

GRI content index Raiffeisen Group



GRI Standard	Disclosures	Page number(s) and/or URL(s) where information can be found	(Additional) information	Omission		
				Part omitted	Reason	Explanation
GRI 101: Foundation (2016)						
General disclosures						
<b>Organisational profile</b>						
	102-1 Name of the organisation	Annual report pp. 138.				
	102-2 Activities, brands, products and services	Annual report pp. 46-53.				
	102-3 Location of headquarters	Annual report p. 138.				
	102-4 Location of operations	Annual report pp. 78-81.	In addition: The Raiffeisen Group conducts business throughout Switzerland. Raiffeisen Switzerland and the Raiffeisen banks do not have a sales network outside Switzerland. Relationships with clients domiciled abroad are generally entered into on a limited basis, in keeping with the basic strategy of the Raiffeisen Group.			
	102-5 Ownership and legal form	Annual report pp. 78-81.				
	102-6 Markets served	Annual report p. 66.				
	102-7 Scale of the organisation	Employees: annual report p. 58; operations: annual report pp. 78-81; net sales: annual report p. 135; total capitalisation: annual report p. 134; scope of products and services provided: annual report p. 135.				
	102-8 Information on employees and other workers	Annual report p. 58.	In addition: External employees do not make up a significant proportion of the workforce, with the exception of the IT department.			
	102-9 Supply chain	Annual report p. 72.				
	102-10 Significant changes to the organisation and its supply chain	Annual report pp. 6-8.				
	102-11 Precautionary principle or approach		The precautionary principle is a guiding principle of Swiss environmental law (Environmental Protection Act Art. 1 (2)). By respecting Swiss laws, Raiffeisen also respects the precautionary principle. While the precautionary principle is not expressly acknowledged, it is part of Raiffeisen's identity.			
	102-12 External initiatives	Annual report p. 60.				
	102-13 Membership of associations	Annual report p. 60.	In addition: Swiss Bankers Association, Swiss Funds and Asset Management Association SFAMA, SSPA Swiss Structured Products Association, Coordination Domestic Banks, IG Genossenschaftsunternehmen, European Association of European Banks, International Raiffeisen Union			
<b>Strategy</b>						
	102-14 Statement from senior decision-maker	Annual report p. 60.				
	102-15 Key impacts, risks and opportunities	Annual report pp. 23-24.				
<b>Ethics and integrity</b>						
	102-16 Values, principles, standards and norms of behaviour	Annual report pp. 27, 46.				
	102-17 Mechanisms for advice and concerns about ethics		Customer complaints procedure, bank ombudsperson, whistleblowing process at Raiffeisen Switzerland.			
<b>Governance</b>						
	102-18 Governance structure	Annual report pp. 60, 78.				
	102-19 Delegating authority	Annual report p. 60.				
	102-20 Executive-level responsibility for economic, environmental and social topics	Annual report p. 60.				
	102-21 Consulting stakeholders on economic, environmental and social topics	Annual report pp. 61-63.	In addition: The Board of Directors does not maintain a systematic stakeholder management process with respect to economic, environmental and social topics; however, the members of the Board of Directors are free to engage in dialogue with stakeholders. See also 102-43 and 102-44.			
	102-22 Composition of the highest governance body and its committees	Annual report pp. 90-99.	In addition: With the exception of members of the Board of Directors of three Raiffeisen banks, no Raiffeisen Group executives are represented on the Board of Directors of Raiffeisen Switzerland. Two members are women (20%); one member is originally from Ticino and two members from French-speaking Switzerland; the Chairman of the Board of Directors helped shape a cantonal bank's sustainability programme while he was its manager; one member of the Board of Directors previously held a position in which he was responsible for the sustainability of a banking group.			
	102-23 Chair of the highest governance body		The Chairman of the Board of Directors of Raiffeisen Switzerland is not a member and is by law prohibited from being a member of the Executive Board of Raiffeisen Switzerland.			
	102-24 Nominating and selecting the highest governance body	Annual report pp. 87, 100.	In addition: The Board of Directors of Raiffeisen Switzerland submits nominations to the General Meeting; representatives of the Raiffeisen banks are involved in the nomination process. There is no explicit requirement for gender diversity, the representation of other stakeholders, or expertise in economic, environmental and social topics. Raiffeisen generally meets the requirements imposed by FINMA in Circular 2017/01 "Corporate governance – banks" regarding the independence of the Board of Directors as the top management body.			
