Cleveland Clinic

Serving Our Present, Caring for Our Future

Communication in Progress and Global Citizenship, 2016

Cleveland Clinic compiles our annual sustainability report for our patients, caregivers, communities and global stakeholders. As a leader in the healthcare industry, we hold ourselves accountable for our social, environmental and economic impacts. We develop this report to highlight both our accomplishments and communicate our challenges as we strive to reach our goals.

As a signatory of the United Nations Global Compact, Cleveland Clinic has pledged to promote sustainability policies and practices to advance our organization in ways that benefit the economies and communities we serve. This year marks our seventh consecutive Communication on Progress and reflects our work in the 2015 calendar year. In addition to addressing the 10 principles of the U.N. Global Compact, this report is in accordance with the Global Reporting Initiative's G4 guidelines – the world's most common standard for sustainability reporting.

To align our reporting process with our environmental stewardship goals, we have developed an interactive online report. Here we include our GRI Index and table of U.N. Global Compact Principles with the appropriate links to our online report: *Serving Our Present, Caring for Our Future*. Please view the full report at clevelandclinic.org/ungc.

Dear Patients, Caregivers and Community Members,

We are pleased to present our seventh Communication on Progress as part of the United Nations Global Compact. Cleveland Clinic shares the UN Global Compact's principles of human rights, environmental responsibility and corporate integrity. This report uses the Global Reporting Initiative's standard disclosures to measure our performance in these areas and is in accordance with G4 core guidelines.

Today's healthcare providers need to be more efficient, accountable and accessible. Cleveland Clinic has made significant progress in each of these areas. We have reduced the cost of providing services by analyzing expenses and adopting evidence-based purchasing models. We were among the first major medical centers to include patient survey ratings of individual physicians online. We increased our telemedicine presence and opened more urgent care walk-in clinics throughout our community. Our efforts to enhance accessibility allowed us to see a record 6.6 million outpatient visits in 2015.

We continue to improve sustainability through strategic purchasing, construction and recycling. We have joined with local governments and community groups to promote weight loss and smoking cessation. Cleveland Clinic Stephanie Tubbs Jones Health Center's Mobile Food Pantry provides free, nutritional meal options, promotes healthy eating and improves health outcomes for community families. We urge leaders at all levels of society to promote nutrition, exercise and greater personal responsibility for health.

In 2015, Cleveland Clinic provided medical services to more patients from more places than ever before. We have been recognized among the World's Most Ethical Companies by Ethisphere Institute, honored as a top five hospital by DiversityInc and ranked as a Top 25 hospital by Practice Greenhealth.

We are proud to share the information in this year's Communication on Progress. Thank you for your interest.

