Freestyle Limited, which manages certain events, the operations of which are included in the consolidated Financial Statements (Pg 56-59). We do not have any equity-based joint ventures
2.4	Location of organisation's headquarters.	Fully	Contact details appear on Outside Back Cover
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.	Fully	AIUK operates solely in the UK - although clear references are made to the global movement, e.g. Pg 44 (Structure and Governance)
2.6COMM	Nature of ownership and legal form.	Fully	Pg 1 (About This Report) and Pg 44-45 (Structure and Governance)

Profile Disclosure	Description	Reported	Cross-reference/Direct answer
2.7	Target audience and affected stakeholders. Markets served (including geographic breakdown, sectors served, and types of affected stakeholders/customers/beneficiaries).	Fully	An overview appears in Pg 4 (The World We Work In), and more specific detail is provided throughout Pg 12-41 (Our Human Rights Work).
2.8COMM	Scale of the reporting organisation.	Fully	The number of members, activists and supporters is covered on Pg 46 (Activists, Members and Supporters); Staff numbers are covered on Pg 48 (Our People, Policies and Practices); Our finances and assets are detailed on Pg 56-59 (Financial Commentary and Financial Statements).
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	No material changes to report other than an increase in staff numbers - as covered on Pg 48 (Our People, Policies and Practices).
2.10	Awards received in the reporting period.	Fully	We received several HR related awards - as covered on Pg 48 (Our People, Policies and Practices).

3. REPORT PARAMETERS

Profile Disclosure	Description	Reported	Cross-reference/Direct answer
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	Pg 1 (About This Report)
3.2	Date of most recent previous report (if any).	Fully	Pg 1 (About This Report)
3.3	Reporting cycle (annual, biennial, etc.)	Fully	Pg 1 (About This Report)
3.4	Contact point for questions regarding the report or its contents.	Fully	Pg 60 (More About This Report)
3.5	Process for defining report content.	Fully	"The report has been defined to meet stakeholders' needs (including members, activists, local groups, donors, schools, coalition campaign and partner organisations, general public). Definition of reporting content made by an Editorial Board that met regularly (following a discussion-based process taking into account stakeholder interests)."
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	The report covers the entirety of the operations of AIUK. In terms of the scope of the report, the document meets the terms of the International NGO Accountability Charter, and the principles of the Global Reporting Initiative - as covered on Pg 60 (More About this Report).
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	See 3.6, above
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.	Fully	We have no material or significant outsourced operations, leased facilities or outsourced functions. Our only subsidiary company (i.e. Amnesty Freestyle Limited) is included in the scope of the report.
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.	Fully	"Non-financial data used in the report is measured according to AIUK internal management systems. Where survey data is reported (e.g staff surveys Pg 49-50), this data is collated and measured using external independent methodologies. Financial data presented in the report draws from (a) AIUK management accounts and (b) Board approved Combined Accounts. For all other data, all/any relevant sources are referenced within the relevant sections of the report."
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Fully	No re-statements issued
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	The only significant change is our decision to omit some standard (and unchanging) detail on our structure, governance and management from the body of the report - and only to publish this information within the online annex (i.e. this GRI table).

Profile Disclosure	Description	Reported	Cross-reference/Direct answer
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	Included in this online Report Annex - as referenced on Pg 60 (More About this Report).
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	Our own assessment of our level of compliance with the Global Reporting Initiative is checked and confirmed by the GRI itself - but we have not sought any additional external assurance in respect of the GRI framework.

