



# **GRI Report Services**

## **Terms and Conditions**

***Disclaimer:*** GRI Services do not verify, check, or pass judgment on the quality of the disclosures within a report nor the process of preparing the disclosures. GRI does not provide external assurance. GRI does not carry any legal responsibility for the implementation of the feedback by the organization. The GSSB (Global Sustainability Standards Board) is an independent operating entity under the auspices of GRI and has sole responsibility for setting globally accepted standards for sustainability reporting. As such, it is not involved with the delivery of GRI Report Services.

# 1. GENERAL

This document outlines the Terms and Conditions for the GRI Report Services performed on the reports that are based on the Universal Standards 2021.

Services available for the reports based on the Universal Standards 2021:

- [Content Index - Essentials](#)
- [Content Index - Advanced](#)
- [SDG Mapping Add-On](#)

By submitting a completed sign-up form, the Reporting Organization and/or a Third Party on behalf of the Reporting Organization confirms that it agrees with the [Pricing Policy](#), [Methodology](#) and Terms and Conditions set out herein.

GRI reserves the right to review and update the Terms and Conditions and [Methodology](#) of services at any time. Reporting Organization is asked to review these documents when they apply for a service.

## 2. SERVICE PERFORMANCE

### 2.1. Service application

To be eligible for a GRI Service, the report must be:

- Prepared **in accordance** with the GRI Standards
- Must contain a GRI content index including references to GRI Standards disclosures

To request a GRI Service, the following documents must be submitted:

- Completed sign-up form or online service application form
- Final or near-final draft of the report

Once the above required documents or completed online service application form are submitted, GRI will provide an email confirming that the service has been initiated and will indicate the expected date for providing the first feedback (see section 2.2 of this document for more information). The GRI Services team might also request additional information if needed.

Please note that once the sign-up form has been submitted to GRI, it is no longer possible to cancel the service or request a refund, except at GRI's discretion or in cases where feedback is not delivered by GRI through no fault of the customer.

#### **Required documents: sign-up form or online service application form**

The sign-up form and online service application form are available on the GRI website: <https://www.globalreporting.org/reporting-support/services/> and <https://www.globalreporting.org/reporting-support/online-service-request/> respectively.

The Reporting Organization and/or a Third Party must submit a fully completed sign-up form, including information about invoicing details. If a Certificate of Residence, PO number or any other documents and/or details are required to make the payment, this must be clearly indicated. GRI are not liable for any additional fees incurred in cases where details of these requirements are not included.

#### **Required documents: Final or near final draft of the report**

Organizations are required to submit a final or near final version of the relevant reported information.

This implies that:

- The references for each relevant disclosure in the content index (such as page numbers) are final.
- The reported information must include a GRI content index with a placeholder for the relevant GRI Service mark, and the relevant statement for the service.
- If the GRI content index is included as a separate document, the report needs to include a link or reference to the GRI content index.
- If applicable, the final draft of the report must also include external assurance information. If that is not possible, the Reporting Organization and/or a Third Party should inform GRI when applying for the service, and provide the external assurance information at a later stage

GRI reserves the right to delay the start of its review if the right documentation is not provided, irrespective of whether the Reporting Organization and/or a Third Party has paid the invoice.

### **Disclosure labels and titles**

In the reports submitted for the GRI Services, GRI disclosures should be clearly distinguished throughout the report using disclosure labels. Disclosure labels help report readers to navigate and locate the information that is relevant to the disclosures they have a particular interest in and, as a result, improve the transparency of reporting. The use of disclosure labels is not a requirement of the GRI Standards, but it is strongly recommended that they be included, and they will be reviewed as part of the GRI service.

The GRI Standards consist of disclosures that the organizations can report on. Each disclosure in the GRI Standards also has a title which contains the number and the name of the disclosure reported. If a report is based on the Universal Standards 2021, it is a requirement of the Standards that a full disclosure title for each disclosure must be included verbatim in the report.

Please review our [Methodology](#) document for more information on disclosure labels and titles.