	102-25 Conflicts of interest		Raiffeisen Switzerland's Terms and Conditions of Business set out the rules for avoiding conflicts of interest within the Board of Directors of Raiffeisen Switzerland and for officers and directors of Raiffeisen Switzerland. A similar provision set out in the Raiffeisen banks' Terms and Conditions of Business applies to the Raiffeisen banks. Accordingly, individuals cannot be elected to the Board of Directors if professional or other circumstances expose them to conflicts of interest that would significantly detract from their ability to execute the corresponding mandate. Members of the same family and registered partners may not be members of the same Board of Directors at the same time. Members of the Board of Directors (and the Executive Board) recuse themselves wherever business transactions affect their own interests or those of related parties or companies with which they are personally affiliated. At Raiffeisen Switzerland, the Board of Directors ensures compliance with these disclosure and recusal obligations. It reviews the personal affiliations of the members of the Board of Directors, Executive Board and Internal Auditing.			
	102-26 Role of highest governance body in setting purpose, values and strategy	Annual report pp. 87, 101, 105.				

GRI 102: General disclosures (2016)	102-27 Collective knowledge of highest governance body	Annual report pp.60-61.					
	102-28 Evaluating the highest governance body's performance	Annual report pp.60-61.	The General Meeting assesses the performance of the Board of Directors of Raiffeisen Switzerland by approving the annual report, the income statement and the balance sheet and by ratifying the actions of the Board of Directors and electing and dismissing members of the Board of Directors. There is no specific assessment in terms of the management of economic, environmental and social topics.				
	102-29 Identifying and managing economic, environmental and social impacts	Annual report pp.60-61.	In addition: See also 102-46				
	102-30 Effectiveness of risk management processes	Annual report pp.60-61.	The Board of Directors of Raiffeisen Switzerland generally approves the adequacy and effectiveness review for the entire risk management process. Economic, environmental and social topics are not explicitly categorised. However, they are included in the regular review if they affect the risk management process. This is an annual review which is brought to the Board of Directors' attention as part of risk reporting. If there are any shortfalls, the Board of Directors may decide on measures to take. The Audit Committee prepares the definitions of the measures for presentation to the Board of Directors.				
	102-31 Review of economic, environmental and social topics	Annual report pp.60-61.					
	102-32 Highest governance body's role in sustainability reporting		Sustainability reporting as part of annual reporting is first approved by the Executive Board and then by the Board of Directors of Raiffeisen Switzerland.				
	102-33 Communicating critical concerns	Annual report pp.60-61.	In addition: As part of regular Legal & Compliance reporting to the Board of Directors.				
	102-34 Nature and total number of critical concerns			102-34	Not applicable	The relevant information is not available and cannot be collected. Various kinds of critical concerns can be communicated to the Board of Directors of Raiffeisen Switzerland. The committees of the Board of Directors and the Board of Directors can deal with these concerns. However, concerns are not categorised as "critical" or "non-critical".	
	102-35 Remuneration policies	Annual report pp. 124-125.					
	102-36 Process for determining remuneration	Annual report pp. 123-127.	In addition: An external expert was consulted while revising the remuneration regulations for the Board of Directors of Raiffeisen Switzerland in 2018. There are no other known relationships between this partner and Raiffeisen Switzerland.				
	102-37 Stakeholders' involvement in remuneration	Annual report pp 120, 124.	The compensation regulations of the Board of Directors were revised in 2018 and unanimously approved by the Board of Directors.				
	102-38 Annual total compensation ratio			102-38	Not applicable	It is not possible to disclose meaningful information. The total compensation had not yet been fixed at the time of publication of the annual report.	
	102-39 Percentage increase in annual total compensation ratio			102-39	Not applicable	It is not possible to disclose meaningful information. The increase in total compensation had not yet been fixed at the time of publication of the annual report.	
	<b>Stakeholder engagement</b>						
	102-40 List of stakeholder groups		In order to determine the material sustainability topics, a survey was conducted in 2018 encompassing internal and external stakeholders who reflect the interests of Raiffeisen clients, employees, suppliers and strategic partners of Raiffeisen Switzerland, and Raiffeisen banks as cooperative members of Raiffeisen Switzerland. Business associations, environmental and social NGOs, the media and the public sector were also taken into consideration.				