4. GOVERNANCE, COMMITMENTS, AND ENGAGEMENT

Profile Disclosure	Description	Reported	Cross-reference/Direct answer
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.	Fully	An introduction to the AIUK Board of Directors (our primary governance body), its members and its sub-committees appears on Pg 44-46. Further information is available from www.amnesty.org.uk/subcommittees
4.2COMM	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	The Chair is not an executive officer.
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.	Fully	Pg 45 (Board of Directors)
4.4COMM	Mechanisms for internal stakeholders (e.g., members), shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	Any member of AIUK can raise any matter with Board at any time. All members are entitled to propose resolutions to the AGM and to have them debated. Staff are entitled to be members of AIUK. They can also raise issues with the Board through their staff representative (who attends Board meetings) or through the Joint Consultative Committee.
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).	Fully	No compensation is paid to members of the Board (although they can be reimbursed for reasonable expenses directly related to Board activities). Also, there is no direct linkage between the Senior Management Team's compensation and AIUK's performance.
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	The Board's code of conduct commits all members to ethical, businesslike and lawful conduct. As an additional safeguard, each Board member is required to complete a 'declaration of interest' to identify areas where a conflict of interest or loyalty may arise. Also our Trustees abide by the Charity Commission's code of practice.
4.7COMM	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.	Fully	"The Board election process seeks to ensure that members have the right skills and experience to guide the organisation. Although there are no formal mechanisms for evaluating the Board and its members, the AIUK constitution ensures that their performance is under scrutiny from the wider membership"
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.	Fully	Mission and values statements are covered on Pg 4 (Who We Are); our environmental commitments are covered on Pg 51 (Our People, Policies and Practices); our social performance commitments are covered on Pg 48-50 (Our People, Policies and Practices). As 4.5 above, the Board's code of conduct commits all members to ethical, businesslike and lawful conduct.

Profile Disclosure	Description	Reported	Cross-reference/Direct answer
4.9COMM	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 nationally and internationally agreed standards, codes of conduct, and principles.	Fully	Amnesty International UK Section is a company limited by guarantee and subject to UK regulations relating to charities and all other related laws, and the Board members are personally accountable for its conduct and performance. The Board approves the strategic and operational plans of AIUK, and monitors performance against these plans. The various committees of the Board provide updates, advice and guidance on specific aspects of the organisation's performance. A formal finance report is made at each meeting, and the Board also agrees on the composition of a risk register, which the Finance Sub-Committee monitors and updates regularly. This ensures that the Board understands the likelihood and potential impact of various risks, and makes its decisions accordingly.
4.10COMM	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Fully	An overview of measures introduced in 2011 is covered on Pg 44-46 (Structure and Governance). In addition, the Board periodically carries out a skills audit and, on the basis of this, can decide to supplement its skills and expertise (e.g. by co-opting up to three additional Board members). As 4.7 above, although there are no formal mechanisms for evaluating the Board and its members, the constitution of AIUK ensures that the performance is under scrutiny from the wider membership.
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organisation.	Fully	Precautionary principle not explicitly addressed. AIUK operations are routinely risk-assessed but the precautionary principle is not systematically applied. In 2011 our internal auditors undertook a review which was approved by the Board in April 2012.
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses.	Fully	In addition to our own values (Pg 4), Amnesty International is a signatory of the INGO Accountability Charter (Pg 60).
4.13	Memberships in associations (such as industry associations), coalitions and alliance memberships, 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.	Fully	Our membership and involvement in various fundraising bodies is covered on Pg 39 (Fundraising for Human Rights); and, in our campaigns, we often work in coalition with other related NGOs (Pg 22-37).
4.14COMM	List of stakeholder groups engaged by the organisation.	Fully	"AIUK has a wide range of stakeholder groups including: the people whose rights we seek to protect; members; supporters; activists; campaign partners; suppliers; staff; volunteers; the media; government and regulatory bodies; the community at large."
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	Identification and selection of stakeholders for engagement is based on our campaign areas. We work to engage rightsholders in each campaign area (e.g. Pg 14-15). In most cases the stakeholders are determined by our research work, other stakeholders include partner organisations that are selected on the basis of a commitment to work towards shared campaign goals. The process of identification and selection is currently conducted on an ad hoc basis and is not codified in a single operational policy.
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Partially	"Formal approaches include staff and volunteer surveys (Pg 49-50) and feedback mechanism (Pg 50-51). Engagement with our members occurs on an on-going basis but always annually through an AGM (Pg 45). The frequency and type of engagement with each stakeholder group is variable depending on the issues but occurs through consultation and discussion groups, surveys, meetings, online contact."