Sincerely,

Delos M. Cosgrove, MD
Cleveland Clinic President and CEO

Stakeholder Engagement and Materiality

While all sustainability topics discussed in our online report are important to our leadership, our stakeholder engagement process has helped us determine what sustainability topics matter most, or how "material" they are to our operations, and where they matter most within our organization and externally beyond our walls. This materiality process has enabled us to prioritize the topics that require the most focus for our long-term success.
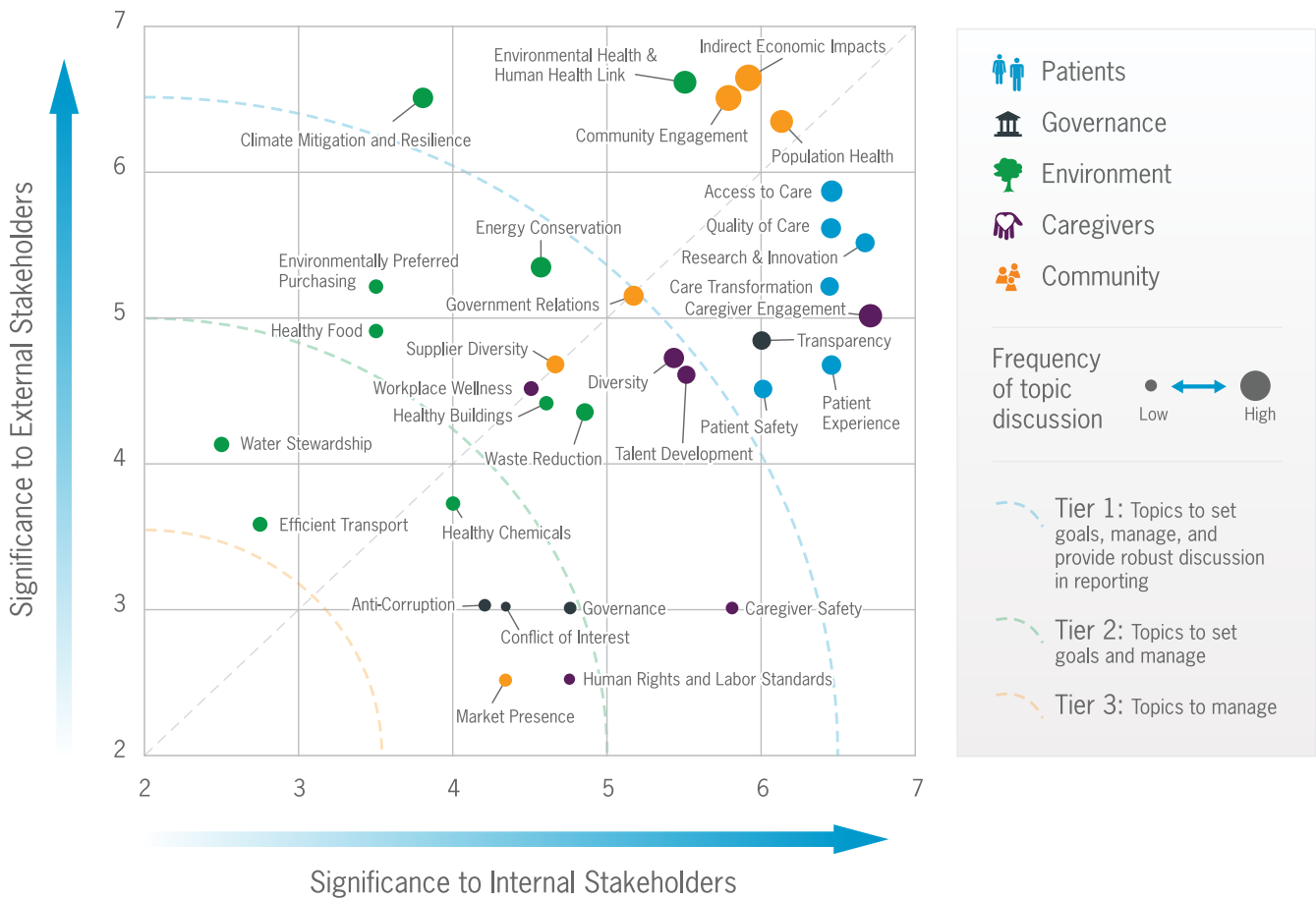
We engage our patients and caregivers through internal surveys, we conduct ongoing in-person interviews with our executive team, board members and representatives from key external stakeholder groups, and we invite many of our stakeholders to attend facility openings, addresses by Cleveland Clinic executives and other Clinic-hosted events open to the public and other officials.

We also periodically travel to the seats of federal, state and local governments to provide briefings on issues of importance to healthcare providers. The primary purpose of these discussions in 2015 was to prioritize the importance of each of our sustainability topics and find collaboration points for mutual benefit. Some of the external groups we engaged for this report include:

- American Heart Association
- American Lung Association
- Our top suppliers
- City of Cleveland
- Cleveland Foundation
- Department of Energy
- Environmental Protection Agency

- Evergreen Cooperatives
- Health and Human Services
- National Institute of Health
- North Union Farmers Market
- Ohio Hospitals Association
- Practice Greenhealth
- The White House

All interviewed stakeholders were given a list of sustainability topics based on the Global Reporting Initiative's aspects list and engaged in open dialogue on all topics. The internal interview team ranked each topic discussed on a low to high scale of 1 to 7, and then the mean of all stakeholder answers was utilized to generate vertical and horizontal points on the graph. The opinions of our patients and caregivers were weighted with additional consideration.

Cleveland Clinic Materiality Assessment

The vertical-axis of the chart corresponds to the ranking or importance of a topic to our external stakeholders and the horizontal-axis corresponds to the importance to our internal stakeholders.

The chart is divided into three distinct groups: topics to manage, topics to set goals and manage, and topics to set goals, manage and provide robust discussion in our reporting.

Several topics emerged that were ranked highly by both our internal and external stakeholders. They are the indirect economic impacts of our operations, our engagement with the communities we serve, population health, research and innovation, access to care, quality of care, and the inherent link between human health and the health of the environment. Other highly ranked topics internally were

caregiver engagement, care transformation, patient and caregiver safety, and transparency. One important topic that was discussed extensively by our external stakeholders was the health impact climate change poses to our patients and communities and Cleveland Clinic's mitigation and resilience efforts.

Generally, the most important topics discussed internally concerned our patients and caregivers, and our external stakeholders cared most about our community and environmental impacts. Where available, we have included robust discussion and reporting on the topics our stakeholders consider to be the most material to our operations in this year's report. We will continue to use this materiality process to guide our data collection in the future and this matrix provides the basis for whether we disclose indicator information in the report or GRI Index below.