	102-41 Collective bargaining agreements		Raiffeisen Switzerland has signed the collective "Agreement on Conditions of Employment for Bank Employees" (ACE) and defines its terms of employment in line with this agreement. The agreement covers 100% of Raiffeisen Switzerland employees. Raiffeisen Switzerland provides its terms of employment as a template to the Raiffeisen banks. Most of the Raiffeisen banks incorporate the terms. However, annual wage negotiations in the banking sector are not conducted by management and labour representatives. Instead, the ACE explicitly gives employee representative committees a right of co-determination with respect to wage issues.	102-41 (Detailed figures on Raiffeisen banks)	Not available	The information will be disclosed by 2020	
	102-42 Identifying and selecting stakeholders		The stakeholders surveyed (see 102-40) were chosen based on two criteria: firstly the impacts that Raiffeisen has on stakeholders, and secondly the impacts that stakeholders have on Raiffeisen.				
	102-43 Approach to stakeholder engagement		A web-based stakeholder survey was conducted in 2018 to determine the material topics for sustainability reporting. The findings of the survey were subsequently discussed and elaborated with selected internal and external stakeholders. A meeting for discussion between Raiffeisen Switzerland and interested external stakeholders on sustainability issues was also held in 2019, after 2018. In addition, an array of offices at Raiffeisen stay in touch with various stakeholders.				
	102-44 Key topics and concerns raised		At a meeting with stakeholders in April 2019, the 2018 sustainability reporting was presented and the choice of key topics was found to be still valid. Among other things, stakeholders stressed the importance of concrete goals for sustainability management. These are not yet clearly apparent in the reporting. It was discussed how Raiffeisen implements the management of key issues in cooperation with the Raiffeisen banks. Other topics included the importance of advisory services for the sale of sustainable investment products, how customers react to them and the consideration of sustainability criteria in lending.				
	<b>Reporting practice</b>						
102-45 Entities included in the consolidated financial statements	Annual report p 81.						

	102-46 Defining report content and topic boundaries		The first step in defining material topics for Raiffeisen was to survey internal and external stakeholders (see 102-43). At the same time, the sustainable development impact was explored in an expert survey. The survey was based on the topics specified by the GRI, including those for the financial sector. Based on the results of the survey, topics were categorised as material if, in the overall results, they were rated as having the most relevance (top quartile) or were viewed as one of the top three topics by either of the two groups (stakeholders, experts). Furthermore, "marketing and labelling" was identified as a material topic based on a comparison with other banks. The scope of one topic ("emissions") was restricted on the basis of deliberations concerning Raiffeisen's de facto impact on sustainable development ("GHG emissions"). This process resulted in 10 material topics. The selection of topics was presented to and discussed with internal and external stakeholders. It generally met with support (see also 102-44). A comparison with sustainability reports across the industry also showed that the topics were relevant to banks. The topic boundaries were largely set while formulating the management approaches, which included an examination of impacts on clients, the company and the supply chain. The report coordinator applied the reporting principles at all times. The principles were communicated to everyone who contributed to the report. The principles are communicated to the Executive Board and Board of Directors before they endorse the report.				
	102-47 List of material topics	Annual report p 61.					
	102-48 Restatements of information		No information has been restated.				
	102-49 Changes in reporting		The sustainability report 2018 has been fundamentally redesigned and will only be updated and supplemented selectively in 2019.				
	102-50 Reporting period		1 January 2019 to 31 December 2019.				
	102-51 Date of most recent report		April 2019.				
	102-52 Reporting cycle		Annual				
	102-53 Contact point for questions regarding the report		Raiffeisen Switzerland, Corporate Responsibility & Sustainability, nachhaltigkeit@raiffeisen.ch				
	102-54 Claims of reporting in accordance with the GRI		This report was prepared in accordance with the GRI Standards: Comprehensive option.				
	102-55 GRI content index		This document				
	102-56 External assurance		No external assurance was provided. The report 2018 was prepared in collaboration with a qualified external partner. For the GRI Content Index 2018, to which this index is closely related, advice was also obtained from the GRI Materiality Disclosures Service.				
GRI Standard	Disclosures	Page number(s) and/or URL(s) where information can be found	Additional information	Part omitted	Reason	Omission Explanation	
<b>Material topics</b>							
<b>200 series (economic topics)</b>							
<b>Economic performance</b>							
<b>GRI 103: Management approach (2016)</b>	103-1 Explanation of the material topic and its boundary	Annual report, p.63.					
	103-2 The management approach and its components	Annual report, p.63.					