Profile Disclosure	Description	Reported	Cross-reference/Direct answer
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.	Fully	An overview of topics raised from external feedback is covered on Pg 50-51 (Feedback); whereas those raised internally are outlined on Pg 49-50 (Staff Engagement)

STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)

NGOSS DMAs	Description	Reported	Cross-reference/Direct answer
DMA PE Aspects	Disclosure on Management Approach PE		
	Affected stakeholder involvement	Partially	Pg 50-51 (Feedback Mechanism)
	Feedback, complaints, and action	Fully	Pg 50-51 (Feedback Mechanism)
	Monitoring, evaluating, and learning	Partially	Specifically Pg 10-11 (Our Priorities); and, more generally, specific commentaries on our Human Rights Work throughout the report.
	Gender and diversity	Fully	Pg 48 (Equality and Diversity); Pg 50 (Gender Mainstreaming)
	Public awareness and advocacy	Fully	Pg 5 (How We Work)
DMA EC Aspects	Disclosure on Management Approach EC		
	Economic performance	Fully	Pg 52-53 (Finance); Pg 54-55 (Financial Commentary); Pg 57-59 (Financial Statements); and Pg 38-40 (Fundraising for Human Rights)
	Market presence, including impact on local economies	Partially	Our UK market presence is indicated on Pg 46-47 (Activists, Members and Supporters), and Pg 38-40 (Fundraising for Human Rights). We are not in a position to measure or report on our impact on local economies.
	Indirect economic impacts	Not	We are not in a position to measure or report.
	Resource allocation	Fully	Pg 52-53 (Finance)
	Socially-responsible investment	Fully	We do not engage in speculative investments, we always keep our funds liquid, and we never knowingly invest in anything that would (or could be seen to) compromise our commitment to human rights. In practice, this means that all our funds are placed with banks on short and medium term deposit – so we get a relatively reliable income stream, yet we can access funds quickly to pay for essential human rights work. Our principal banking relationship is with the Cooperative Bank, which holds the bulk of our cash deposits. We originally chose this bank because of its ethical policies and practices.

NGOSS DMAs	Description	Reported	Cross-reference/Direct answer
	Ethical fundraising	Fully	<p>"Pg 41 (Corporate Relations Policy); Pg 38-41 (Fundraising for Human Rights). Additionally: We seek to apply the highest standards to all our fundraising. As a member of the UK Fundraising Standards Board (FRSB), we are bound by a Fundraising Promise. If anyone is unhappy with the way we respond to a comment or complaint about our fundraising, we accept the authority of the FRSB to make a final adjudication.</p> <p>All the fundraising materials we produce are subject to internal scrutiny by our Content Approval Panel. This ensures that our statements about what we will do with the money raised are accurate.</p> <p>We sometimes use external agencies to carry out face-to-face and telephone fundraising on our behalf. To ensure that their work complies with our standards, we carry out random checks. Also, we only use agencies that can demonstrate to us that they follow recognised fundraising codes, such as the Public Fundraising Regulatory Association's Code of Practice and the FRSB guidelines.</p> <p>Ultimately, as with any charity in the UK, the Charity Commission holds us to account for our fundraising methods, how we use our money, our compliance with the law and our transparency."</p>
DMA EN Aspects	Disclosure on Management Approach EN Materials	Fully	Pg 51 (Environmental Impact). As a campaigning organisation AIUK uses significant amounts of paper and card in our communications and office work. We buy recycled paper and card wherever possible, and where it is not appropriate to use 100 per cent recycled materials, we buy from sustainable sources.
	Energy	Fully	"Pg 51 (Environmental Impact). In terms of direct energy, our consumption was 798 Gigajoules (40.6 tonnes CO2 equivalent emissions), down from 807 Gigajoules in 2010; In terms of indirect energy, our consumption was 1636 Gigajoules (238 tonnes CO2 equivalent emissions), up from 1601 Gigajoules in 2010."
	Water	Fully	Pg 51 (Environmental Impact). Our water consumption was 1794m3, down from 1914m3 in 2010.
	Biodiversity	Not	Not material/applicable
	Emissions, effluents and waste	Fully	The level of hazardous waste we produce is minimal, consisting primarily of used batteries, fluorescent tubes, paints, solvents and so on. It is separated from other waste, then collected and processed by a licensed waste carrier.
	Products and services	Not	Not material/applicable (other than in the impact of using campaign materials and resources).
	Compliance	Not	Not recorded
	Transport	Fully	Staff commuting represented 72 tonnes CO2 equivalent emissions (down from 78 tonnes in 2010); business travel represented 51 tonnes CO2 equivalent emissions (2011 was the first year this was measured).
	Overall	Not	Not recorded - further implementation of recording systems required.
DMA LA Aspects	Disclosure on Management Approach LACOMM Employment	Fully	Pg 48 (Our Staff)
	Labor/management relations	Fully	Pg 49 (Partnership)

