

OUR GRI CONTENT INDEX

Clifford Chance applies the internationally recognised GRI G4 Sustainability Reporting Guidelines to support our commitment to transparency. This index contains Standard Disclosures from the GRI Sustainability Reporting Guidelines. Our approach to GRI is based on a pragmatic interpretation of the guidelines. We have therefore focused our GRI reporting on the indicators which we believe are the most relevant to our business and of greatest interest to our stakeholders. For more information about our stakeholders and the issues material to them, please see our Responsible Business Report 2016, 'Materiality and Stakeholder Engagement'.

The level of disclosure assessments below are self-declared and have not been formally verified by a third-party.

GENERAL STANDARD DISCLOSURES

Profile disclosure	Profile disclosure	Disclosure Level	Comments
Strategy and Analysis			
G4-1	Statement from the most senior decision-maker of the organization.	Fully reported	Please see our Responsible Business Report 2016, 'Building confidence and inspiring trust' and Creating a Better Team 2016.
Organizational Profile			
G4-3	Name of the organization.	Fully reported	Clifford Chance LLP.
G4-4	Primary brands, products, and services.	Fully reported	www.cliffordchance.com – 'Expertise'.
G4-5	Location of the organization's headquarters.	Fully reported	London, UK.
G4-6	Number of countries where the organization operates.	Fully reported	The firm has offices in 25 countries and works in a significant number of other markets globally from this network. We also have an association in Indonesia with Linda Widyati & Partners, and in Ukraine with Redcliffe Partners.
G4-7	Nature of ownership and legal form.	Fully reported	LLP.
G4-8	Markets served.	Fully reported	www.cliffordchance.com – 'Expertise' & 'Offices'.
G4-9	Scale of the organization.	Fully reported	Please see our Annual Review.
G4-10	Total number of employees by employment contract and gender.	Partially reported	www.cliffordchance.com – 'Gender Statistics'
G4-11	Percentage of total employees covered by collective bargaining agreements.	Partially reported	All employees are free to join collective bargaining agreements but the specifics vary significantly from one office to the next, partly dependent on local employment legislation and general practice.

GENERAL STANDARD DISCLOSURES CONTINUED

Profile disclosure	Profile disclosure	Disclosure Level	Comments
G4-12	The organization's supply chain.	Partially reported	<p>As a professional services organisation, our most important supplier relationships are those that facilitate our people in delivering high-end legal advice and support to large global businesses or leading regional or domestic organisations around the world. This includes suppliers associated with our office premises, IT and related support costs, staff development and welfare and travel to enable us to meet with and service our clients.</p> <p>Clifford Chance works with a large range of suppliers. Some of these relationships are managed through centrally managed global relationships, others at a regional or local level. In a number of offices, including our head office in London, we have programmes in place to ensure we work with a diverse range of suppliers, including new entrepreneurial businesses as well as established SMEs.</p> <p>We aim to treat all suppliers fairly and our global procurement team ensures we have policies and guidance in place to oversee the process for major appointments and ongoing relationship management.</p>
G4-13	Significant changes during the reporting period regarding the organization's size, structure, ownership or supply chain.	Fully reported	<p>In December 2015, Clifford Chance's office in Kyiv was established as an independent law firm, operating as Redcliffe Partners. Clifford Chance's Kyiv-based lawyers and business services staff all transferred to Redcliffe Partners. Clifford Chance has entered into a 'best friends' agreement with Redcliffe Partners. There have been no other relevant changes.</p> <p>We have announced that our Riyadh office will be restructured during FY 2016/17, with our Saudi lawyers and Business Services staff transitioning to a Saudi firm, AS&H which we will work with in association to support clients in Saudi.</p>

Profile disclosure	Profile disclosure	Disclosure Level	Comments
G4-14	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Fully reported	<p>We manage risk proactively. A full annual review of the key risks facing the firm seeks to ensure that appropriate mitigation is in place. Our Audit and Risk Committee, which is made up of four internal members and one external member, monitors our approach to risk management and reviews it on an annual basis.</p> <p>We are committed to protecting natural resources and our Responsible Business activities contribute to mitigating various environmental challenges, including the prevention of global warming and reducing waste to landfill.</p>
G4-15	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	Fully reported	<p>Clifford Chance is a signatory to the UN Global Compact and the UN Women's Empowerment Principles and we have endorsed the UN's Guiding Principles on Business and Human Rights.</p> <p>Individual offices are also signed up to environmental standards, which are administered locally at this time. We have been awarded ISO 14001 certification in Amsterdam and London, and the LEED certification in Washington, DC. Our London office has recently implemented an ISO 50001 certified energy management system. Our Luxembourg office is BREEAM certified.</p>
G4-16	Memberships of associations (such as industry associations) and national or international organizations.	Not reported	<p>We do not currently have a process in place for collating up to date information in this area from around our global network. Clifford Chance is a member of a wide range of legal sector associations, financial services industry sector associations and trade bodies, and we actively support a number of academic institutions as well as some think tanks, representing a range of perspectives.</p>

