

Old Mutual GRI G4 2016

We have benchmarked our reporting against the Global Reporting Initiative (GRI) sustainability reporting guidelines 4 which provides a comprehensive set of indicators covering the economic, environmental and The reporting period for this data is from 1 January 2016 to 31 December 2016. It covers all of Old Mutual's international operations, excluding joint ventures where we do not have operational control. Performance We assess our application of the GRI G4 Sustainability Reporting Guidelines to be in accordance with core criteria. See the index below for details of our compliance with the GRI guidelines. This includes information disclosed in the printed and online version of the Annual Report and Accounts 2016, our Positive Futures

Number	GRI Indicator	Status	Source	Page
Strategy and analysis				
G4-1	Statement from the most senior decision-maker of the organization about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability.	Reported	Positive Futures Plan	Chairman message and CEO message in PFP p 3 and Business CEOs p5/6.
G4-2	Key impacts, risks, and opportunities	Reported	Positive Futures Plan	The world in which we operate, p7-9; What this means for us, p5-6;
			Annual Report	Risks, p72 and business risks p12-20, p23-28, p32-38, p41-45
Organisational profile				
G4-3	Name of the organisation	Reported		Old Mutual plc
G4-4	Primary brands, products, and/or services	Reported	Annual Report	At A Glance, p9
			Positive Futures Plan	Our business overview, p1
G4-5	Location of the organisation's headquarters			London, England
G4-6	Number of countries where the organization operates	Reported	Positive Futures Plan	Our business at a glance, p1
G4-7	Nature of ownership and legal form	Reported	Old Mutual website	Old Mutual plc legal structure
			Annual Report	Old Mutual is a public listed company. Details on the Company's shareholders can be found from page 318
G4-8	Markets served	Reported	Annual Report	At a glance, p9. Our business review, p10 - 46.
G4-9	Scale of the organisation	Reported	Annual Report	At a glance, p9 and Group subsidiaries p280-308
G4-10	Employee data	Reported	Annual Report	Group at a glance, p9; Our business model transition, p18; Our employees, p89, Average employee numbers p189
G4-11	Percentage of total employees covered by collective bargaining agreements	Reported	100% of the Company have the right of freedom of association and/or collective bargaining. Where legal, we permit unionisation.	
G4-12	The organization's supply chain	Reported	Modern Slavery Statement	Old Mutual plc website
G4-13	Significant changes during the reporting period	Reported	Annual Report	Chief executive's review, p3-4; Business Model Transition, p6-8
G4-14	Whether and how the precautionary approach or principle is addressed by the organisation	Reported	Annual Report	Governance, p82-103
G4-15	External charters, principles, or other initiatives to which the organisation subscribes or which it endorses	Reported	Positive Futures Plan	External frameworks, p7
G4-16	Memberships of associations and national or international advocacy organisations	Partially reported	Positive Futures Plan	External frameworks, p7
Identified material aspects and boundaries				
G4-17	All entities included in the organization's consolidated financial statements or equivalent documents	Reported	Annual Report	Financial statements, p142-317
G4-18	Process for defining the report content and the aspect boundaries	Partially reported	Positive Futures Plan	At A Glance, p1
G4-19	List of all material aspects	Partially reported	Positive Futures Plan	The world in which we operate, p7-9
			Annual Report	Risks, p72 and business risks p12-20, p23-28, p32-38, p41-45
G4-20	Aspect boundary of each material aspect	Partially reported	Positive Futures Plan	The world in which we operate, p7-9
			Annual Report	Risks, p72 and business risks p12-20, p23-28, p32-38, p41-45
G4-21	Aspect boundary of each material aspect outside the organization	Partially reported	Positive Futures Plan	The world in which we operate, p7-9
			Annual Report	Risks, p72 and business risks p12-20, p23-28, p32-38, p41-45
G4-22	Any significant restatements of information	Reported		No re-statement of previous data due to intensity approach for environmental KPIs.
			Annual Report	Chief executive's review, p36; Our strategy, priorities and values, p5-8
G4-23	Any significant changes in scope and aspect boundaries	Reported		No changes
Stakeholder engagement				
G4-24	List of stakeholder groups engaged by the organisation	Reported	Positive Futures Plan	External frameworks, p7