### **Languages of the reported information**

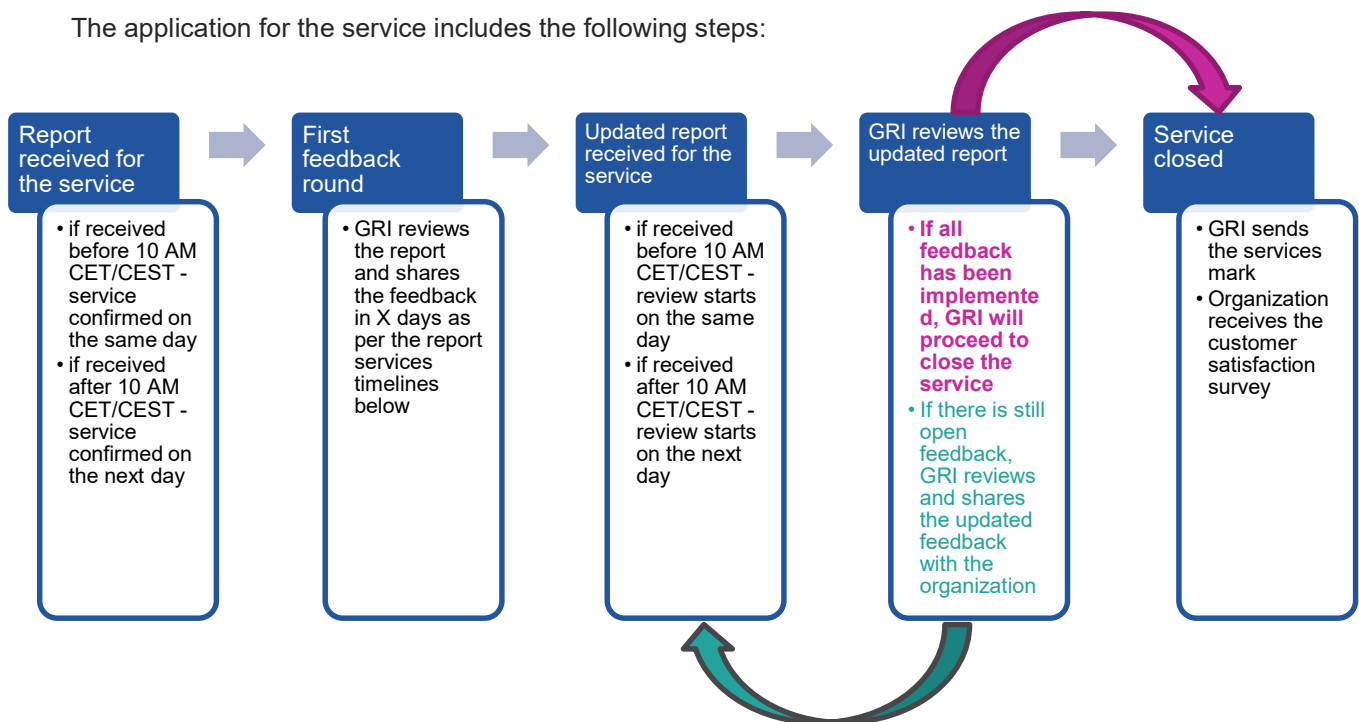
GRI accepts reports for the GRI Services in any language. If the report is to be published in several languages, GRI will perform the service in one language only, on the version requested by the reporting organization.

For additional language versions not reviewed by GRI, it is the responsibility of the Reporting Organization and/or a Third Party to guarantee the correct translation of all disclosures and the GRI Standards. In case GRI has requested changes during the service process, these changes must also be implemented in the additional language versions.

Please review our [Methodology](#) document for more information on the language of the reported information.

## 2.2 Service procedure: step-by-step

The application for the service includes the following steps:



### Email confirmation and service performance

A complete application constitutes the sign-up form and the report. For all complete service applications submitted to GRI **before 10.00 AM (CET/CEST)** will be confirmed on the same working day. For all complete applications sent to GRI **after 10:00 AM (CET/CEST)**, GRI Services will confirm the service and the timeline for the first round of feedback on the next working day.

Our operating hours are Monday - Friday, 09:00 – 17:30 (CET/CEST). For all completed applications received during non-working days or Dutch public holidays, GRI Services will confirm and start performing the service on the next working day.

### Invoice

Shortly after the service has been confirmed, an invoice will be sent by email to the relevant contact person indicated under the invoicing details section of the sign-up form. The invoice must be paid in line with these Terms and Conditions and the [Pricing Policy](#). The applicant will be responsible for any costs, including bank transfer costs, local withholding taxes and other costs, that may be incurred by GRI when the relevant fees are paid, and should ensure that these are accounted for before applying for the service.

### Feedback timelines

GRI Services offers two timelines: Regular and Fast Track. All services are performed in line with the regular timeline, unless the Reporting Organization and/or a Third Party has opted for the Fast Track timeline, which is available for an additional fee.

Service	Regular Timeline		Fast Track Timeline	
	First Round of Feedback (working days)	Subsequent Rounds of Feedback (working days)	First Round of Feedback (working days)	Subsequent Rounds of Feedback (working days)
<b>For reports based on the Universal Standards 2021</b>				
<b>Content Index - Essentials</b>	6 days	3 days	3 days	2 days
<b>Content Index - Advanced</b>	8 days	5 days	5 days	2 days

### First feedback

Reporting Organization and/or a Third Party will receive the first round of feedback in line with the timelines outlined above. Reporting Organization and/or a Third Party should expect to receive the feedback at the end of the working day (CET/ CEST).