	103-3 Evaluation of the management approach	Annual report, p.63.					
<b>GRI 201: Economic performance (2016, FSS requirements for EC1, 2013)</b>	201-1 Direct economic value generated and distributed	Annual report p. 64.		201-1 b	Not applicable	Raiffeisen does almost all of its business in the Swiss market	
	201-2 Financial implications and other risks and opportunities due to climate change	Annual report p. 67.					
	201-3 Defined benefit plan obligations and other retirement plans	Reference to annual report of the Raiffeisen Pension Fund Cooperative: <a href="https://www.raiffeisen.ch/pensionskasse/de/service/publikationen/jahresberichte.html">https://www.raiffeisen.ch/pensionskasse/de/service/publikationen/jahresberichte.html</a> .					
	201-4 Financial assistance received from government	Annual report, p. 64.					
<b>Anti-corruption</b>							
<b>GRI 103: Management approach (2016)</b>	103-1 Explanation of the material topic and its boundary	Annual report, p. 69.					
	103-2 The management approach and its components	Annual report, p. 69.					
	103-3 Evaluation of the management approach	Annual report, p. 69.					
<b>GRI 205: Anti-corruption (2016)</b>	205-1 Operations assessed for risks related to corruption	Annual report, p. 71.					
	205-2 Communication and training about anti-corruption policies and procedures	Annual report, p. 69.	In addition: Members of the Board of Directors of Raiffeisen Switzerland receive a report on legal and compliance topics four times a year. This is where corruption topics would be addressed. Business partners are not systematically informed about anti-corruption strategies and measures.	205-2 (More detailed information)	Not available	The information will be disclosed by 2020	
	205-3 Confirmed incidents of corruption and actions taken	Annual report, p. 71.					
<b>300 series (environmental topics)</b>							
<b>Emissions (GHG)</b>							
<b>GRI 103: Management approach (2016)</b>	103-1 Explanation of the material topic and its boundary	Annual report, p. 71.					
	103-2 The management approach and its components	Annual report, pp. 71-72.					
	103-3 Evaluation of the management approach	Annual report, p. 72.					
<b>GRI 305: Emissions (GHG) (2016)</b>	305-1 Direct (Scope 1) GHG emissions	Annual report, p. 73.	In addition: The disclosures cover the following greenhouse gases (GHG) from the Greenhouse Gas (GHG) Protocol (or Kyoto Protocol): carbon dioxide (CO <sub>2</sub> ), methane (CH <sub>4</sub> ), nitrous oxide (N <sub>2</sub> O), hydrofluorocarbons (HFC), perfluorinated compounds (PFCs), sulphur hexafluoride (SF <sub>6</sub> ) and nitrogen trifluoride (NF <sub>3</sub> ). There are no biogenic emissions. The baseline year is 2012, which is when Group-wide data acquisition and modelling began. Changes in the SAP evaluation method and the sale of several subsidiaries (Vescore, Notenstein La Roche, various companies with small energy footprints) required a recalculation of emissions in the 2012 baseline year. The factors from ecoinvent 3.1 are used to calculate the global warming potential. Consolidation is based on the operational control approach. The indicators used were the VU indicators 16.11.2015 - VU indicators 16.11.2015 - Version 1.0 of the 2015 update with the greenhouse gas conversion factors from ecoinvent 3.1.				
	305-2 Energy indirect (Scope 2) GHG emissions	Annual report, p. 73.	In addition: See 305-1.				
	305-3 Other indirect (Scope 3) GHG emissions	Annual report, p. 73.	In addition: See 305-1. The disclosures included transports of precious metals and banknotes based on settlement amounts (expenses, charges) and paper consumption.				
	305-4 GHG emissions intensity	Annual report, p. 73.	In addition: See 305-1. The parameter used for the calculation is full-time equivalents (FTEs). All the emissions included in Scope 1 bis 3 were used for the calculation: building energy (electricity, heat), business travel (passenger and cargo transport), fresh water and paper.				
	305-5 Reduction of GHG emissions	Annual report, p. 73.	In addition: See 305-1.				
	305-6 Emissions of ozone-depleting substances (ODS)				305-6		The material topic is CO <sub>2</sub> emissions
	305-7 Nitrogen oxides (NO <sub>x</sub> ), sulphur oxides (SO <sub>x</sub> ) and other significant air emissions				305-7		The material topic is CO <sub>2</sub> emissions
<b>400 series (social topics)</b>							

Training and education						
GRI 103: Management approach (2016)	103-1 Explanation of the material topic and its boundary	Annual report p. 56.				
