Pearson

# Context index

## Pearson Sustainability report 2016

Global Reporting Initiative (GRI)

UN Global Compact (UNGC)

UN Sustainable Development Goals (SDGs)

Children's Rights and Business Principles (CRBPs)

# Content index

We have applied relevant international reporting standards and frameworks, including the Global Reporting Initiative (GRI) guidelines, UN Global Compact (UNGC) Ten Principles, UN Sustainable Development Goals (SDGs), and the UNGC/ UNICEF/Save the Children Children's Rights and Business Principles (CRBP). This report has been developed in accordance with the GRI G4 Core guidelines, including the media sector supplement.

## General standard disclosures

| Indicator | Description | Coverage | Reference: SR 2016 | Reference: AR 2016 | Notes / Omissions | UNGC | SDGs | CRBP |
|---|---|---|---|---|---|---|---|---|
| **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 | ● | p4-5 | | | Statement of commitment to the ten principles from chief executive | | |
| **G4-2** | Description of key impacts, risks, and opportunities | ● | p10-12; p18; p42-45; p87-89 | p22 (material issues & other Pearson risks); p44-55 (risk sections) | | 1-10 | 4, 8, 10 | 1, 2, 3, 4, 5, 7 |
| **Organizational profile** | | | | | | | | |
| **G4-3** | Name of the organization | ● | p1 | p1 | | | | |
| **G4-4** | Primary brands, products, and services | ● | p10-12 | p2-3 | | | | |
| **G4-5** | Location of organization's headquarters | ● | | p128 | | | | |
| **G4-6** | Number of countries where the organization operates and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report | ● | p12 | p2; p38-43; p188-189 | | | | |
| **G4-7** | Nature of ownership and legal form | ● | | p107; p173 | | | | |
| **G4-8** | Markets served | ● | p12 | p135-139; p188-189 | | | | |
| **G4-9** | Scale of reporting organization | ● | p10-12; p42-43 | p122-125; p137-138; p143-145 | | | | |
| **G4-10** | Employee makeup | ◐ | p10-12; p42-43 | p25 (gender diversity); p141 (employees by region) | We report the total number of employees by region and gender. | | | |
| **G4-11** | Percentage of employees covered by collective bargaining agreements | ◐ | p26 | | Pearson employees are participants in trade unions across the group. Representation takes many forms. For example, in the UK we launched an Employee Engagement Forum providing employees and senior executives regular opportunities to discuss the strategic development of the company. | | | |
| **G4-12** | Description of the organization's supply chain | ● | p37-38 | p23 | | | | |
| **G4-13** | Significant changes during the reporting period regarding size, structure, ownership, or supply chain | ● | | p35, p139 | | | | |
| **G4-14** | Precautionary approach or principle addressed by the organization | ● | p35-37 | p22; p44-55 | Pearson has carried out a robust assessment of the principal risks facing the company. We have also analyzed our environmental impacts and taken precautionary action by reducing our greenhouse gas emissions and other environmental impacts. | 7 | 6, 7, 13, 14, 15 | 7 |
| **G4-15** | Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or to which it endorses | ● | p8-9, p26, p36, p37, p76 | | | | | |
| **G4-16** | Memberships of associations (such as industry associations) and national and international advocacy organizations | ◐ | p76 | | This section provides a list of sustainability and education associations. | | 17 | 10 |