GENERAL STANDARD DISCLOSURES CONTINUED

Profile disclosure	Profile disclosure	Disclosure Level	Comments
Identified Material Aspects and Boundaries			
G4-17	Entities included in the organization's consolidated financial statements.	Fully reported	www.cliffordchance.com - 'Who we are and how we work'.
G4-18	Explanation of the process for defining the report content and the Aspect Boundaries, and how the organization has implemented the Reporting Principles for Defining Report Content.	Fully reported	Please see our Responsible Business Report 2016, 'Materiality and Stakeholder Engagement', and our 2015 Corporate Responsibility Report, pages 8 – 11, for further information about our 2015-2016 materiality assessment.
G4-19	The material Aspects identified in the process for defining report content.	Fully reported	<p>Economic</p> <ul style="list-style-type: none"> ■ Economic Performance ■ Market Presence <p>Environmental</p> <ul style="list-style-type: none"> ■ Energy ■ Emissions ■ Products and Services ■ Compliance <p>Social</p> <p><i>Labor Practices and Decent Work</i></p> <ul style="list-style-type: none"> ■ Employment ■ Training and Education ■ Diversity and Equal Opportunity ■ Equal Remuneration for Women and Men <p><i>Human Rights</i></p> <ul style="list-style-type: none"> ■ Investment ■ Freedom of Association and Collective Bargaining ■ Supplier Human Rights Assessment <p><i>Society</i></p> <ul style="list-style-type: none"> ■ Local Communities ■ Anti-corruption ■ Public Policy ■ Anti-competitive Behaviour ■ Compliance <p><i>Product Responsibility</i></p> <ul style="list-style-type: none"> ■ Product and Service Labelling ■ Marketing Communications ■ Customer Privacy ■ Compliance

Profile disclosure	Profile disclosure	Disclosure Level	Comments
G4-20	The Aspect Boundary within the organization for each material Aspect.	Fully reported	The Aspect boundary for all Aspects includes all internal operations and stakeholders.
G4-21	The Aspect Boundary outside the organization for each material Aspect.	Fully reported	The Aspect boundary for all Aspects includes all external stakeholders.
G4-22	The effect of any restatements of information provided in previous reports, and the reasons for such restatements.	Fully reported	There were no developments within our business that would require any restatement of information provided in our previous reports.
G4-23	Significant changes from previous reporting periods in the Scope and Aspect Boundaries.	Fully reported	There are no significant changes from the previous year that would prevent comparability with the previous year's performance indicators.
Stakeholder Engagement			
G4-24	Stakeholder groups engaged by the organization.	Partially reported	Please see our Responsible Business Report 2016, 'Building confidence and inspiring trust' and 'Materiality and Stakeholder Engagement'. Please see our Corporate Responsibility Report 2012, pages 6-7, for further information
G4-25	The basis for identification and selection of stakeholders with whom to engage.	Partially reported	Clifford Chance interacts with a broad range of stakeholders. This includes individuals or groups which we consider critical to the success of our firm both in the short and long-term, such as our people, our clients, regulators, government bodies and academic institutions. We also actively engage with those stakeholders where we believe we can add value and create benefit through our expertise and resources, for example, in supporting the work of NGOs and charities in the communities where we operate. Please see our Responsible Business Report 2016, 'Materiality and Stakeholder Engagement' for more information.
G4-26	The organization's approach to stakeholder engagement.	Partially reported	Please see our Responsible Business Report 2016, 'Materiality and Stakeholder Engagement'. Please see our Corporate Responsibility Report 2012, pages 6-7, for further information