GRI Index

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
STRATEGY AND ANALYSIS		
G4-1	Letter from Dr. Toby Cosgrove	a. Provide a statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability.
ORGANIZATIONAL PROFILE		
G4-3	Cleveland Clinic	a. Report the name of the organization.
G4-4	Organizational Profile	a. Report the primary brands, products, and services.
G4-5	Cleveland, Ohio, United States of America	a. Report the location of the organization's headquarters.
G4-6	Organizational Profile	a. Report the 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.
G4-7	The Cleveland Clinic Foundation is an Ohio nonprofit corporation. As such, it is not owned by any indviduals or corporate entities. The Cleveland Clinic Foundation serves as a direct or indirect parent or as the "sole member" or "sole regular member" of each affiliate within the Cleveland Clinic Health System (CCHS).	a. Report the nature of ownership and legal form.
G4-8	In 2015, 71% of patients came from Cleveland and the seven adjacent counties. This distribution has remained constant for the past several years. In 2015, 60% of patient care was paid by private companies, 36% from government sources and 4% was patient self-paid. Cleveland Clinic received $9.3 million in net HCAP payments for charity care in 2015 from the state. Who are Our Patients?	a. Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).
G4-9	By the Numbers, Annual Report	a. Report the scale of the organization, including: • Total number of employees • Total number of operations • Net sales (for private sector organizations) or net revenues (for public sector organizations) • Total capitalization broken down in terms of debt and equity (for private sector organizations) • Quantity of products or services provided
G4-10	Caregiver Demographics Data	a. Report the total number of employees by employment contract and gender. b. Report the total number of permanent employees by employment type and gender. c. Report the total workforce by employees and supervised workers and by gender. d. Report the total workforce by region and gender. e. Report whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors. f. Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries).

GRI Index

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
G4-11	3.65% of our enterprise caregivers are covered by enterprise collective bargaining agreements. Cleveland Clinic has collective bargaining agreements with various groups of employees working at certain subsidiaries in a variety of roles. Cleveland Clinic believes that its relationships with the unions are positive and that any expiring collective bargaining agreements during the current or upcoming fiscal years will be renegotiated without any disruption in service or operations of the related facilities.	a. Report the percentage of total employees covered by collective bargaining agreements.
G4-12	Responsible Procurement	a. Describe the organization's supply chain.
G4-13	In March 2015, Cleveland Clinic began operating a hospital in Abu Dhabi, United Arab Emirates, and in November 2015, Cleveland Clinic became sole owner of Akron General Health System in Northeast Ohio. As our data is integrated from these facilities we plan to include them as part of our future reporting. Annual Report	a. Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain, including: • Changes in the location of, or changes in, operations, including facility openings, closings, and expansions • Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations) • Changes in the location of suppliers, the structure of the supply chain, or in relationships with suppliers, including selection and termination
G4-14	We apply the precautionary prinicple in the care of our patients and in our approach to our environmental impacts. Environment, Patient Safety	a. Report whether and how the precautionary approach or principle is addressed by the organization.
G4-15	Community Impacts, Economic Vitality	a. List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.
G4-16	Memberships	a. List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization: • Holds a position on the governance body • Participates in projects or committees • Provides substantive funding beyond routine membership dues • Views membership as strategic This refers primarily to memberships maintained at the organizational level.
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES		
G4-17	Annual Report	a. List all entities included in the organization's consolidated financial statements or equivalent documents. b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report. The organization can report on this Standard Disclosure by referencing the information in publicly available consolidated financial statements or equivalent documents.
G4-18	Stakeholder Engagement, Materiality, Boundary	
G4-19	Materiality	a. List all the material Aspects identified in the process for defining report content.

GRI Index

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
G4-20	Boundary	a. For each material Aspect, report the Aspect Boundary within the organization, as follows: • Report whether the Aspect is material within the organization • If the Aspect is not material for all entities within the organization (as described in G4-17), select one of the following two approaches and report either: – The list of entities or groups of entities included in G4-17 for which the Aspect is not material or – The list of entities or groups of entities included in G4-17 for which the Aspects is material • Report any specific limitation regarding the Aspect Boundary within the organization
G4-21	Boundary	a. For each material Aspect, report the Aspect Boundary outside the organization, as follows: • Report whether the Aspect is material outside of the organization • If the Aspect is material outside of the organization, identify the entities, groups of entities or elements for which the Aspect is material. In addition, describe the geographical location where the Aspect is material for the entities identified • Report any specific limitation regarding the Aspect Boundary outside the organization
G4-22	2015 Annual Report	a. Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.
G4-23	Indicator metrics that are determined for this report are internally verified prior to report publishing. The primary change in this year's report is a GRI G4 matieriality assessment. If there is additional data that becomes available after our publish date, it is updated and incorporated into our historical data available for the subsequent reporting period. Annual Report, Materiality	a. Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.
STAKEHOLDER ENGAGEMENT		
G4-24	Stakeholder Engagement	a. Provide a list of stakeholder groups engaged by the organization.
G4-25	Stakeholder Engagement	a. Report the basis for identification and selection of stakeholders with whom to engage.
G4-26	Stakeholder Engagement	a. Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.
G4-27	Stakeholder Engagement, Materiality	a. Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.
REPORT PROFILE		
G4-28	Calendar year, January - December 2015	a. Reporting period (such as fiscal or calendar year) for information provided.
G4-29	23-May-15	a. Date of most recent previous report (if any).
G4-30	Annual	a. Reporting cycle (such as annual, biennial).