**Key:** ● Full ◐ Partial ○ None SR 2016 = *Sustainability report 2016* AR 2016 = *Annual report and accounts 2016*

# GRI/UNGC/SDGs/CRBP index

## General standard disclosures *continued*

| Indicator | Description | Coverage | Reference: SR 2016 | Reference: AR 2016 | Notes / Omissions | UNGC | SDGs | CRBP |
|---|---|---|---|---|---|---|---|---|
| **Identified material aspects and boundaries** | | | | | | | | |
| **G4-17** | Entities in consolidated financial statements | ● | | p135; p122-125 | | | | |
| **G4-18** | Process for defining the report content and Aspect Boundaries | ● | p18; p87-89 | p21-22 | | | | |
| **G4-19** | Material Aspects | ● | p18; p87-89 | p21-22 | | | | |
| **G4-20** | Internal Aspect Boundary | ● | p87-89 | | | | | |
| **G4-21** | External Aspect Boundary | ● | p87-89 | | | | | |
| **G4-22** | Effect of restatement information | ● | | | No effect | | | |
| **G4-23** | Report significant changes in the Scope and Aspect Boundaries | ● | | | No changes | | | |
| **Stakeholder engagement** | | | | | | | | |
| **G4-24** | List of stakeholders engaged | ● | p14-17; p72; p77 | p80-81 | | | | |
| **G4-25** | Basis for identifying stakeholders to engage | ● | p14-17; p18; p77; p87-89 | | We plan to continue our focus to engage with our stakeholders in the future. | | | |
| **G4-26** | Approach to stakeholder engagement | ● | p14-17; p77; p87-89 | | | | | |
| **G4-27** | Key topics of concern raised by stakeholders | ● | p14-17; p18; p77; p87-89 | | | | | |
| **Report profile** | | | | | | | | |
| **G4-28** | Reporting period | ● | p78 | | | | | |
| **G4-29** | Date of most recent report | ● | p78 | | | | | |
| **G4-30** | Reporting cycle | ● | p78 | | | | | |
| **G4-31** | Contact point for questions | ● | p78 | | | | | |
| **G4-32** | "In accordance with" option | ● | p78 | | | | | |
| **G4-33** | External assurance for report | ◐ | p78 | | Our environmental data and data on community investment were assured by independent external assurance providers. | | | |

**Key:** ● Full ◐ Partial ○ None SR 2016 = *Sustainability report 2016* AR 2016 = *Annual report and accounts 2016*

# GRI/UNGC/SDGs/CRBP index

## General standard disclosures *continued*

| Indicator | Description | Coverage | Reference: SR 2016 | Reference: AR 2016 | Notes / Omissions | UNGC | SDGs | CRBP |
|---|---|---|---|---|---|---|---|---|
| **Governance** | | | | | | | | |
| **G4-34** | Governance structure | | p39-40 | p58-59; p63; p56-112 | | | | |
| **G4-38** | Composition of the highest governance body and its committees | ● | p32; p39-40 | p60-62 | | | | |
| **G4-39** | Whether the Chair of the highest governance body is also an executive officer | ● | | p60-62 | | | | |
| **G4-42** | 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. | ● | p39-40 | p78-79 | | | | |
| **G4-48** | Highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material Aspects are covered. | ● | p39-40 | p78-79 | | | | |
| **Ethics and integrity** | | | | | | | | |
| **G4-56** | Organization's values, principles, and standards | ● | p31; p40; p77 | p24 | Company policies are posted on the sustainability section of our website (https://www.pearson.com/corporate/sustainability/reporting-and-policy-downloads/policies.html). | 1-10 | | |
| **G4-58** | Internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines. | ● | p41; p42 | p24 | | | | |

**Key:** ● Full ◐ Partial ○ None SR 2016 = *Sustainability report 2016* AR 2016 = *Annual report and accounts 2016*

# GRI/UNGC/SDGs/CRBP index

## Specific standard disclosures

The specific standard disclosures are organized by Pearson's material topics, and within topics, by GRI aspects