NGOSS DMAs	Description	Reported	Cross-reference/Direct answer	
	Occupational health and safety	Fully	Pg 49 (Wellbeing). Additionally: We have a robust and effective occupational health and safety management system in place. As well as complying with all the relevant UK legislation, this also follows the best practice guidance for charity and voluntary workers as laid down by the UK Health and Safety Executive (HSE). We have a Health, Safety and Environmental Committee chaired by our Office Manager. All our staff and volunteers are represented, and the monthly minutes are distributed across the organisation, and there is a regular agenda item at Senior Management Team meetings. There were a total of 21 accidents/incidents (one of which was reportable to the HSE). Reported sickness remains low (1.3 working days per year), and there has been a decrease in reported sickness absence due to stress, depression or other psychiatric illness (down from 24.7% to 18.3%).	
	Training and education	Fully	Pg 48 (Learning and Development)	
	Diversity and equal opportunity	Fully	Pg 48 (Equality and Diversity)	
	DMA HR Aspects	Disclosure on Management Approach HR Investment and procurement practices	Fully	We do not engage in speculative investments, we always keep our funds liquid, and we never knowingly invest in anything that would (or could be seen to) compromise our commitment to human rights. In practice, this means that all our funds are placed with banks on short and medium term deposit – so we get a reliable income stream, yet we can access funds quickly to pay for essential human rights work. Our principal banking relationship is with the Cooperative Bank, which holds the bulk of our cash deposits. We originally chose this bank because of its ethical policies and practices. As per our procurement policy we carry out ethical checks on potential suppliers (either a self-assessment or external check, depending on the value of the goods or services being procured). Our ethical standards are based around ILO labour standards.
	Non-discrimination	Fully	Pg 48 (Equality and Diversity)	
	Freedom of association and collective bargaining	Fully	Pg 49 (Partnership)	
	Child labor	Not	Not material/applicable in our internal operations	
	Forced and compulsory labor	Not	Not material/applicable in our internal operations	
	Security practices	Not	Not material/applicable in our internal operations	
	Indigenous rights	Not	Not material/applicable in our internal operations	
	DMA SO Aspects	Disclosure on Management Approach SO Community	Fully	Pg 5 (How We Work), Pg 14-15 (Campaign Spectrum), Pg 32-34 (Human Rights Education)
	Corruption	Not	Not material/applicable in our internal operations	
Public policy	Fully	Pg 5 (How We Work), Pg 14-15 (Campaign Spectrum), Pg 32-34 (Human Rights Education)		
	Anti-competitive behavior	Not	Not material/applicable in our internal operations	
	Compliance	Not	Not material/applicable in our internal operations	
	DMA PR Aspects	Disclosure on Management Approach PR Customer health and safety	Not	Not material/applicable
	Product and service labelling	Not	Not material/applicable	

NGOSS DMAs	Description	Reported	Cross-reference/Direct answer
	Marketing communicationsCOMM	Fully	Pg 35-37 (Awareness Raising), Pg 38-40 (Fundraising for Human Rights)
	Customer privacyCOMM	Not	Not material/applicable
	Compliance	Not	Not material/applicable