GENERAL STANDARD DISCLOSURES CONTINUED

Profile disclosure	Profile disclosure	Disclosure Level	Comments
G4-27	Explanation of key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to them.	Partially reported	Please see our Responsible Business Report 2016, passim and in particular 'Materiality and Stakeholder Engagement'.
Report Profile			
G4-28	Reporting period for information provided.	Fully reported	Financial Year ending 30 April 2016.
G4-29	Date of most recent previous report.	Fully reported	October 2015.
G4-30	Reporting cycle.	Fully reported	Annual.
G4-31	Contact point for questions regarding the report or its contents.	Fully reported	crfeedback@cliffordchance.com
G4-32	'In accordance' option chosen and GRI Content Index for the chosen option.	Fully reported	Clifford Chance's approach to GRI is based on a pragmatic interpretation of the guidelines and as such the indicators we report on have been informed through consideration of the materiality principle. This means that we report fully on some, but not all of the core disclosures. This index contains Standard Disclosures from the GRI Sustainability Reporting Guidelines.
G4-33	The organization's policy and current practice with regard to seeking external insurance for the report.	Fully reported	This report has not been assured by external auditors.
G4-34	The governance structure of the organization.	Fully reported	Our approach to governance is set out on www.cliffordchance.com 'How we manage our firm'. Our Executive Leadership Group and Executive Operations Group are responsible for making decisions on economic, environmental and social impacts. Input is also provided by our Corporate Responsibility Committee. The decision-making process and its impacts are reviewed by the firm's Partnership Council.

Profile disclosure	Profile disclosure	Disclosure Level	Comments
Ethics and Integrity			
G4-56	The organization's values, principles, standards and norms of behaviour.	Partially reported	<p>The provision of legal services is a highly regulated industry. Lawyers and law firms are expected to meet strict standards in relation to how the firm is run, how its services are supplied and managed and in the behaviour of its people, particularly but not solely its lawyers. At a minimum, we meet these standards in every market where we operate, and where our global policies and protocols are more stringent those instead provide the standard we expect. We have often played a role in setting new high professional standards in markets that can subsequently be adopted by other firms operating there.</p> <p>As a minimum our guiding principles globally follow those of the Solicitors Regulation Authority of England & Wales, which include that we “uphold the rule of law and the proper administration of justice; act with integrity; act in the best interests of each client”. In addition to these expectations, the firm has a set of Principles that are designed to guide behaviour in the firm. We are currently revisiting these to ensure that they reflect our actual and desired culture, vision and purpose.</p>

SPECIFIC STANDARD DISCLOSURES

Profile disclosure	Profile disclosure	Disclosure Level	Comments
Economic			
Economic Performance			
Disclosure on management approach	Please see our Annual Review.		
G4-EC1	Direct economic value generated and distributed.		Please see our Annual Review.
G4-EC4	Financial assistance received from government.		Clifford Chance does not receive any financial assistance from governments.
Market Presence			
Disclosure on management approach	Please see our Responsible Business Report 2016 and Creating the Best Team 2016.		
G4-EC6	Proportion of senior management hired from local community at significant locations of operation.	Partially reported	We do not have specific procedures on local hiring. However, we are guided by local law. Our employees, partners and management are drawn from a wide range of nationalities and many of our offices are headed by a citizen of the country where they are based. There is a rigorous process for hiring of partners. This includes: a review process by all relevant business line heads (regionally and by practice area and, as necessary, by sector); a full assessment with the firm's Partner Selection Group (which also makes recommendations on all partner promotions); analysis of the business case; agreement by the Executive Leadership Group and the Partnership Council and finally a vote of the global partnership.
Environmental			
Energy			
Disclosure on management approach	Please see our Responsible Business Report 2016, 'Switching off' and 'Targets and progress'.		
G4-EN6	Reduction of energy consumption.	Partially reported	Our energy consumption for FY 2015/16 was 8,563 kWh per FTE. This is a reduction of 568 kWh per FTE (6.22%) since FY 2014/15, during which energy consumption was 9,131 kWh per FTE.