### Submission of an updated report

After addressing the points raised in the first round of feedback, the Reporting Organization and/or a Third Party should provide GRI Services team with an updated version of the draft report.

If GRI Services team receives an updated report **before 10:00 AM** (CET/CEST), GRI will begin the review on the same working day. For updated reports sent **after 10:00 AM** (CET/CEST), GRI Services will begin the review on the next working day.

### Subsequent feedback(s)

If GRI's initial requirements for completing the service have not been implemented in full, GRI will provide the reporting organization with a second round of comments. **Please refer to the table above for the applicable timelines.** The reporting organization is required to submit updated versions of the draft report until all GRI's feedback has been addressed. If further rounds of feedback are required, the best way to approach this will be discussed during the service.

The Reporting Organization and/or a Third Party should expect to receive feedback by the end of the working day (CET/ CEST).

## 2.3 Formal completion of the service

GRI will complete the service by issuing a service mark and providing an accompanying statement summarizing the work carried out by GRI Services team to complete the service.

### Service Mark

The service mark represents formal confirmation that a report has successfully completed a GRI Service in a particular year.

The marks are issued in .png format and must be placed horizontally. The following requirements must also be adhered to:

- **No alterations to the mark are permitted.** This includes, but is not limited to, changes in the color, proportion, or design of the mark, or removal of any words, artwork, or trademark symbols. In addition, GRI marks may not be animated, morphed, or otherwise distorted in perspective or appearance.
- The mark must be included and clearly visible on the first page of the GRI content index of the final version of the report without further amendment.
- The mark cannot be used in any other location in the report, on the organization's website, or any other communications. Changes to the organizational mark are not allowed and it should be included in the report "as is".
- The mark can be used both electronically and in print, provided that both versions are identical. **The mark can be used in a translated version of the report provided that the content of the two versions of the report is identical** and the statement for the service specifies the language of the report that completed the service.
- If, after having received the mark, any changes are made to the elements of the report that are within the scope of the service, **the mark is no longer valid**, and the reporting organization must remove the mark from the report immediately.

GRI reserves the right to review and alter the service mark and its permitted use at any time. If such changes affect reports that have already been through a service, it will be GRI's responsibility to contact the Reporting Organization and/or a Third Party affected.

## Statement

The statement communicates the way how the GRI Services have reviewed certain aspects of the reported information, in line with the methodology of each service. The statement must be placed on the same page as the service mark. Reporting organizations are requested to include the wording below to clarify the scope of the service and to avoid the need for additional explanation of the service's methodology in the body of the report. In case the Reporting Organization and/or a Third Party plans to use the service mark in a translated version of the report, the statement for the service should explicitly state which language version was reviewed during the service.

The statements for each service are provided below.

Service	Statement
<b>For reports based on the Universal Standards 2021</b>	
<b>Content Index - Essentials</b>	For the Content Index - Essentials Service, GRI Services reviewed that the GRI content index is clearly presented, in a manner consistent with the Standards, and that the references for disclosures 2-1 to 2-5, 3-1 and 3-2 are aligned with the appropriate sections in the body of the report.
<b>Content Index - Advanced</b>	For the Content Index - Advanced Service, GRI Services reviewed that the GRI content index is clearly presented, in a manner consistent with the Standards, and that the references for all disclosures are included correctly and aligned with the appropriate sections in the body of the report.
<b>SDG Mapping Add-On</b>	GRI Services reviewed those disclosures were correctly mapped to Sustainable Development Goals (SDGs), based on the "Linking the SDGs and the GRI Standards" document and the GRI disclosures.

The above statements may be translated in the local language as long as the translated content reflects the original statement and **includes the full name of the service in English**.

## 3. FEES & PAYMENT CONDITIONS

Please review the [Pricing Policy](#) for information and conditions that apply towards payments for the GRI Services.

## 4. CONFIDENTIALITY

When carrying out the Service, GRI will require access to unpublished reports and reported information. 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.

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 Het Nederlands Arbitrage Instituut (the 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.

## 5. COMMUNICATION WITH GRI

Reporting organizations that apply for GRI Services provide GRI with a contact person who will be the main contact person during the Service.

As a benefit of receiving a service from GRI, designated contact person(s) for the reporting organizations may receive information on how to improve the current or future reports, other services that they may benefit from to improve their future report, as well as customer satisfaction surveys related to the service.

Such communication can happen during the service, as a follow-up of the service or after the service is completed. If at any point, the reporting organization and designated contact person would like to stop receiving these messages, they can let GRI Services team know by email.

## 6. CONTACT

Any questions or comments should be sent to the GRI Services team at [reportservices@globalreporting.org](mailto:reportservices@globalreporting.org).

### Stay in touch

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