STANDARD DISCLOSURES PART III: Performance Indicators

PROGRAM EFFECTIVENESS

Performance Indicator	Description	Reported	Cross-reference/Direct answer
Affected stakeholder engagement			
NG01	Processes for involvement of affected stakeholder groups in the design, implementation, monitoring and evaluation of policies and programme.	Fully	Pg 50-51 (Feedback), Pg 22-23 (Individuals At Risk), Pg 46-47 (engagement with activists, members and supporters)
Feedback, complaints and action			
NG02	Mechanisms for feedback and complaints in relation to programmes and policies and for determining actions to take in response to breaches of policy.	Fully	Pg 50-51 (Feedback)
Monitoring, evaluating and learning			
NG03	System for programme monitoring, evaluation and learning, (including measuring programme effectiveness and impact), resulting changes to programmes, and how they are communicated.	Fully	Pg 8-9 (Our Strategic Direction), Pg 10-11 (Our Priorities in 2011), Pg 21 (Measuring Success), Pg 22-34 (Our Human Rights Work)
Gender and diversity			
NG04	Measures to integrate gender and diversity into programme design, implementation, and the monitoring, evaluation, and learning cycle.	Fully	Pg 48 (Equality and Diversity), Pg 50 (Gender Mainstreaming)
Public awareness and advocacy			
NG05	Processes to formulate, communicate, implement, and change advocacy positions and public awareness campaigns.	Fully	Pg 22-34 (Our Human Rights Work). Additionally: The way that the movement functions globally is set out in the Statute of Amnesty International. This defines our vision and mission, our core values, our methods, and the principles under which we operate. Ultimate authority is vested in the International Council Meeting (ICM), which meets every two years. The role of the ICM includes: setting our vision, mission and values; determining our integrated strategic plan and holding the global movement accountable. For AIUK, the AGM is the primary decision-making forum. Our constitution defines the functions of the AGM as: determining the policy of Amnesty International UK; receiving the report of the directors; and receiving the accounts and ratifying the budget for the coming year.
Coordination			
NG06	Processes to take into account and coordinate with the activities of other actors.	Fully	Pg 22-34 (Our Human Rights Work) - individual campaign summaries reference joint action/involvement with partners.

ECONOMIC

Performance Indicator	Description	Reported	Cross-reference/Direct answer
Resource allocation			
NG07	Resource allocation.	Fully	Pg 52-53 (Finance)

Performance Indicator	Description	Reported	Cross-reference/Direct answer
Ethical fundraising			
NG08	Sources of funding by category and five largest donors and monetary value of their contributions.	Fully	Pg 52-53 (Finance), Pg 54-55 (Financial Statements), Pg 41 (Corporate Relations)
Economic performance			
EC1COMM	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.	Fully	Pg 57-59 (Financial Statements)
EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change.	Partially	Pg 55 (Risk Management) - not specifically related to climate change
EC3	Coverage of the organisation's defined benefit plan obligations.	Not	Not material/applicable
EC4	Significant financial assistance received from government.	Not	Not wholly applicable - no significant financial assistance obtained from government. Also, note that we are able to receive money from government if it is non-discretionary and available to all similar organisations. The main examples of this are Gift Aid on donations to the Amnesty International Trust.
Market presence, including impact on local economies			
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	Fully	We commit to pay at least the London Living Wage (which is somewhat higher than the Minimum Wage), not only in salaries paid to staff, but also to people contracted through agencies to work for us onsite.
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Fully	With the exception of the funds we donate to support the international Amnesty movement (a figure of £7 million, equivalent to 41% of our total outgoings), all of our spending takes place in the UK economy.
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Fully	Pg 48-49 (Our People, Policies and Practices)
Indirect economic impacts			
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Not	Not material/applicable
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Partially	Indirect and direct economic impacts are taken into account and central to our work on economic, social and cultural rights. However, our capacity to measure and quantify is limited.

ENVIRONMENTAL

Performance Indicator	Description	Reported	Cross-reference/Direct answer
Materials			
EN1	Materials used by weight or volume.	Partially	Pg 51 (Environmental Impact). As a campaigning organisation AIUK uses significant amounts of paper and card in our communications and office work. We buy recycled paper and card wherever possible, and where it is not appropriate to use 100 per cent recycled materials, we buy from sustainable sources.
EN2	Percentage of materials used that are recycled input materials.	Partially	Pg 51 (Environmental Impact). We buy recycled paper and card wherever possible, and where it is not appropriate to use 100 per cent recycled materials, we buy from sustainable sources.