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G4-25	The basis for identification and selection of stakeholders	Reported	Not reported	
G4-26	The organisation's approach to stakeholder engagement	Reported	Not reported	
G4-27	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics	Reported	Positive Futures Plan	The world in which we operate, p7-9; business responses p28
Report profile				
G4-28	Reporting period	Reported	Annual Report	Financials, p141
G4-29	Date of most recent previous report	Reported		2015 Annual Report and the 2015 Positive Futures Plan, published April 2016
G4-30	Reporting cycle	Reported		Annual
G4-31	Provide the contact point for questions regarding the report or its contents	Reported		Responsiblebusiness@omg.co.uk
G4-32	Report the 'in accordance' option the organisation has chosen, the GRI Content Index for the chosen option and reference to external assurance	Reported	Old Mutual G4 2015	Core
G4-33	The organization's policy and current practice regarding external assurance	Reported	Annual Report	Corporate governance, p82. External assurance of Positive Futures Plan not conducted.
Governance				
G4-34	The governance structure of the organization	Reported	Annual Report	Board of Directors, p80, Corporate governance, p83
G4-35	The process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees	Reported	Positive Futures Plan	Our Progress Against the Plan, p3; The Plan going forwards p5-6
			Annual Report	Chairman's message p2, Business sections p 14, 25, 33, 43, Corporate governance, p102
G4-36	An executive-level position with responsibility for economic, environmental and social topics	Reported	Positive Futures Plan	Our Progress Against the Plan, p3; The Plan going forwards p5-6
			Annual Report	Corporate governance, p102
G4-37	Processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics	Partially reported	Annual Report	Chief executive's review, p3; Our business model transition, p6
G4-38	The composition of the highest governance body and its committees	Partially reported	Annual Report	Governance, p80-103
G4-39	Report whether the Chair of the highest governance body is also an executive officer	Reported	Annual Report	Patrick O'Sullivan is the Chairman of the Board, he is not a member of the Group Executive Committee. The Group Chief Executive is Bruce Hemphill.
G4-40	The nomination and selection processes for the highest governance body and its committees	Reported	Annual Report	Board committees and reports on their activities, P95-97
G4-41	Processes for the highest governance body to ensure conflicts of interest are avoided and managed	Reported	Annual Report	How are directors' conflicts of interest managed, p88
G4-42	The highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts	Reported	Positive Futures Plan	Our progress against the plan, 3; The Plan going forwards, p5-6
			Annual Report	Chairman's message to shareholders, p2
G4-43	Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics	Reported	Annual Report	What did the Board do during 2016, p87
		Reported	Annual Report	
G4-44	The processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics	Reported	Annual Report	Governance, p82-103

Number	GRI Indicator	Status	Source	Page
G4-45	a. The highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities. Include the highest governance body's role in the implementation of due diligence processes. b. Report whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental and social impacts, risks, and opportunities.	Reported	Annual Report	Governance, p82-103; Risks, p72 and business risks p12-20, p23-28, p32-38, p41-45
G4-46	The highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics	Reported	Annual Report	Governance, p82-103; Risks, p72 and business risks p12-20, p23-28, p32-38, p41-45
G4-47	The frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities	Reported	Annual Report	Governance, p82-103; Risks, p72 and business risks p12-20, p23-28, p32-38, p41-45
G4-48	The highest committee or position that formally reviews and approves the organization's sustainability report	Reported	Annual Report	Governance, p82-103; Risks, p72 and business risks p12-20, p23-28, p32-38, p41-45
			Positive Futures Plan	Our progress against the Plan p3
G4-49	The process for communicating critical concerns to the highest governance body.	Reported	Annual Report	Governance, p82-103; Risks, p72 and business risks p12-20, p23-28, p32-38, p41-45
G4-50	The nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them	Not reported		
G4-51	The remuneration policies for the highest governance body and senior executives	Reported	Annual Report	Remuneration report, p104
G4-52	The process for determining remuneration	Reported	Annual Report	Remuneration report, p104
G4-53	How stakeholders' views are sought and taken into account regarding remuneration	Not reported		
G4-54	The ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country.	Not reported		
G4-55	The ratio of percentage increase in annual total compensation for the organization's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country.	Not reported		
Ethics and integrity				
G4-56	The organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics	Reported	Annual Report	Chief Executive's statement, p3-4; Managed Separation, Business Model Transition, p6-8
			Old Mutual website	Managing responsible business; Code of business conduct
			Positive Futures Plan	Our Values, inside front cover
G4-57	The internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity	Reported	Old Mutual website	Managing responsible business; Code of business conduct
			Annual Report	Risks, p72 and business risks p12-20, p23-28, p32-38, p41-45
G4-58	The internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity	Reported	Old Mutual website	Managing responsible business; Code of business conduct
ECONOMIC				
Economic performance				
G4-DMA	Disclosure on management approach	Reported	Positive Futures Plan	Our Positive Futures Plan, p2; Our progress against the plan p3, The Plan going forwards p5-6
G4-EC1	Direct economic value generated and distributed	Reported	Annual Report	Old Mutual plc KPIs, p1, At a glance p9
			Positive Futures Plan	Value creation in Old Mutual Emerging Markets p16
G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	Reported	CDP Report	Module: Risks and Opportunities
			Positive Futures Plan	Responsible investment, p14-15, 20-21, 26, 28