Profile disclosure	Profile disclosure	Disclosure Level	Comments
G4-EN7	Reduction in energy requirements of products and services.	Partially reported	Clifford Chance's core business is the delivery of legal advice. We are an office based business and work internationally. Initiatives to decrease our energy consumption are outlined in our Responsible Business Report 2016.
Emissions			
Disclosure on management approach	Please see our Responsible Business Report 2016, 'Switching off' and 'Targets and progress'.		
G4-EN15	Direct greenhouse gas emissions (scope 1).	Partially reported	The global CO ₂ emissions per FTE for FY 2015/16 is 4.06 for electricity and fuel emission sources compared to 4.50 in FY 2012/13, 4.62 in FY 2013/14 and 4.55 in FY 2014/15.
G4-EN16	Energy indirect greenhouse gas emissions (scope 2).	Partially reported	The global CO ₂ emissions per FTE for FY 2015/16 is 4.06 for electricity and fuel emission sources compared to 4.50 in FY 2012/13, 4.62 in FY 2013/14 and 4.55 in FY 2014/15.
G4-EN19	Reduction of greenhouse gas emissions.	Partially reported	As of FYE 2015/16 scope 1 & 2 CO ₂ emissions per FTE have decreased by 9.78% from the 2012/13 baseline and by 10.77% from 2014/15.
Products and Services			
Disclosure on management approach	Please see our Responsible Business Report 2016, 'Switching off' and 'Targets and progress'.		
G4-EN27	Extent of impact mitigation of environmental impacts of products and services.	Partially reported	Please see our Responsible Business Report 2016, 'Switching off'.
Compliance			
Disclosure on management approach	Please see our Responsible Business Report 2016, 'Switching off' and 'Targets and progress'.		
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Fully reported	During the reporting period, we received no significant fines. However, we became liable to pay a small civil penalty for having been temporarily without an EU Emissions Trading System permit in 2013/2014. This penalty was paid in FY 2016/17.

SPECIFIC STANDARD DISCLOSURES CONTINUED

Profile disclosure	Profile disclosure	Disclosure Level	Comments
Social			
<i>Labor Practices and Decent Work</i>			
Employment			
Disclosure on management approach	Please see our Responsible Business Report 2016, 'People' and 'Targets and progress', and Creating the Best Team 2016.		
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region.	Not reported	We collate and report internally on the number of joiners and leavers by gender and region and will look at how this information can be used to publish online.
Training and Education			
Disclosure on management approach	Please see our Responsible Business Report 2016, 'People' and 'Targets and progress', and Creating the Best Team 2016.		
G4-LA9	Average hours of training per year per employee by gender and by employee category.	Fully reported	www.cliffordchance.com – 'Academy Statistics'.
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Partially reported	Lifelong learning is highly valued at Clifford Chance and is enshrined in our culture, with an emphasis on 'soft skills' – including managing wellbeing and resilience – as well as the development of technical capabilities. Please see our Responsible Business Report 2016, 'People' and www.cliffordchance.com 'Academy statistics'.
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category.	Partially reported	Clifford Chance has a global appraisal system; we expect everyone in the firm to receive an annual appraisal which sets objectives and considers development for the coming year. We track completed appraisal rates, as well as data from the appraisals and the overall results and trends are reported to the firm's senior leadership bodies. In the past year, nearly all partners, lawyers and business services staff had a completed appraisal. We do not currently report any further detail externally.

Profile disclosure	Profile disclosure	Disclosure Level	Comments
Diversity and Equal Opportunity			
Disclosure on management approach	Please see our Responsible Business Report 2016, 'People' and 'Targets and progress', and Creating the Best Team 2016.		
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Partially reported	<p>www.cliffordchance.com – 'Gender Statistics', 'Ethnicity Statistics'.</p> <p>Our Executive Leadership Group is made up of 2 women and 10 men.</p> <p>Our Partnership Council is made up of 3 women and 5 men.</p> <p>Our Executive Operations Group is made up of 7 women and 10 men.</p>
Equal Remuneration for Women and Men			
Disclosure on management approach	Please see our Responsible Business Report 2016, 'People' and 'Targets and progress', and Creating the Best Team 2016.		
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Partially reported	Clifford Chance operates a lockstep compensation system for partners whereby remuneration is determined by seniority. The arrangements for our other lawyers and business services staff varies by location. We are currently preparing the data to publish in the UK in line with the new regulation and this information will be made available on our website accordingly.
<i>Human Rights</i>			
Investment			
Disclosure on management approach	Please see our Responsible Business Report 2016, 'Doing Business' and 'Targets and progress', and our Annual Review.		
G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening.	Partially reported	<p>We do not currently track supplier agreements that include human rights. We are in the process of introducing procedures that will enable us to do so.</p> <p>In considering new contracts, our global procurement function expects prospective suppliers to complete a Supplier Assessment Questionnaire which includes human rights criteria such as:</p> <ul style="list-style-type: none"> ■ employment of underage workers or forced labour;