Performance Indicator	Description	Reported	Cross-reference/Direct answer
Energy			
EN3	Direct energy consumption by primary energy source.	Fully	"Pg 51 (Environmental Impact). Our direct energy consumption was 798 Gigajoules (40.6 tonnes CO2 equivalent emissions), down from 807 Gigajoules in 2010."
EN4	Indirect energy consumption by primary source.	Fully	Pg 51 (Environmental Impact). Our consumption of indirect energy was 1636 Gigajoules (238 tonnes CO2 equivalent emissions), up from 1601 Gigajoules in 2010.
EN5	Energy saved due to conservation and efficiency improvements.	Fully	Pg 51 (Environmental Impact). Our energy consumption increased by a little over 1 per cent. However, total staff numbers (and the consequent scale of our operations) increased by more than 9 per cent.
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Partially	Pg 51 (Environmental Impact).
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Not	Not able to be reliably calculated at this stage.
Water			
EN8	Total water withdrawal by source.	Fully	Pg 51 (Environmental Impact). Our water consumption was 1794m3, down from 1914m3 in 2010.
EN9	Water sources significantly affected by withdrawal of water.	Not	Not material/applicable
EN10	Percentage and total volume of water recycled and reused.	Not	
Biodiversity			
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not	Not material/applicable
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	Not material/applicable
EN13	Habitats protected or restored.	Not	Not material/applicable
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Not	Not material/applicable
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	Not material/applicable
Emissions, effluents and waste			
EN16	Total direct and indirect greenhouse gas emissions by weight.	Fully	Pg 51 (Environmental Impact). Total emissions from direct and indirect energy use amounted to 278.6 tonnes CO2 equivalent emissions.
EN17	Other relevant indirect greenhouse gas emissions by weight.	Fully	Pg 51 (Environmental Impact). Staff commuting represented 72 tonnes CO2 equivalent emissions (down from 78 tonnes in 2010); business travel represented 51 tonnes CO2 equivalent emissions (2011 was the first year this was measured).
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Not	
EN19	Emissions of ozone-depleting substances by weight.	Not	
EN20	NOx, SOx, and other significant air emissions by type and weight.	Not	

Performance Indicator	Description	Reported	Cross-reference/Direct answer
EN21	Total water discharge by quality and destination.	Fully	Pg 51 (Environmental Impact). All our waste water (1794m3) was discharged to municipal sewers for processing.
EN22	Total weight of waste by type and disposal method.	Fully	Pg 51 (Environmental Impact). All our waste water (1794m3) was discharged to municipal sewers for processing. The level of hazardous waste we produce is minimal, consisting primarily of used batteries, fluorescent tubes, paints, solvents and so on. It is separated from other waste, then collected and processed by a licensed waste carrier.
EN23	Total number and volume of significant spills.	Not	Not material/applicable
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Not	Not material/applicable
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.	Not	Not material/applicable
Products and services			
EN26COMM	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Not	Not material/applicable
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Not	Not material/applicable
Compliance			
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Fully	No such fines or sanctions
Transport			
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce.	Partially	Pg 51 (Environmental Impact). In terms of direct energy, our consumption was 798 Gigajoules (40.6 tonnes CO2 equivalent emissions), down from 807 Gigajoules in 2010; In terms of indirect energy, our consumption was 1636 Gigajoules (238 tonnes CO2 equivalent emissions) (2011 was the first year this was measured).
Overall			
EN30	Total environmental protection expenditures and investments by type.	Not	Not material/applicable

SOCIAL: LABOR PRACTICES AND DECENT WORK

Performance Indicator	Description	Reported	Cross-reference/Direct answer
Employment			
LA1COMM	Total workforce, including volunteers, by employment type, employment contract, and region.	Fully	Pg 48-49 (Our People, Policies and Practices)
LA2	Total number and rate of employee turnover by age group, gender, and region.	Partially	Age profile, gender, location and turnover all reported on Pg 50-51, but turnover is not broken down by these dimensions.
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Fully	Not material/applicable