Number	GRI Indicator	Status	Source	Page
G4-EC3	Coverage of the organization's defined benefit plan obligations	Reported	Annual Report	Remuneration Report, p104
G4-EC4	Financial assistance received from government	Reported		None
Market presence				
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	Not reported	Data not available	
G4-EC6	Proportion of senior management hired from the local community at significant locations of operation	Partially reported	Old Mutual South Africa BEE Certificates	BBBEE Certificates
Indirect economic impacts				
G4-EC7	Development and impact of infrastructure investments and services supported	Reported	Positive Futures Plan	Responsible investment, p14-15, 20-21, 26, 28
			How we add value to Africa	Responsible investment, p14-15, 20-21, 26, 28
G4-EC8	Significant indirect economic impacts, including the extent of impacts	Partially reported	Positive Futures Plan	KPIs p4, The impact we are making p11- 28
			Corporate website	2016 Non-financial KPIs disclosure pdf
Procurement practices				
G4-DMA	Disclosure on management approach	Partially reported	Old Mutual South Africa website	BBBEE information
			Nedbank website	BBBEE information
			Nedbank Group Sustainability Review 2016	A sustainable supply chain for maximum stakeholder benefit p31
G4-EC9	Proportion of spending on local suppliers at significant locations of operation	Partially reported	Old Mutual South Africa website	BBBEE information
ENVIRONMENTAL				
Materials				
G4-EN1	Materials used by weight or volume	Not reported	Data not available	
G4-EN2	Percentage of materials used that are recycled input materials	Not reported	Data not available	
Energy				
G4-EN3	Energy consumption within the organization	Reported	CDP Report	Section 11: Energy
G4-EN4	Energy consumption outside of the organization	Reported	CDP Report	Section 8: Emissions data
G4-EN5	Energy intensity	Reported	CDP Report	Section 12: Emissions performance
			Annual Report	Environmental management, p8
G4-EN6	Reduction of energy consumption	Partially reported	CDP Report	Section 3: Targets and Initiatives
G4-EN7	Reductions in energy requirements of products and services	Partially reported	CDP Report	Section 3: Targets and Initiatives
Water				
G4-EN8	Total water withdrawal by source	Not reported	Data not available	
G4-EN9	Water sources significantly affected by withdrawal of water	Not material		
G4-EN10	Percentage and total volume of water recycled and reused	Not reported	Data not available	
Biodiversity				
G4-EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Not material		
G4-EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	Not material		
G4-EN13	Habitats protected or restored	Not material		
G4-EN14	Total number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk	Not material		
Emissions, effluents and wastes				
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	Reported	Annual report	Old Mutual plc and our four businesses deploy resources that create value for our stakeholders, p8
		Reported	CDP	Section 8: Emissions data
		Reported	Old Mutual website	2016 Non-financial KPIs disclosure pdf
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	Reported	Annual report	Old Mutual plc and our four businesses deploy resources that create value for our stakeholders, p8
		Reported	CDP Report	Section 8: Emissions data
		Reported	Old Mutual website	2016 Non-financial KPIs disclosure pdf