SPECIFIC STANDARD DISCLOSURES CONTINUED

Profile disclosure	Profile disclosure	Disclosure Level	Comments
			<ul style="list-style-type: none"> ■ safe and healthy work environments for employees; ■ provision of appropriate training and personal protective equipment; ■ rights of freedom of association and collective bargaining. <p>Part of the supplier evaluation process is also for suppliers to include their policy documenting as evidence.</p> <p>We expect all suppliers to comply with the applicable laws in the countries within which they operate and this is embedded into our standard Terms and Conditions.</p>
G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Partially reported	<p>Many of our lawyers are conversant with human rights standards and/or locally applicable human rights legislation. A number of our lawyers are leading advisers on these issues (see www.cliffordchance.com, 'Business and Human Rights') and a number of our lawyers internationally work pro bono in this arena (please see our Responsible Business Report 2016, 'Community').</p> <p>Clifford Chance operates to strict professional standards which all of our staff are expected and, where appropriate, trained to meet. Our global initiatives include:</p> <ul style="list-style-type: none"> ■ Legal Ethics Training Programme, 90 minutes of dedicated ethical training every year for all our lawyers, covering different areas of a lawyer's practice, including in 2016 training specifically on The Modern Slavery Act; ■ annual compliance declaration, which refreshes familiarity with some of our basic policies in the area of business ethics and confidentiality and is required of every member of the Firm, lawyers and business services; ■ strict policies on anti-money laundering covering client engagement from inception and transaction scrutiny throughout, with special features for the conflict clearance and accounting teams;

Profile disclosure	Profile disclosure	Disclosure Level	Comments
			<ul style="list-style-type: none"> ■ strict policies on anti-corruption, with a risk-based approach to corporate hospitality, requiring prior approval at specified financial limits with special restrictions where public officials are concerned; ■ putting in place policies and procedures to ensure modern slavery is not present in any part of our business and supply chain, following the introduction of the Modern Slavery Act. <p>Our legal staff are required to meet Continual Professional Development standards in most of the markets where we operate which involves training in relevant areas.</p>
Freedom of Association and Collective Bargaining			
Disclosure on management approach	Please see our Responsible Business Report 2016, 'Doing Business' and 'Targets and progress' and our Annual Review.		
G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights.	Partially reported	<p>All employees, in all of our offices, are free to join collective bargaining agreements but the specifics vary significantly from one office to the next, partly dependent on local employment legislation and general practice.</p> <p>In considering new contracts, our global procurement function expects prospective suppliers to complete a Supplier Assessment which includes criteria such as rights of freedom of association and collective bargaining.</p> <p>We expect all suppliers to comply with the applicable laws in the countries within which they operate.</p>

SPECIFIC STANDARD DISCLOSURES CONTINUED

Profile disclosure	Profile disclosure	Disclosure Level	Comments
Supplier Human Rights Assessment			
Disclosure on management approach	Please see our Responsible Business Report 2016, 'Doing Business' and 'Targets and progress', and our Annual Review.		
G4-HR10	Percentage of new suppliers that were screened using human rights criteria.	Partially reported	<p>In considering new contracts, our global procurement function expects prospective suppliers to complete a Supplier Assessment Questionnaire which includes human rights criteria such as:</p> <ul style="list-style-type: none"> ■ employment of underage workers or forced labour; ■ safe and healthy work environments for employees; ■ provision of appropriate training and personal protective equipment; ■ rights of freedom of association and collective bargaining. <p>Part of the supplier evaluation process is also for suppliers to include their policy documenting as evidence.</p> <p>We expect all suppliers to comply with the applicable laws in the countries within which they operate and this is embedded into our standard Terms and Conditions.</p>
<i>Society</i>			
Local Communities			
Disclosure on management approach	Please see our Responsible Business Report 2016, 'Community' and 'Targets and progress'.		
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.		<p>The majority of Clifford Chance's offices undertake pro bono and volunteering work. In our smaller and more recently established locations (Seoul, Casablanca, Qatar, Riyadh, Istanbul, plus in our association in Jakarta with Linda Widyati & Partners) we have not established fully developed programmes. However, teams in all locations are involved in ad hoc support of local communities.</p>