Performance Indicator	Description	Reported	Cross-reference/Direct answer
Labor/management relations			
NG09	Mechanisms for workforce feedback and complaints, and their resolution.	Fully	Pg 48-49 (Our People, Policies and Practices)
LA4	Percentage of employees covered by collective bargaining agreements.	Fully	Pg 49 (Partnership)
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Partially	Our written agreement with the trade union, Unite, sets out the scope and areas on which we negotiate and consult. Any variation to this agreement would also be subject to negotiation. Our contractual policies, as set out in our Staff Handbook, also specify the time-frames for any significant variation to either individual or collective terms.
Occupational health and safety			
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes.	Not	Not material/applicable
LA7COMM	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	Fully	Pg 48-49 (Our People, Policies and Practices). Additionally, reported sickness remains very low (1.3 working days per year); there were no days lost to reportable injuries and there were no work-related fatalities.
LA8COMM	Education, training, counseling, prevention, and risk-control programmes in place to assist workforce members, their families, volunteers or community members regarding serious diseases.	Partially	Extent and scope of staff training covered on Pg 48 (Learning and Development); community education and training initiatives covered on Pg 32-34 (Human Rights Education), but no specific emphasis on serious diseases.
LA9	Health and safety topics covered in formal agreements with trade unions.	Not	Not material/applicable
Training and education			
LA10COMM	Average hours of training per year per employee by employee category.	Partially	Pg 48-49 (Our People, Policies and Practices). Not currently reported by employee category.
LA11COMM	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Not	
LA12	Percentage of employees receiving regular performance and career development reviews.	Fully	Pg 48-49 (Our People, Policies and Practices). Personal Development Reviews were completed for 95 per cent of staff.
Diversity and equal opportunity			
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Fully	Composition of governance bodies covered on Pg 45 (The Board at a Glance) staff diversity covered on Pg 48 (Equality and Diversity).
LA14	Ratio of basic salary of men to women by employee category.	Fully	A recent gender pay audit confirms that there is no pay gap between men and women at AIUK.

SOCIAL: HUMAN RIGHTS

Performance Indicator	Description	Reported	Cross-reference/Direct answer
Investment and procurement practices			
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	Fully	Outlined on Pg 41 (Corporate Relations Policy). AIUK does not manage an investment portfolio but conducts screening of corporate entities for partnerships, gifts and procurement.
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	Not	Not yet recorded for reporting purposes

Performance Indicator	Description	Reported	Cross-reference/Direct answer
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.	Partially	Pg 48 (Our People, Policies and Practices). All new staff receive full and extensive training programme including human rights issues. During 2011, we provided more than 280 hours of training relating to human rights (including courses in human rights law, refugee law, and active participation training as well as induction training for new employees). 51 employees (representing 24 per cent of the workforce) participated in this training.
Non-discrimination			
HR4	Total number of incidents of discrimination and actions taken.	Fully	Bullying identified as an issue in staff survey as outlined on Pg 49 (Staff Engagement). Equality and Diversity approach/policy outlined on Pg 48 (Equality and Diversity).
Freedom of association and collective bargaining			
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.	Not	Not material/applicable
Child labour			
HR6	Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour.	Not	Not material/applicable
Forced and compulsory labour			
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.	Not	Not material/applicable
Security practices			
HR8	Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.	Not	Not material/applicable
Indigenous rights			
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not	Not material/applicable to our internal operations but relevant to our campaigning work (Pg 14-39 throughout).

SOCIAL: SOCIETY

Performance Indicator	Description	Reported	Cross-reference/Direct answer
Community			
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.	Fully	Our approach to campaigning - and issues specific to each individual campaign - are covered in pages Pg 14-39 throughout (including entering, operating, and exiting).
Corruption			
SO2COMM	Percentage and total number of programmes/business units analysed for risks related to corruption.	Not	
SO3	Percentage of employees trained in organisation's anti-corruption policies and procedures.	Not	
SO4COMM	Actions taken in response to incidents of corruption.	Not	

Performance Indicator	Description	Reported	Cross-reference/Direct answer
Public policy			
SO5	Public policy positions and participation in public policy development and lobbying.	Fully	Our human rights work - and in particular our lobbying and public policy work - is covered in Pg 14-39 throughout.
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Fully	As a matter of principle, we never make any contributions (financial or in kind), to any political party, politician or related institution.
Anti-competitive behavior			
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Fully	No such actions or instances occurred
Compliance			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Fully	No such fines or sanctions

SOCIAL: PRODUCT RESPONSIBILITY

Performance Indicator	Description	Reported	Cross-reference/Direct answer
Customer health and safety			
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Not	Not material/applicable
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Fully	No such incidents
Product and service labelling			
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Not	Not material/applicable
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Fully	No such incidents
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Not	
Marketing communications			
PR6COMM	Programmes for adherence to laws, standards, and voluntary codes related to fundraising and marketing communications, including advertising, promotion, and sponsorship.	Fully	Pg 38-41 (Fundraising for Human Rights)
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Fully	No such incidents
Customer privacy			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Not	Not currently recorded
Compliance			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Not	Not material/applicable