Number	GRI Indicator	Status	Source	Page
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	Reported	CDP Report Old Mutual website	Section 14: Scope 3 emissions 2016 Non-financial KPIs disclosure pdf
G4-EN18	Greenhouse gas (GHG) emissions intensity	Reported	Annual report CDP Report	Old Mutual plc and our four businesses deploy resources that create value for our stakeholders, p8 Section 12: Emissions intensity
G4-EN19	Reduction of greenhouse gas (GHG) emissions	Reported	CDP Report	Section 3: Targets and initiatives
G4-EN20	Emissions of ozone-depleting substances (ODS)	Not material		
G4-EN21	NO _x , SO _x and other significant air emissions	Not reported	Data not available	
Effluents and waste				
G4-EN22	Total water discharge by quality and destination	Not material		
G4-EN23	Total weight of waste by type and disposal method	Not reported	Data not available	
G4-EN24	Total number and volume of significant spills	Not material		
G4-EN25	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 material		
G4-EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff	Not material		
Products and services				
G4-DMA	Disclosure on management approach	Reported	Positive Futures Plan	The impact we are making p11-27
G4-EN27	Extent of impact mitigation of environmental impacts of products and services	Reported	Nedbank Sustainability Review	Committed to responsible finance, p7-10
G4-EN28	Percentage of products sold and their packaging materials that are reclaimed by category	Not material		
Compliance				
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	Reported	Annual Report	No significant fines in 2016. Any significant fines would be reported on and commented on in the Annual Report. See Financial Statements of the Company, p298-305
Transport				
G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce	Partially reported	CDP Report	Section 14, Scope 3 emissions
Overall				
G4-EN31	Total environmental protection expenditures and investments by type	Not material		
Supplier environmental assessment				
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	Not material		
G4-EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	Not material		
Environmental grievance mechanisms				
G4-EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	Not material		
Employment				
G4-DMA	Generic Disclosures on Management Approach	Reported	Annual report Old Mutual website	Human Capital, p8 Managing responsible business / our employees
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	Not reported	Data not available	
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	Not reported	Data not available	
G4-LA3	Return to work and retention rates after parental leave, by gender	Not reported	Data not available	
Labour / Management relations				
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	Not reported	Significant number of collective agreements around Europe and Trade Unions in South Africa. Notice periods are different in individual countries.	
Occupational health and safety				

Number	GRI Indicator	Status	Source	Page
G4-LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	Not reported	Data not available	
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	Not reported	Data not available	
G4-LA7	Workers with high incidence or high risk of diseases related to their occupation	Not reported	Data not available	
G4-LA8	Health and safety topics covered in formal agreements with trade unions	Not reported	Data not available	
Training and education				
G4-LA9	Average hours of training per year per employee by gender, and by employee category	Not reported	Data not available	
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Not reported	Data not available	
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	Reported		All employees
Diversity and equal opportunity				
G4-DMA	Disclosure on management approach	Reported	Annual Report Old Mutual website	Corporate governance, p89 Responsible business / Our employees / Increasing diversity
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	Annual Report	Corporate governance, p86, 89
Equal remuneration for women and men				
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	Not reported	Data not available	
Supplier assessment for labour practices				
G4-LA14	Percentage of new suppliers that were screened using labour practices criteria	Not reported	Data not available	
G4-LA15	Significant actual and potential negative impacts for labour practices in the supply chain and actions taken	Not reported	Data not available	
Labour practices grievance mechanisms				
G4-LA16	Number of grievances about labour practices filed, addressed, and resolved through formal grievance mechanisms	Not reported	Data not available	
Investment				
G4-DMA	Disclosure on management approach	Reported	Annual Report Old Mutual website	What is our commitment to human rights, p103 Responsible business / Our human rights statement
G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Not reported	Data not available	Information on our human rights activities can be found in our annual Global Compact 'Communication on Progress' and our Human Rights Statement and Modern Slavery Act Statement
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	Not reported	Data not available	Information on our human rights activities can be found in our annual Global Compact 'Communication on Progress' and our Human Rights Statement and Modern Slavery Act Statement
Non-discrimination				
G4-HR3	Total number of incidents of discrimination and corrective actions taken	Not reported	Data not available	
Freedom of association and collective bargaining				
G4-DMA	Generic Disclosures on Management Approach	Reported	Old Mutual website	Responsible business / Managing responsible business
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		All our businesses support the right of our employees to exercise freedom of association.
Child labour				