GRI Index

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
G4-31	For more information regarding this report's content, contact Cleveland Clinic's Corporate Communications Department at +1.216.444.0141	a. Provide the contact point for questions regarding the report or its contents.
G4-32	In Accordance - Core	a. Report the 'in accordance' option the organization has chosen. b. Report the GRI Content Index for the chosen option. c. Report the reference to the External Assurance Report, if the report has been externally assured. GRI recommends the use of external assurance but it is not a requirement to be 'in accordance' with the Guidelines.
G4-33	The Cleveland Clinic Foundation ("Cleveland Clinic") is an Ohio nonprofit corporation that is tax-exempt under Section 501(c)(3) of the Internal Revenue Code. It operates an academic medical center and health system. Cleveland Clinic makes mandatory and voluntary disclosures to a variety of governmental and nongovernmental entities, including the Internal Revenue Services, the Centers for Medicare and Medical Services, the Environmental Protection Agency, Ohio Department of Health, Department of Energy, Ohio Hospital Association and Practice Greenhealth. Cleveland Clinic's financial statements are audited on an annual basis by Ernst & Young LLP, and it makes quarterly financial disclosures pursuant to requirements of its outstanding debt. The Cleveland Clinic's Executive Steering Committee has determined it will not seek third-party verification of this report at this time.	a. Report the organization's policy and current practice with regard to seeking external assurance for the report. b. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided. c. Report the relationship between the organization and the assurance providers. d. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report.
GOVERNANCE		
G4-34	Governance, Community, Environment	a. Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.
ETHICS AND INTEGRITY		
G4-56	Organizational Profile	a. Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.

Specific Standard Disclosures

(Only required if these topics come up during materiality assessment)

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
ECONOMIC		
ASPECT: ECONOMIC PERFORMANCE		
G4-DMA	Annual Report	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-EC1	Annual Report	a. Report the direct economic value generated and distributed (EVG&D) on an accruals basis including the basic components for the organization's global operations as listed below. If data is presented on a cash basis, report the justification for this decision and report the basic components as listed below: • Direct economic value generated: – Revenues • Economic value distributed: – Operating costs – Employee wages and benefits – Payments to providers of capital – Payments to government (by country) – Community investments • Economic value retained (calculated as 'Direct economic value generated' less 'Economic value distributed') b. To better assess local economic impacts, report EVG&D separately at country, regional, or market levels, where significant. Report the criteria used for defining significance.
G4-EC2	Climate Resilience	a. Report risks and opportunities posed by climate change that have the potential to generate substantive changes in operations, revenue or expenditure, including: • A description of the risk or opportunity and its classification as either physical, regulatory, or other • A description of the impact associated with the risk or opportunity • The financial implications of the risk or opportunity before action is taken • The methods used to manage the risk or opportunity • The costs of actions taken to manage the risk or opportunity