| Indicator | Description | Coverage | Reference | | Notes / Omissions | UNGC | SDGs | CRBP |
|---|---|---|---|---|---|---|---|---|
| | | | SR 2016 | AR 2016 | | | | |
| **Economic performance** | | | | | | | | |
| **DMA** | Economic performance | ● | p1; p4-5; p8; p11; p18 | p12-13 | | | | |
| **EC1** | Direct economic value generated and distributed | ● | p10-12 | inside front cover-p3; p30-37; p122-125 | | 1 | 1, 8, 10 | |
| **EC2** | Financial implications and other risks and opportunities for the organization's activities due to climate change | ◐ | p35-38 | p22, p25 | | 7, 8, 9 | 6, 7, 13, 14, 15 | 7 |
| **EC7** | Development and impact of infrastructure investments and services supported | ● | p 23; p26; p33-34; p46-63; p66-67 | p14-15 | | | 4, 8, 10 | |
| **EC8** | Significant indirect economic impacts, including the extent of impacts (i.e. economic development, availability for products and services for those with low incomes, enhancing skills and knowledge) | ● | p46-63; p65-77 | | | | 4, 8, 10 | |
| **Environmental – energy** | | | | | | | | |
| **DMA** | Energy | ● | p35-37 | | See Pearson environment review at: https://www.pearson.com/corporate/sustainability/reporting-policies/reports-benchmarks.html | 7, 8, 9 | 7, 13 | 7 |
| **EN3** | Energy consumption within the organization | ● | p35-37; p44-45 | | See Pearson environment review at: https://www.pearson.com/corporate/sustainability/reporting-policies/reports-benchmarks.html | 7, 8, 9 | 7, 13 | 7 |
| **EN6** | Reduction of energy consumption | ● | p35-37; p44-45 | | See Pearson environment review at: https://www.pearson.com/corporate/sustainability/reporting-policies/reports-benchmarks.html | 7, 8, 9 | 7, 13 | 7 |
| **Environmental – emissions** | | | | | | | | |
| **DMA** | Emissions | ● | p35-37; p44-45 | | See Pearson environment review at: https://www.pearson.com/corporate/sustainability/reporting-policies/reports-benchmarks.html | 7, 8, 9 | 7, 13, 14, 15 | 7 |
| **EN15** | Direct GHG emissions (Scope 1) | ● | p35-37; p44-45 | p25 | See Pearson environment review at: https://www.pearson.com/corporate/sustainability/reporting-policies/reports-benchmarks.html | 7, 8, 9 | 7, 13, 14, 15 | 7 |
| **EN16** | Energy indirect GHG emissions (Scope 2) | ● | p35-37; p44-45 | p25 | See Pearson environment review at: https://www.pearson.com/corporate/sustainability/reporting-policies/reports-benchmarks.html | 7, 8, 9 | 7, 13, 14, 15 | 7 |
| **EN17** | Other indirect GHG emissions (Scope 3) | ● | p35-37; p44-45 | p25 | See Pearson environment review at: https://www.pearson.com/corporate/sustainability/reporting-policies/reports-benchmarks.html | 7, 8, 9 | 7, 13, 14, 15 | 7 |
| **EN18** | GHG emissions intensity | ● | p35-37; p44-45 | p25 | See Pearson environment review at: https://www.pearson.com/corporate/sustainability/reporting-policies/reports-benchmarks.html | 7, 8, 9 | 7, 13, 14, 15 | 7 |
| **EN19** | Reduction of GHG emissions | ● | p35-37; p44-45 | p25 | See Pearson environment review at: https://www.pearson.com/corporate/sustainability/reporting-policies/reports-benchmarks.html | 7, 8, 9 | 7, 13, 14, 15 | 7 |