Number	GRI Indicator	Status	Source	Page
G4-HR5	Operations and suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour	Partially reported		All our businesses have governance in place to prevent employment of child labour as defined by local law.
Forced or compulsory labour				
G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory	Partially reported	Annual report	Governance, p103. All our businesses have governance in place to prevent forced or compulsory labour.
		Partially reported	Old Mutual website	Code of Conduct
Security practices				
G4-HR7	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations	Not reported	Data not available	
Indigenous rights				
G4-HR8	Total number of incidents of violations involving rights of indigenous peoples and actions taken	Not reported	Data not available	
Assessment				
G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	Not reported	Data not available	We set out our commitment to human rights in our Annual Report, p103
Supplier human rights assessment				
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	Partially reported	Old Mutual website	Modern Slavery Act Statement
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	Partially reported	Old Mutual website	Modern Slavery Act Statement
Human rights grievance mechanisms				
G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	Not reported	Data not available	Information on our human rights activities can be found in our annual Global Compact 'Communication on Progress'
SOCIAL				
Local communities				
G4-DMA	Disclosure on management approach	Reported	Annual report Old Mutual website	Old Mutual plc and our four businesses deploy resources that create value for our stakeholders, p8 2016 Non-financial KPIs disclosure pdf
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	Reported	Positive Futures Plan	All our business units have established programmes.
G4-SO2	Operations with significant actual and potential negative impacts on local communities	Reported		Zero
FS13	ACCESS POINTS IN LOW-POPULATED OR ECONOMICALLY DISADVANTAGED AREAS BY TYPE	Reported	Positive Futures Plan	Our Positive Futures Plan encompasses our approach to supporting the economically disadvantaged improve their financial wellbeing. Financial wellbeing, p11-13, 16, 17-19, 22-25, 27-28
FS14	INITIATIVES TO IMPROVE ACCESS TO FINANCIAL SERVICES FOR DISADVANTAGED PEOPLE	Reported	Positive Futures Plan	Our Positive Futures Plan encompasses our approach to supporting the economically disadvantaged improve their financial wellbeing. Financial wellbeing, p11-13, 16, 17-19, 22-25, 27-28
Anti-corruption				
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	Reported		100%
G4-SO4	Communication and training on anti-corruption policies and procedures	Partially reported	Annual report	Risks, p72 and business risks p12-20, p23-28, p32-38, p41-45
G4-SO5	Confirmed incidents of corruption and actions taken	Not reported	Data not available	
Public policy				
G4-SO6	Total value of political contributions by country and recipient/beneficiary	Reported	Annual Report	The Group made no EU or other political donations during the year. See p103
Anti-competitive behaviour				
G4-SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	Reported	Annual Report	Any significant legal actions against Old Mutual would be reported on and commented on in the Annual Report
Compliance				
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Reported	Annual Report	No significant fines in 2016. Any significant fines would be reported on and commented on in the Annual Report. See Financial Statements of the Company, p141-317

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Supplier assessment for impacts on society				
G4-SO9	Percentage of new suppliers that were screened using criteria for impacts on society	Not material		
G4-SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken	Not material		
Grievance mechanisms for impacts on society				
G4-SO11	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	Not material		
Product responsibility				
Customer health and safety				
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Not material		
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	Not material		
Product and service labelling				
G4-DMA	Disclosure on management approach	Not reported		
G4-PR3	Type of product and service information required by the organization's procedures for product and service information and labelling, and percentage of significant product and service categories subject to such information requirements	Not material		
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	Not reported	Data not available	
G4-PR5	Results of surveys measuring customer satisfaction	Not reported		
Marketing communications				
G4-PR6	Sale of banned or disputed products	Not reported	Data not available	
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	Not reported	Data not available	
Customer privacy				
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Not reported	Data not available	
Compliance				
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Reported		None
Product portfolio				
G4-DMA	Disclosure on management approach	Reported	Positive Futures Plan	The impact we are making p11-27
FS6	PERCENTAGE OF THE PORTFOLIO FOR BUSINESS LINES BY SPECIFIC REGION, SIZE (E.G. MICRO/SME/LARGE) AND BY SECTOR	Not reported	Data not available	
FS7	MONETARY VALUE OF PRODUCTS AND SERVICES DESIGNED TO DELIVER A SPECIFIC SOCIAL BENEFIT FOR EACH BUSINESS LINE BROKEN DOWN BY PURPOSE	Partially reported	Positive Futures Plan	2016 Non-financial KPIs disclosure pdf
FS8	MONETARY VALUE OF PRODUCTS AND SERVICES DESIGNED TO DELIVER A SPECIFIC ENVIRONMENTAL BENEFIT FOR EACH BUSINESS LINE BROKEN DOWN BY PURPOSE	Partially reported	Old Mutual website	2016 Non-financial KPIs disclosure pdf
Audit				
G4-DMA	Disclosure on management approach	Reported	Annual Report	Corporate Governance, p82-103
Active ownership				
G4-DMA	Disclosure on management approach	Reported	Old Mutual website	Principles for Responsible Investment Report

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FS10	PERCENTAGE AND NUMBER OF COMPANIES HELD IN THE INSTITUTION'S PORTFOLIO WITH WHICH THE REPORTING ORGANIZATION HAS INTERACTED ON ENVIRONMENTAL OR SOCIAL ISSUES	Partially reported	Old Mutual website	Principles for Responsible Investment Report
FS11	PERCENTAGE OF ASSETS SUBJECT TO POSITIVE AND NEGATIVE ENVIRONMENTAL OR SOCIAL SCREENING	Not reported	Old Mutual website	Principles for Responsible Investment Report