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
G4-EC3	Annual Report	a. Where the plan's liabilities are met by the organization's general resources, report the estimated value of those liabilities. b. Where a separate fund exists to pay the plan's pension liabilities, report: • The extent to which the scheme's liabilities are estimated to be covered by the assets that have been set aside to meet them • The basis on which that estimate has been arrived at • When that estimate was made c. Where a fund set up to pay the plan's pension liabilities is not fully covered, explain the strategy, if any, adopted by the employer to work towards full coverage, and the timescale, if any, by which the employer hopes to achieve full coverage. d. Report the percentage of salary contributed by employee or employer. e. Report the level of participation in retirement plans (such as participation in mandatory or voluntary schemes, regional or country-based schemes, or those with financial impact).
G4-EC4	Government Relations, By the Numbers, Annual Report	a. Report the total monetary value of financial assistance received by the organization from governments during the reporting period, including, as a minimum: • Tax relief and tax credits • Subsidies • Investment grants, research and development grants, and other relevant types of grants • Awards • Royalty holidays • Financial assistance from Export Credit Agencies (ECAs) • Financial incentives • Other financial benefits received or receivable from any government for any operation b. Report the information above by country. c. Report whether, and the extent to which, the government is present in the shareholding structure.
ASPECT: MARKET PRESENCE – NOT MATERIAL		
G4-DMA	Not Material	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-EC5	Not Material	a. When a significant proportion of the workforce is compensated based on wages subject to minimum wage rules, report the ratio of the entry level wage by gender at significant locations of operation to the minimum wage. b. Report whether a local minimum wage is absent or variable at significant locations of operation, by gender. In circumstances in which different minimums could be used as a reference, report which minimum wage is being used. c. Report the definition used for 'significant locations of operation'.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
G4-EC6	Not Material	a. Report the percentage of senior management at significant locations of operation that are hired from the local community. b. Report the definition of 'senior management' used. c. Report the organization's geographical definition of 'local'. d. Report the definition used for 'significant locations of operation'.
ASPECT: INDIRECT ECONOMIC IMPACTS		
G4-DMA	Community	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-EC7	Community Impacts	a. Report the extent of development of significant infrastructure investments and services supported. b. Report the current or expected impacts on communities and local economies. Report positive and negative impacts where relevant. c. Report whether these investments and services are commercial, in-kind, or pro bono engagements.
G4-EC8	Community Impacts	a. Report examples of the significant identified positive and negative indirect economic impacts the organization has. These may include: • Changing the productivity of organizations, sectors, or the whole economy • Economic development in areas of high poverty • Economic impact of improving or deteriorating social or environmental conditions • Availability of products and services for those on low incomes • Enhancing skills and knowledge amongst a professional community or in a geographical region • Jobs supported in the supply chain or distribution chain • Stimulating, enabling, or limiting foreign direct investment • Economic impact of change in location of operations or activities • Economic impact of the use of products and services b. Report the significance of the impacts in the context of external benchmarks and stakeholder priorities, such as national and international standards, protocols, and policy agendas.
ASPECT: PROCUREMENT PRACTICES		
G4-DMA	Responsible Procurement, Supplier Diversity, Economic Vitality	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
G4-EC9	Responsible Procurement, Supplier Diversity, Economic Vitality	a. Report the percentage of the procurement budget used for significant locations of operation spent on suppliers local to that operation (such as percentage of products and services purchased locally). b. Report the organization's geographical definition of 'local'. c. Report the definition used for 'significant locations of operation'.
ENVIRONMENTAL		
ASPECT: MATERIALS – NOT MATERIAL		
G4-DMA	Not Material	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-EN1	Not Material	a. Report the total weight or volume of materials that are used to produce and package the organization's primary products and services during the reporting period, by: • Non-renewable materials used • Renewable materials used
G4-EN2	Not Material	a. Report the percentage of recycled input materials used to manufacture the organization's primary products and services.
ASPECT: ENERGY – MATERIAL		
G4-DMA	Energy Conservation	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-EN3	In 2015, we used 502,847,062 kWh of electricity, and 1,839,690 mcfs of natural gas. We generated 88,895 kWh of renewable energy from our solar array on main campus. Energy Efficiency	a. Report total fuel consumption from non-renewable sources in joules or multiples, including fuel types used. b. Report total fuel consumption from renewable fuel sources in joules or multiples, including fuel types used. c. Report in joules, watt-hours or multiples, the total: • Electricity consumption • Heating consumption • Cooling consumption • Steam consumption d. Report in joules, watt-hours or multiples, the total: • Electricity sold • Heating sold • Cooling sold • Steam sold e. Report total energy consumption in joules or multiples. f. Report standards, methodologies, and assumptions used. g. Report the source of the conversion factors used.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
G4-EN4	Not Material	a. Report energy consumed outside of the organization, in joules or multiples. b. Report standards, methodologies, and assumptions used. c. Report the source of the conversion factors used.
G4-EN5	Reduction Progress	a. Report the energy intensity ratio. b. Report the organization-specific metric (the ratio denominator) chosen to calculate the ratio. c. Report the types of energy included in the intensity ratio: fuel, electricity, heating, cooling, steam, or all. d. Report whether the ratio uses energy consumed within the organization, outside of it or both.
G4-EN6	Reduction Progress, Strategy Implementation	a. Report the amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives, in joules or multiples. b. Report the types of energy included in the reductions: fuel, electricity, heating, cooling, and steam. c. Report the basis for calculating reductions in energy consumption such as base year or baseline, and the rationale for choosing it. d. Report standards, methodologies, and assumptions used.
G4-EN7	Not Material	a. Report the reductions in the energy requirements of sold products and services achieved during the reporting period, in joules or multiples. b. Report the basis for calculating reductions in energy consumption such as base year or baseline, and the rationale for choosing it. c. Report standards, methodologies, and assumptions used.
ASPECT: WATER – MATERIAL		
G4-DMA	Water Stewardship	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-EN8	In Northeast Ohio, the regional water utility has struggled with accurate billing, monitoring and volume data. In 2014, we began utilizing a vendor to centralize the tracking our water use and in 2015 continued to monitor our data with greater accuracy. After we have established a water use baseline, we will be able to set goals and strategies around our water consumption	a. Report the total volume of water withdrawn from the following sources: • Surface water, including water from wetlands, rivers, lakes, and oceans • Ground water • Rainwater collected directly and stored by the organization • Waste water from another organization • Municipal water supplies or other water utilities b. Report standards, methodologies, and assumptions used.
G4-EN9	95% of our water use comes from Northeast Ohio, specifically Lake Erie and the Cuyahoga River, Rocky River, Black River, and Chagrin River watersheds. 4% of our water use comes from the Florida Biscayne Bay watershed, and less than 1% of our water use comes from Lake Mead and other international sources.	a. Report the total number of water sources significantly affected by withdrawal by type: • Size of water source • Whether or not the source is designated as a protected area (nationally or internationally) • Biodiversity value (such as species diversity and endemism, total number of protected species) • Value or importance of water source to local communities and indigenous peoples b. Report standards, methodologies, and assumptions used.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
G4-EN10	Not Material	a. Report the total volume of water recycled and reused by the organization. b. Report the total volume of water recycled and reused as a percentage of the total water withdrawal reported under Indicator G4-EN8. c. Report standards, methodologies, and assumptions used.
ASPECT: BIODIVERSITY – NOT MATERIAL		
G4-DMA	Not Material	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach

G4-EN11	Not Material	a. Report the following information for each operational site owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas:
		• Geographic location
		• Subsurface and underground land that may be owned, leased, or managed by the organization
		• Position in relation to the protected area (in the area, adjacent to, or containing portions of the protected area) or the high biodiversity value area outside protected areas
		• Type of operation (office, manufacturing or production, or extractive)
		• Size of operational site in km2
		• Biodiversity value characterized by:
		  – The attribute of the protected area or high biodiversity value area outside the protected area (terrestrial, freshwater, or maritime ecosystem)
		  – Listing of protected status (such as IUCN Protected Area Management Categories, Ramsar Convention, national legislation)

G4-EN12	Not Material	a. Report the nature of significant direct and indirect impacts on biodiversity with reference to one or more of the following: • Construction or use of manufacturing plants, mines, and transport infrastructure • Pollution (introduction of substances that do not naturally occur in the habitat from point and non-point sources) • Introduction of invasive species, pests, and pathogens • Reduction of species • Habitat conversion • Changes in ecological processes outside the natural range of variation (such as salinity or changes in groundwater level) b. Report significant direct and indirect positive and negative impacts with reference to the following: • Species affected • Extent of areas impacted • Duration of impacts • Reversibility or irreversibility of the impacts

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
G4-EN13	Not Material	a. Report the size and location of all habitat protected areas or restored areas, and whether the success of the restoration measure was or is approved by independent external professionals. b. Report whether partnerships exist with third parties to protect or restore habitat areas distinct from where the organization has overseen and implemented restoration or protection measures. c. Report on the status of each area based on its condition at the close of the reporting period. d. Report standards, methodologies, and assumptions used.
G4-EN14	Not Material	a. Report the total number of IUCN Red List species and national conservation list species with habitats in areas affected by the operations of the organization, by level of extinction risk: • Critically endangered • Endangered • Vulnerable • Near threatened • Least concern
ASPECT: EMISSIONS		
G4-DMA	Climate Resilience	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-EN15	Carbon Mitigation	a. Report gross direct (Scope 1) GHG emissions in metric tons of CO_2 equivalent, independent of any GHG trades, such as purchases, sales, or transfers of offsets or allowances. b. Report gases included in the calculation (whether CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, or all). c. Report biogenic CO_2 emissions in metric tons of CO_2 equivalent separately from the gross direct (Scope 1) GHG emissions. d. Report the chosen base year, the rationale for choosing the base year, emissions in the base year, and the context for any significant changes in emissions that triggered recalculations of base year emissions. e. Report standards, methodologies, and assumptions used. f. Report the source of the emission factors used and the global warming potential (GWP) rates used or a reference to the GWP source. g. Report the chosen consolidation approach for emissions (equity share, financial control, operational control).