**Key:** ● Full ◐ Partial ○ None SR 2016 = *Sustainability report 2016* AR 2016 = *Annual report and accounts 2016*

# GRI/UNGC/SDGs/CRBP index

## Specific standard disclosures *continued*

| Indicator | Description | Coverage | Reference: SR 2016 | Reference: AR 2016 | Notes / Omissions | UNGC | SDGs | CRBP |
|---|---|---|---|---|---|---|---|---|
| **Environmental – products and services** | | | | | | | | |
| **DMA** | Products and services | ● | p35-37 | | | 7, 8, 9 | 7, 13, 14, 15 | 7 |
| **EN27** | Extent of impact mitigation of environmental impacts of products and services | ◐ | p35 | | A priority area going forward is looking beyond direct emissions to capture impacts across the digital and physical value chain. In 2016, we introduced book carbon – an initiative that allows us to calculate our physical impact from forest to distribution center, and mapped the impact of our first product | 7, 8, 9 | 7, 13, 14, 15 | 7 |
| **Environmental – transport** | | | | | | | | |
| **DMA** | Transport | ● | p35-37 | | | 7, 8, 9 | 7, 13, 14, 15 | 7 |
| **EN30** | Significant environmental impacts relating to transporting products and other goods and materials for the organization's operations, and transporting members of the workforce | ◐ | p35-37; p44-45 | p25 | We do not yet disclose product distribution data. | 7, 8, 9 | 7, 13, 14, 15 | 7 |
| **Environmental – supplier environmental assessment** | | | | | | | | |
| **DMA** | Supplier environmental assessment | ● | p37-38 | | | 7, 8, 9 | 7, 13, 14, 15 | 7 |
| **EN32** | Percentage of new suppliers screened using environmental criteria | ◐ | p37-38 | | We assess new supplier relationships based on external and internal environmental standards, including our commitment to the UN Global Compact principles and business partner code of conduct, which forms an integral part of our contracts with key suppliers. | 7, 8, 9 | 6, 7, 13, 14, 15 | 7 |
| **EN33** | Significant actual and potential negative environmental impacts in the supply chain and actions taken | ◐ | p37-38 | | No significant issues were brought to our attention. | | | |
| **Labor practices and decent work – employment** | | | | | | | | |
| **DMA** | Employment | ● | p9; p17; p26-29; p30-34 | p23-24 | | 1, 2, 3, 4, 5, 6 | 8, 10 | 3 |
| **LA1** | Total number and rates of new employee hires and employee turnover by age group, gender, and region | ◐ | p42 | | We report on turnover on the US and UK. We are implementing a new HR platform that is expected to enhance our ability to analyze and report on employee data. | 6 | 5, 8, 10 | 3 |
| **LA2** | Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation | ◐ | p33; p43 | | We currently report on the US only and plan to include additional country data next year. | | 8, 10 | 3 |
| **Labor practices and decent work – occupational health and safety** | | | | | | | | |
| **DMA** | Occupational health and safety | ● | p26-29 | p23-24 | We are enhancing our tracking system to support rigor and transparency in our reporting. | 1, 2 | 8, 10 | 3 |
| **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 | ◐ | p26-29; p42 | | We do not report this information by region or gender. | 1, 2 | 8, 10 | 3 |

**Key:** ● Full ◐ Partial ○ None SR 2016 = *Sustainability report 2016* AR 2016 = *Annual report and accounts 2016*

# GRI/UNGC/SDGs/CRBP index

## Specific standard disclosures *continued*

| Indicator | Description | Coverage | Reference: SR 2016 | Reference: AR 2016 | Notes / Omissions | UNGC | SDGs | CRBP |
|---|---|---|---|---|---|---|---|---|
| **Labor practices and decent work – training and education** | | | | | | | | |
| **DMA** | Training and education | ● | p31 | p23-24 | | 1 | 4, 8, 10 | |
| **LA9** | Average hours of training per year per employee by gender, and by employee category | ◐ | p43 | | We report average hours of training per year per employee. | | 4, 8, 10 | |
| **LA10** | Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings | ● | p30-31 | p23-24 | | | 4, 8, 10 | |
| **LA11** | Percentage of employees receiving regular performance and career development, by gender and by employee category | ● | p31 | | All full-time employees receive performance reviews. | | 4, 8, 10 | |
| **Labor practices and decent work – diversity and equal opportunity** | | | | | | | | |
| **DMA** | Diversity and equal opportunity | ● | p31-32 | p24 | | 1, 2, 5, 6 | 8, 10 | |
| **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 | ◐ | p32; p42 | p24-25 | We report on gender but not other indicators of diversity. | 1, 2, 5, 6 | 8, 10 | |
| **Human rights – investment** | | | | | | | | |
| **G4-DMA** | Human rights - investment | ◐ | p26; p37-38 | | | 1, 2 | 8 | |
| **HR1** | Total number and percentage of significant investment agreements and contracts that include human rights screening | ◐ | p26; p37-38 | | We do not report a number or percentage but plan to for 2017. Our business partner code of conduct forms an integral part of our contracts with key suppliers. | 1, 2 | 8 | 3 |
| **HR2** | Total hours of employee training on human rights polices or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained | ◐ | p27; p40-41 | p24; p46 | We provided training on the code of conduct, data privacy, safeguarding, D&I, and anti-corruption but have not reported the number of hours. | 1, 2, 10 | 8, 16 | 3 |
| **Human rights – freedom of association and collective bargaining** | | | | | | | | |
| **G4-DMA** | Freedom of association and collective bargaining | ● | p26; p37 | | | | | |
| **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 | ◐ | p26; p37 | | We do not report on specific operations or suppliers. We have committed to international standards for human rights that apply to our operations and supply chain, including the UN Global Compact principles. Our business partner code of conduct forms an integral part of contracts with key suppliers, and we have a process for indentifying and addressing potential issues at medium- and high-risk suppliers. | 3 | 8 | 3 |