	103-2 The management approach and its components	Annual report p. 56.				
	103-3 Evaluation of the management approach	Annual report p. 56.				
GRI 404: Training and education (2016)	404-1 Average hours of training per year per employee				404-1 (Breakdown by gender and employee category)	The information will be disclosed by 2020
	404-2 Programmes for upgrading employee skills and transition assistance programs	Annual report p.56.				
	404-3 Percentage of employees receiving regular performance and career development reviews		All Raiffeisen employees receive a performance and career development review at least once a year, regardless of gender or age.			
Diversity and equal opportunity						
GRI 103: Management approach (2016)	103-1 Explanation of the material topic and its boundary	Annual report, p. 57.				
	103-2 The management approach and its components	Annual report, p. 57.				
	103-3 Evaluation of the management approach	Annual report, p. 57.				
GRI 405: Diversity and equal opportunity (2016)	405-1 Diversity of governance bodies and employees	Annual report, p. 58.			405-1 (percentage by age group)	The information will be disclosed by 2020
	405-2 Ratio of basic salary and remuneration of women to men	Annual report, p. 124.			405-2 (Results broken down by employee category)	Confidential Data is only available for Raiffeisen Switzerland; more detailed information is expected to be disclosed after the next round of data collection, probably in 2022
Marketing and labelling						
GRI 103: Management approach (2016)	103-1 Explanation of the material topic and its boundary	Annual report, p. 70.				
	103-2 The management approach and its components	Annual report, p. 70.				
	103-3 Evaluation of the management approach	Annual report, p. 70.				
GRI 417: Marketing and labelling (2016)	417-1 Requirements for product and service information and labelling	Annual report, p. 70.				
	417-2 Incidents of non-compliance concerning product and service information and labelling	Annual report, p. 71.				
	417-3 Incidents of non-compliance concerning marketing communications	Annual report, p. 71.				
Customer privacy						
GRI 103: Management approach (2016)	103-1 Explanation of the material topic and its boundary	Annual report, p. 70.				
	103-2 The management approach and its components	Annual report, p. 70.	In addition: The information security management system (ISMS) includes an instruction and control system with technical and organisational measures to protect (client) data. In addition to the general level of protection, the Raiffeisen Group's internal regulations and processes define explicit and risk-based measures to protect client data.			
	103-3 Evaluation of the management approach	Annual report, p. 70.				
GRI 418: Customer privacy (2016)	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Annual report, p. 71.				
Socioeconomic compliance						
GRI 103: Management approach (2016)	103-1 Explanation of the material topic and its boundary	Annual report, p. 69.				
	103-2 The management approach and its components	Annual report, p. 69.				
	103-3 Evaluation of the management approach	Annual report, p. 69.				
GRI 419: Socioeconomic compliance (2016)	419-1 Non-compliance with laws and regulations in the social and economic area	Annual report, p. 71.				
Financial Services Sector Supplement						
Product portfolio						
GRI 103: Management approach (2016, inkl. FSS Anforderungen, Produktportfolio FS 1 bis FS 5, 2013)	103-1 Explanation of the material topic and its boundary	Annual report, p. 65.				
	103-2 The management approach and its components	Annual report, p. 65.			FS 1 to FS 5 (more specific information)	The information will be disclosed by 2020
	103-3 Evaluation of the management approach	Annual report, p. 65.				
Product portfolio (FSS Anforderungen, Produktportfolio FS 6 bis FS 8, 2013)	FS6 Percentage of the portfolio for business lines by region, size and sector	Annual report, p. 66.			FS6	The information will be disclosed by 2020
	FS7 & FS8 Products and services designed to deliver a specific social/environmental benefit	Annual report, p. 68.				Not available
Active ownership						
GRI 103: Management approach (2016)	103-1 Explanation of the material topic and its boundary	Annual report, p. 67.				
	103-2 The management approach and its components	Annual report, p. 67.				
	103-3 Evaluation of the management approach	Annual report, p. 67.				
Active ownership (FSS Anforderungen, Aktive Eigentümerschaft FS10 und FS 11, 2013)	FS10 Percentage and number of companies held in the institution's portfolio with which the reporting organisation has interacted on environmental or social issues				FS10	The information will be disclosed by 2020
	FS11 Percentage of assets subject to positive and negative environmental or social screening	Annual report, p. 68.				