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
G4-EN16	Carbon Mitigation	a. Report gross energy indirect (Scope 2) GHG emissions in metric tons of CO2 equivalent, independent of any GHG trades, such as purchases, sales, or transfers of offsets or allowances. b. Report gases included in the calculation, if available. c. Report the chosen base year, the rationale for choosing the base year, emissions in the base year, and the context for any significant changes in emissions that triggered recalculations of base year emissions. d. Report standards, methodologies, and assumptions used. e. Report the source of the emission factors used and the global warming potential (GWP) rates used or a reference to the GWP source, if available. f. Report the chosen consolidation approach for emissions (equity share, financial control, operational control).
G4-EN17	We currently do not track our Scope 3 emissions. We are in the process of developing a method to track our emissions throughout our value chain.	a. Report gross other indirect (Scope 3) GHG emissions in metric tons of CO2 equivalent, excluding indirect emissions from the generation of purchased or acquired electricity, heating, cooling, and steam consumed by the organization (these indirect emissions are reported in Indicator G4-EN16). Exclude any GHG trades, such as purchases, sales, or transfers of offsets or allowances. b. Report gases included in the calculation, if available. c. Report biogenic CO2 emissions in metric tons of CO2 equivalent separately from the gross other indirect (Scope 3) GHG emissions. d. Report other indirect (Scope 3) emissions categories and activities included in the calculation. e. Report the chosen base year, the rationale for choosing the base year, emissions in the base year, and the context for any significant changes in emissions that triggered recalculations of base year emissions. f. Report standards, methodologies, and assumptions used. g. Report the source of the emission factors used and the global warming potential (GWP) rates used or a reference to the GWP source, if available.
G4-EN18	Carbon Mitigation	a. Report the GHG emissions intensity ratio. b. Report the organization-specific metric (the ratio denominator) chosen to calculate the ratio. c. Report the types of GHG emissions included in the intensity ratio: direct (Scope 1), energy indirect (Scope 2), other indirect (Scope 3). d. Report gases included in the calculation.
G4-EN19	Carbon Mitigation	a. Report the amount of GHG emissions reductions achieved as a direct result of initiatives to reduce emissions, in metric tons of CO2 equivalent. b. Report gases included in the calculation (whether CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, or all). c. Report the chosen base year or baseline and the rationale for choosing it. d. Report standards, methodologies, and assumptions used. e. Report whether the reductions in GHG emissions occurred in direct (Scope 1), energy indirect (Scope 2), other indirect (Scope 3) emissions.
G4-EN20	Not Material	a. Report production, imports, and exports of ODS in metric tons of CFC-11 equivalent. b. Report substances included in the calculation. c. Report standards, methodologies, and assumptions used. d. Report the source of the emission factors used.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
G4-EN21	Carbon Mitigation	a. Report the amount of significant air emissions, in kilograms or multiples for each of the following: • NOX • SOX • Persistent organic pollutants (POP) • Volatile organic compounds (VOC) • Hazardous air pollutants (HAP) • Particulate matter (PM) • Other standard categories of air emissions identified in relevant regulations b. Report standards, methodologies, and assumptions used. c. Report the source of the emission factors used.
ASPECT: EFFLUENTS AND WASTE		
G4-DMA	Waste Reduction	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-EN22	Not Material	a. Report the total volume of planned and unplanned water discharges by: • Destination • Quality of the water including treatment method • Whether it was reused by another organization b. Report standards, methodologies, and assumptions used.
G4-EN23	Landfill Diversion	a. Report the total weight of hazardous and non-hazardous waste, by the following disposal methods: • Reuse • Recycling • Composting • Recovery, including energy recovery • Incineration (mass burn) • Deep well injection • Landfill • On-site storage • Other (to be specified by the organization) b. Report how the waste disposal method has been determined: • Disposed of directly by the organization or otherwise directly confirmed • Information provided by the waste disposal contractor • Organizational defaults of the waste disposal contractor