**Key:** ● Full ◐ Partial ○ None SR 2016 = *Sustainability report 2016* AR 2016 = *Annual report and accounts 2016*

# GRI/UNGC/SDGs/CRBP index

## Specific standard disclosures *continued*

| Indicator | Description | Coverage | Reference: SR 2016 | Reference: AR 2016 | Notes / Omissions | UNGC | SDGs | CRBP |
|---|---|---|---|---|---|---|---|---|
| **Human rights – child labor** | | | | | | | | |
| **DMA** | Child labor | ● | p26; p37 | | | | | |
| **HR5** | Operations and suppliers identified as having significant risk of child labor | ◐ | p26; p37 | | We do not report on specific operations or suppliers. We have committed to international standards for human rights that apply to our operations and supply chain, including the UN Global Compact principles. Our business partner code of conduct forms an integral part of contracts with key suppliers, and we have a process for indentifying and addressing potential issues at medium- and high-risk suppliers. | 5 | 8 | 2, 3 |
| **Human rights – forced labor** | | | | | | | | |
| **DMA** | Forced labor | ● | p26; p37 | | | | | |
| **HR6** | Operations and suppliers identified as having significant risk of incidents of forced or compulsory labor | ◐ | p26; p37 | | We do not report on specific operations or suppliers. We have committed to international standards for human rights that apply to our operations and supply chain, including the UN Global Compact principles. Our business partner code of conduct forms an integral part of contracts with key suppliers, and we have a process for indentifying and addressing potential issues at medium- and high-risk suppliers. | 4 | 8 | 3 |
| **Human rights – supplier human rights assessment** | | | | | | | | |
| **DMA** | Supplier human rights assessment | ◐ | p26; p37-38 | | | 1, 2, 3, 4, 5, 6 | 8 | 2, 3 |
| **HR9** | Total number and percentage of operations that have been subject to human rights assessments or impact assessments | ● | p26; p37-38 | | 100% of medium- and high-risk direct manufacturing suppliers are assessed. | | | |
| **HR10** | Percentage of new suppliers that were screened using human rights criteria | ◐ | p26; p37-38 | | We do not report a number or percentage screened. Our relationships with suppliers are guided by our commitments to international standards, including the UN Global Compact principles, and our business partner code of conduct, which forms an integral part of our contracts with key suppliers. These contracts include our commitments to universal human rights, good labor practices and decent working conditions, and environmental stewardship. We have a process for indentifying and addressing potential issues at medium- and high-risk suppliers. | 1, 2, 3, 4, 5, 6 | | 2, 3 |
| **Society – local communities** | | | | | | | | |
| **DMA** | Local communities | ● | p33-34; p47-63 | | | | 1, 4, 8, 10 | |
| **SO1** | Percentage of operations with implemented local community engagement, impact assessments, and development programs | ◐ | p33-34; p47-63 | | We do not report a percentage. We engage communities through core business efforts to expand access and affordability and through employee volunteering and giving. | | 1, 4, 8, 10 | |

