



# GRI Content Index Service

## *Terms and Conditions*

# I. GENERAL

This document outlines the terms and conditions for the GRI Content Index Service (“the Service”). By submitting a completed Sign-up form, the Reporting Organization, or if applicable a third party on behalf of the Reporting Organization, confirms that it agrees with the terms and conditions for the Service set out herein.

Only reports based on the G4 Guidelines including a declaration of either the Core or Comprehensive ‘In accordance’ option are eligible for the GRI Content Index Service. As such, these reports should contain a G4 Content Index.

This [Content Index Service Terms and Conditions](#) document is also available in simplified Chinese.

## 2. THE GRI CONTENT INDEX SERVICE

Reporting Organizations can submit their reports for the Service when the reports are in their final or near final version.

GRI also accepts requests for the Service by third parties on behalf of the Reporting Organization. In such cases GRI will communicate with the third party directly, unless otherwise indicated.

### 2.1. Documents required for the Service

When requesting the Service, the following documents must be submitted to GRI by email to [ReportServices@globalreporting.org](mailto:ReportServices@globalreporting.org):

- Completed Sign-up form, including agreement with the Terms and Conditions
- (Draft) report, containing a GRI Content Index which includes the final references for all disclosures, assurance information, if applicable, and disclosure labels on all referenced pages (for details see 2.2. below)

Once all the required documentation has been received in good order, GRI will provide written a confirmation by email that the Service has been initiated and will indicate the expected date for providing the first feedback.

#### 2.1.1. Sign-up form

The Sign-up form can be downloaded from the GRI website. By submitting a completed Sign-up form, the Reporting Organization, or if applicable the third party on behalf of the Reporting Organization, confirms that it agrees with these terms and conditions for the Service.

The Reporting Organization must complete the section about invoicing details. If GRI’s Certificate of Residence, PO number or any other documents or details are required in order to make the payment, this must be clearly indicated on the Sign-up form.

Within 5 working days after the Service has been confirmed, an invoice will be prepared and sent by email to the contact person indicated in the invoicing details section of the Sign-up form.

Once the Sign-up form has been submitted to GRI it is no longer possible to cancel the service or request a refund.

### 2.1.2. (Draft) report

Organizations are required to submit final or near final version of the relevant report. This implies that the references for each relevant disclosure in the Content Index is final. The report must include a GRI Content Index with a placeholder for the [GRI Content Index organizational mark](#).

If relevant, a (draft) external assurance statement must be included in the report.

## 2.2. Disclosure labels

In the (draft) report, all GRI Disclosures must be clearly distinguished using *disclosure labels*.

Use of disclosure labels is not required by the G4 Guidelines for reports to be 'In accordance', but it is obligatory for the GRI Content Index Service. Disclosure labels (for example, 'G4-I3', 'G4-EN4' or 'G4-DMA') help report readers locate the information that they are looking for and help give reporting organizations more control over the transparency and integrity of their sustainability data.

GRI uses the disclosure labels to verify that the locations of disclosures as referenced in the Content Index are accurate.

## 2.3. Language of the Report

GRI accepts reports for the GRI Content Index Service only in the languages in which the G4 Guidelines are available. For reports in other languages, a translation of the related content as requested by GRI into English will be required.

It is common practice that reporting organizations publish their reports in more than one language version. In such cases, GRI will review the report in one language only. It is the responsibility of the Reporting Organization to guarantee the correct translation of the Content Index and the final report in any additional language versions not reviewed by GRI. In case GRI has provided recommendations for improvements during the reviewing process, they must also be implemented in additional language versions.

## 2.4. GRI feedback and procedures

### 2.4.1. First feedback

According to the *Regular Service Timeline*, GRI will provide the Reporting Organization with its first feedback (see the [GRI Content Index Service Methodology](#)) within 8 working days of receipt of all the documents listed in 2.1.

Should the Reporting Organization want to expedite the first feedback, it is possible to request the *Fast Track Timeline* option. This implies that the first feedback will be sent within 4 full working days after the receipt of all the documents listed in 2.1. This expedited option involves an additional fee (see section 5 for details). The feedback will be sent by email to the person who submitted the application for the Service.



### 2.4.2. Second feedback (if needed) and further action

After addressing the points raised in the initial feedback, the Reporting Organization or their representative will provide GRI with an updated version of the (draft) report. According to the *Regular Service Timeline*, no later than 5 working days after receiving the updated documents, GRI will ascertain that the changes have been implemented as recommended.

Reporting Organizations who opt for the Fast Track Service Timeline will receive the second (and subsequent) feedback within 2 full working days after receipt of the updated documents.

If all of GRI's recommended changes have been correctly implemented, GRI will complete the Service by issuing the GRI Content Index [organizational mark](#).

If GRI's initial recommendations have not been implemented in full, GRI will provide the Reporting Organization with a second (or subsequent) round of comments.



The Reporting Organization is required to submit updated versions of the (draft) report until all of the GRI's recommendations have been implemented. The process is complete when GRI has no further feedback within the scope of this Service. See the [GRI Content Index Service Methodology](#) for details on the scope of the Service.

## 3. FORMAL CONFIRMATION

The GRI Content Index Service [organizational mark](#) is the formal confirmation that the report of a particular organization has undergone and successfully completed the GRI Content Index Service in a particular month and year.

If, after having received the mark, any changes are made to the elements of the report that are within the scope of the GRI service, the mark is no longer valid and the Reporting Organization must remove the mark from the report immediately.