Profile disclosure	Profile disclosure	Disclosure Level	Comments
Anti-corruption			
Disclosure on management approach	Please see our Responsible Business Report 2016, 'Doing Business' and 'Targets and progress', and our Annual Review.		
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.	Partially reported	<p>Clifford Chance operates to strict professional standards which all of our staff are expected and trained to meet. This includes policies in relation to anti-corruption, money-laundering, legal ethics, inter alia.</p> <p>The firm has a dedicated Risk team which works with management to identify any possible risk to the firm and to put in place appropriate measures to mitigate those risks. The Risk team undertakes a regular review of risk across every part of the business, including in relation to corruption matters which includes ad hoc visits/ reviews of individual offices.</p> <p>All offices are under an obligation to report to the central Risk team any concerns or possible issues relating to corruption.</p>
G4-SO4	Communication and training on anti-corruption policies and procedures.	Partially reported	The firm has rolled out a global training programme in relation to anti-corruption which is compulsory for every member of staff (with a very small number of exceptions) and for every partner in the firm. The Risk team is currently monitoring completion status for the training and has a process to chase those who have not completed the training in pursuit of our 100% compliance target.
G4-SO5	Confirmed incidents of corruption and actions taken.	Fully reported	No incidents of corruption have been recorded.

SPECIFIC STANDARD DISCLOSURES CONTINUED

Profile disclosure	Profile disclosure	Disclosure Level	Comments
Public Policy			
Disclosure on management approach	Please see our Responsible Business Report 2016, 'Doing Business' and 'Targets and progress', and our Annual Review.		
G4-SO6	Total value of political contributions by country and recipient/beneficiary.	Fully reported	<p>No financial political contributions were made by Clifford Chance.</p> <p>Any political contribution must be agreed in advance with our Global and/or US General Counsel.</p> <p>The firm does, from time to time, host or sponsor events with mainstream political parties and related institutions representing a spectrum of interests and views.</p>
Anti-competitive Behaviour			
Disclosure on management approach	Please see our Responsible Business Report 2016, 'Doing Business' and 'Targets and progress', and our Annual Review.		
G4-SO7	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes.	Fully reported	There have been no legal actions for anticompetitive behaviour, anti-trust, and monopoly practices.
Compliance			
Disclosure on management approach	Please see our Responsible Business Report 2016, 'Doing Business' and 'Targets and progress', and our Annual Review.		
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Fully reported	There have been no significant fines or non-monetary sanctions for non-compliance with laws and regulations.

Profile disclosure	Profile disclosure	Disclosure Level	Comments
<i>Product Responsibility</i>			
Product and Service Labelling			
Disclosure on management approach	Please see our Responsible Business Report 2016, 'Doing Business' and 'Targets and progress', and our Annual Review.		
G4-PR3	Type of product and services information required by the organization's procedures for product and services information and labelling, and percentage of significant product and service categories subject to such information requirements.	Fully reported	In many jurisdictions where the firm operates there are strict standards in force relating to service information. The firm's policy is to comply with these regulations in all jurisdictions in which we practice. All of our communications activity meets these standards.
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.	Fully reported	There have been no incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling.
G4-PR5	Results of surveys measuring customer satisfaction.	Partially reported	The firm regularly undertakes relationship reviews with its most significant global clients and also undertakes reviews of many individual matters. From time to time this is supplemented with formal client studies conducted by third parties.
Marketing Communications			
Disclosure on management approach	Please see our Responsible Business Report 2016, 'Doing Business' and 'Targets and progress', and our Annual Review.		
G4-PR6	Sale of banned or disputed products.	Fully reported	The provision of legal services is a highly regulated industry. In some jurisdictions, limitations or constraints are placed on how we operate and/or the services we can provide to clients. The firm's policy is to comply with these regulations in all jurisdictions in which we practice.
G4-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 reported	There have been no incidents of non-compliance with regulations and voluntary codes concerning marketing communications.

SPECIFIC STANDARD DISCLOSURES CONTINUED

Profile disclosure	Profile disclosure	Disclosure Level	Comments
Customer Privacy			
Disclosure on management approach	Please see our Responsible Business Report 2016, 'Doing Business' and 'Targets and progress', and our Annual Review.		
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Fully reported	There have been no complaints regarding breaches of customer privacy and losses of customer data.
Compliance			
Disclosure on management approach	Please see our Responsible Business Report 2016, 'Doing Business' and 'Targets and progress', and our Annual Review.		
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Fully reported	There have been no significant fines for non compliance with laws and regulations concerning the provision and use Clifford Chance's services.