**Key:** ● Full ◐ Partial ○ None SR 2016 = *Sustainability report 2016* AR 2016 = *Annual report and accounts 2016*

# GRI/UNGC/SDGs/CRBP index

## Specific standard disclosures *continued*

| Indicator | Description | Coverage | Reference SR 2016 | Reference AR 2016 | Notes / Omissions | UNGC | SDGs | CRBP |
|---|---|---|---|---|---|---|---|---|
| **Society – anti-corruption** | | | | | | | | |
| **DMA** | Anti-corruption | ● | p40-41 | p24; p54 | | 10 | 16 | |
| **SO3** | Total number and percentage or operations assessed for risks related to corruption and the significant risks identified | ◐ | p41 | p24; p54 | We conduct due diligence on high-risk and other third parties. | 10 | 16 | |
| **SO4** | Communications and training on anti-corruption policies and procedures | ● | p41 | p24; p54 | | 10 | 16 | |
| **Society – public policy** | | | | | | | | |
| **DMA** | Public policy | ● | p41 | | | | | |
| **SO6** | Total value of political contributions by country and beneficiary | ● | p41 | | | | | |
| **Society – supplier assessment for impacts on society** | | | | | | | | |
| **DMA** | Supplier assessment for impacts on society | ● | p37-38 | | | 1-10 | 13, 14 | |
| **SO9** | Percentage of new suppliers that were screened using criteria for impacts on society | ◐ | p37-38 | | We do not report a percentage. Our relationships with suppliers are guided by our commitments to international standards, including the UN Global Compact principles, and our business partner code of conduct, which forms an integral part of our contracts with key suppliers. These contracts include our commitments to universal human rights, good labor practices and decent working conditions, and environmental stewardship. | 1-10 | 13, 14 | |
| **Customer health and safety** | | | | | | | | |
| **DMA** | Customer health and safety | ● | p25; p26-27 | | | 1, 2 | | 1, 4, 5 |
| **PR1** | "Percentage of significant product and service categories for which health and safety impacts are assessed for improvement | ◐ | p25; p27 | | We carry out risk assessments in all our majority-owned direct delivery businesses outside of China. | 1, 2 | | 1, 4, 5 |
| **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 | ● | p25; p26-27 | | | 1, 2 | | 1, 4, 5 |
| **Product and service labeling** | | | | | | | | |
| **DMA** | Product and service labeling | ● | p25 | | | 1, 2 | | 1, 4, 5 |
| **PR4** | Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling and outcomes | ● | p25 | | | 1, 2 | | 1, 4, 5 |
| **PR5** | Results of surveys measuring customer satisfaction | ● | p23 | | | | | |
| **Customer privacy** | | | | | | | | |
| **DMA** | Customer privacy | ● | p26-27 | p53; p71 | | 1, 2 | | 1, 4, 5 |
| **PR8** | Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data | ◐ | p26-27 | p53; p71 | We do not report a number of substantiated complaints but have a process in place to address the risk. | 1, 2 | | 1, 4, 5 |

**Key:** ● Full ◐ Partial ○ None SR 2016 = *Sustainability report 2016* AR 2016 = *Annual report and accounts 2016*

# GRI/UNGC/SDGs/CRBP index

## Specific standard disclosures *continued*

| Indicator | Description | Coverage | Reference: SR 2016 | Reference: AR 2016 | Notes / Omissions | UNGC | SDGs | CRBP |
|---|---|---|---|---|---|---|---|---|
| **Content creation** | | | | | | | | |
| **DMA** | Content creation | ● | p23-24; p25; p47-63; p72-74 | | | 1 | 4, 10 | 5 |
| **M2** | Methodology for assessing and monitoring adherence to content creation values | ◐ | p23-24; p25; p47-63; p72-74 | | By 2020, we will establish and roll out Global Content Principles to ensure Pearson content is appropriate, effective, and relevant for all learners, for the 21st century and beyond. | 1 | 4, 10 | 5 |
| **M3** | Actions taken to improve adherence to content creation value, and results obtained | ● | p23-24; p25; p47-63; p72-74 | | | 1 | 4, 10 | 5 |
| **DMA** | Content dissemination | ● | p25; p47-63; p72-74 | p26; p79 | | 1 | 4, 10 | 5 |
| **M4** | Actions taken to improve performance in relation to content dissemination issues (accessibility and protection of vulnerable audiences and informed decision-making) and results obtained | ● | p25; p47-63; p72-74 | p26; p79 | | 1 | 4, 10 | 5, 9 |
| **Audience interaction** | | | | | | | | |
| **DMA** | Audience interaction | ● | p14-17; p22-23; p47-63; p72; p77 | | | | 10 | |
| **M6** | Methods to interact with audience and results | ◐ | p14-17; p22-23; p47-63; p72; p77 | | | | 10 | |

**Key:** ● Full ◐ Partial ○ None SR 2016 = *Sustainability report 2016* AR 2016 = *Annual report and accounts 2016*