The organizational mark should be included on the first page of the GRI Content Index of the final version of the report without further amendment. Use of the mark in any other location of the report, on the website or other communications is not permitted. The mark can be used both electronically and in print.

Changes to the GRI Content Index Service organizational mark are not allowed and it should be included in the report "as is".

Other terms of use are available in the [GRI Trademarks and Copyright Policy](#).

## 4. SUSTAINABILITY DISCLOSURE DATABASE

Reporting Organizations that have used the Service are requested to register their reports with the [Sustainability Disclosure Database](#), free of charge.

## 5. FEE

Below are the regular fees for reporting organizations requesting a Content Index Service. The Fees are based on the ‘In accordance’ option chosen for the report, the type of service timeline desired (see section 2.4) and the type of reporting organization:

| Content Index Service                          | Timeline                        | Not-for-profit/SME | Corporate |
|--|---------------------------------|--------------------|-----------|
| <b>Core</b><br>‘in accordance’ option          | <i>Regular Service Timeline</i> | € 2500,-           | € 3500,-  |
|  | <i>Fast Track Timeline</i>      | € 3350,-           | € 4350,-  |
| <b>Comprehensive</b><br>‘in accordance’ option | <i>Regular Service Timeline</i> | € 3500,-           | € 4500,-  |
|  | <i>Fast Track Timeline</i>      | € 4350,-           | € 5350,-  |

Fee amounts are exclusive of Value Added Tax

### Free Service for GRI GOLD Community members

All [GRI GOLD Community members](#), with the exception of those holding the GOLD Community ‘Under €1 Million package’, are entitled to one free Alignment Service per year as part of their benefits package. This service may be a Content Index Service. Those holding the GOLD Community ‘[Under €1 Million package](#)’ are entitled to a 25% discount on any of the Alignment Services, including the Content Index Service.

A faster turn-around is possible for GOLD Community members through the ‘Fast Track Service Timeline’. Please note that this ‘Fast Track’ option is not included in the benefits package of the GRI GOLD Community. The additional fee for the Content Index Service is €850,- for details on the program, please consult the GRI GOLD Community page.

### Types of organizations

- “Corporate” Companies that have an annual turnover of (equivalent to) 10 million euro or more
- “SME” Companies that have an annual turnover of (equivalent to) less than 10 million euro
- “Not-for-profit” Organizations that do not distribute their surplus funds to owners or shareholders now and/or in future, but use them to help pursue their goals

If the Service request is submitted by a third party on behalf of a Reporting Organization, the third party is responsible for the payment of the fee unless otherwise indicated in the Sign-up form.

The party responsible for payment will receive an invoice from GRI within 5 working days after the Service has been confirmed, and agrees to pay by wire transfer or credit card within 15 days of the date of invoicing. GRI can only process Visa/Master Card credit card payments.

The party making the payment will be responsible for any bank transfer costs and other costs that may be incurred by GRI when the relevant fees are paid. Should the party wish to receive any documents from GRI via registered mail, the relevant costs will be applied and included on the invoice.

GRI reserves the right to deny a future service for reporting organizations where there is an outstanding balance for past invoices. More details are available in the [GRI Alignment Services Pricing Policy](#).

## 6. CONFIDENTIALITY

When carrying out the Service, GRI will require access to unpublished reports. As a result, GRI will be in possession of information that is confidential and of strategic importance to the Reporting Organization (“Confidential Information”). Without limiting the generality of the foregoing, GRI will:

- not disclose or discuss the Confidential Information, in whole or in part, with any person other than employees or representatives of GRI to the extent required to perform the Service;
- if and when requested, immediately return all hard or digital copies of the Confidential Information to a person nominated by the Reporting Organization or their representatives or destroy or delete the same as requested.

There shall be no obligation of confidentiality with respect to any information that (a) is required to be disclosed by GRI by any law, regulation, judicial or administrative process, or in accordance with applicable professional standards or rules, or in connection with litigation or arbitration pertaining to the Service; (b) is or becomes publicly available other than as the result of a disclosure in breach hereof; (c) becomes available to GRI on a non-confidential basis from a source that GRI believes is not prohibited from disclosing such information to GRI; or (d) is already known by GRI without any obligation of confidentiality with respect thereto.

GRI acknowledges that disclosure of any Confidential Information in breach of the aforementioned provisions may give rise to irreparable injury to the Reporting Organization. GRI agrees that the Reporting Organization may seek injunctive relief against the breach or threatened breach of the foregoing undertakings in addition to any other legal remedies which may be available to the Reporting Organization.

In no event shall GRI or their respective personnel be liable to the Reporting Organization for any loss of use, data, goodwill, revenues, or profits or any consequential, special, indirect, incidental, punitive or exemplary loss, damage or expense as a result of using the Service.

This agreement and all connected rights and obligations shall be governed by and construed in accordance with Dutch law. All disputes arising in connection with this agreement shall be finally settled by means of arbitration under the Rules of the Nederlands Arbitrage Instituut (Netherlands Arbitration Institute), by one or more arbitrators appointed in accordance with such rules. The place of arbitration shall be Amsterdam, the Netherlands. The arbitration procedure shall be conducted in the English language. The arbitration court shall decide in accordance with the rules of law.

## 7. CONTACT

Any questions or comments should be sent to GRI’s Services Team by email:



[ReportServices@globalreporting.org](mailto:ReportServices@globalreporting.org)