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
G4-EN24	We did not have any significant spills during this reporting period.	a. Report the total number and total volume of recorded significant spills. b. For spills that were reported in the organization's financial statements, report the additional following information for each such spill: • Location of spill • Volume of spill • Material of spill, categorized by: – Oil spills (soil or water surfaces) – Fuel spills (soil or water surfaces) – Spills of wastes (soil or water surfaces) – Spills of chemicals (mostly soil or water surfaces) – Other (to be specified by the organization) c. Report the impacts of significant spills.
G4-EN25	Not Material	a. Report the total weight for each of the following: • Hazardous waste transported • Hazardous waste imported • Hazardous waste exported • Hazardous waste treated b. Report the percentage of hazardous waste shipped internationally.
G4-EN26	Not Material	a. Report water bodies and related habitats that are significantly affected by water discharges based on the criteria described in the Compilation section below, adding information on: • Size of water body and related habitat • Whether the water body and related habitat is designated as a protected area (nationally or internationally) • Biodiversity value (such as total number of protected species)
ASPECT: PRODUCTS AND SERVICES		
G4-DMA	Environment	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-EN27	Not Material	a. Report quantitatively the extent to which environmental impacts of products and services have been mitigated during the reporting period. b. If use-oriented figures are employed, report the underlying assumptions regarding consumption patterns or normalization factors.
G4-EN28	Not Material	a. Report the percentage of reclaimed products and their packaging materials for each product category. b. Report how the data for this Indicator has been collected.
ASPECT: COMPLIANCE		
G4-DMA	Regulatory Compliance	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
G4-EN29	Not Material	a. Report significant fines and non-monetary sanctions in terms of: • Total monetary value of significant fines • Total number of non-monetary sanctions • Cases brought through dispute resolution mechanisms b. Where organizations have not identified any non-compliance with laws or regulations, a brief statement of this fact is sufficient.
ASPECT: TRANSPORT		
G4-DMA	In 2015, Cleveland Clinic's fleet vehicles MPG decreased (0.8%) from 2014. Since 2009, our fleet vehicles have had a 25% improvement in miles per gallon (mpg), avoiding the use of 277,118 gallons of fuel and resulting in 2,531 metric tons of CO2 emissions avoidance.	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-EN30	Not Material	a. Report the significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce. Where quantitative data is not provided, report the reason. b. Report how the environmental impacts of transporting products, members of the organization's workforce, and other goods and materials are mitigated. c. Report the criteria and methodology used to determine which environmental impacts are significant.
ASPECT: SUPPLIER ENVIRONMENTAL ASSESSMENT		
G4-DMA	Responsible Procurement	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-EN32	Environmentally Preferred Purchasing Pledge, Sustainability Requirements	a. Report the percentage of new suppliers that were screened using environmental criteria.
G4-EN33	Not Material	a. Report the number of suppliers subject to environmental impact assessments. b. Report the number of suppliers identified as having significant actual and potential negative environmental impacts. c. Report the significant actual and potential negative environmental impacts identified in the supply chain. d. Report the percentage of suppliers identified as having significant actual and potential negative environmental impacts with which improvements were agreed upon as a result of assessment. e. Report the percentage of suppliers identified as having significant actual and potential negative environmental impacts with which relationships were terminated as a result of assessment, and why.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
ASPECT: ENVIRONMENTAL GRIEVANCE MECHANISMS – NOT MATERIAL		
G4-DMA	We did not have any environmental grivances during the reporting period.	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-EN34	Not Material	a. Report the total number of grievances about environmental impacts filed through formal grievance mechanisms during the reporting period. b. Of the identified grievances, report how many were: • Addressed during the reporting period • Resolved during the reporting period c. Report the total number of grievances about environmental impacts filed prior to the reporting period that were resolved during the reporting period.
SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK		
ASPECT: EMPLOYMENT		
G4-DMA	Caregivers	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-LA1	Talent Development	a. Report the total number and rate of new employee hires during the reporting period, by age group, gender and region. b. Report the total number and rate of employee turnover during the reporting period, by age group, gender and region.
G4-LA2	Talent Development	a. Report the benefits which are standard for full-time employees of the organization but are not provided to temporary or part-time employees, by significant locations of operation. These include, as a minimum: • Life insurance • Health care • Disability and invalidity coverage • Parental leave • Retirement provision • Stock ownership • Others b. Report the definition used for 'significant locations of operation'.
G4-LA3	Not Material	a. Report the total number of employees that were entitled to parental leave, by gender. b. Report the total number of employees that took parental leave, by gender. c. Report the total number of employees who returned to work after parental leave ended, by gender. d. Report the total number of employees who returned to work after parental leave ended who were still employed twelve months after their return to work, by gender. e. Report the return to work and retention rates of employees who took parental leave, by gender.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
ASPECT: LABOR/MANAGEMENT RELATIONS – NOT MATERIAL		
G4-DMA	Not Material	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-LA4	Not Material	a. Report the minimum number of weeks' notice typically provided to employees and their elected representatives prior to the implementation of significant operational changes that could substantially affect them. b. For organizations with collective bargaining agreements, report whether the notice period and provisions for consultation and negotiation are specified in collective agreements.
ASPECT: OCCUPATIONAL HEALTH AND SAFETY		
G4-DMA	Caregiver Safety	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-LA5	Not Material	a. Report the level at which each formal joint management-worker health and safety committee typically operates within the organization. b. Report the percentage of the total workforce represented in formal joint management-worker health and safety committees.
G4-LA6	EHS Data	a. Report types of injury, injury rate (IR), occupational diseases rate (ODR), lost day rate (LDR), absentee rate (AR) and work-related fatalities, for the total workforce (that is, total employees plus supervised workers), by: • Region • Gender b. Report types of injury, injury rate (IR), occupational diseases rate (ODR), lost day rate (LDR), absentee rate (AR) and work-related fatalities for independent contractors working on-site to whom the organization is liable for the general safety of the working environment, by: • Region • Gender c. Report the system of rules applied in recording and reporting accident statistics.
G4-LA7	Bloodborne Pathogens	a. Report whether there are workers who are involved in occupational activities who have a high incidence or high risk of specific diseases.
G4-LA8	Not Material	a. Report whether formal agreements (either local or global) with trade unions cover health and safety. b. If yes, report the extent, as a percentage, to which various health and safety topics are covered by these agreements.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
ASPECT: TRAINING AND EDUCATION		
G4-DMA	Talent Development	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-LA9	Not Material	a. Report the average hours of training that the organization's employees have undertaken during the reporting period, by: • Gender • Employee category
G4-LA10	Talent Development	a. Report on the type and scope of programs implemented and assistance provided to upgrade employee skills. b. Report on the transition assistance programs provided to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.
G4-LA11	Performance Management	a. Report the percentage of total employees by gender and by employee category who received a regular performance and career development review during the reporting period.
ASPECT: DIVERSITY AND EQUAL OPPORTUNITY		
G4-DMA	Diversity and Demographics	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-LA12	Caregiver Demographics Data	a. Report the percentage of individuals within the organization's governance bodies in each of the following diversity categories: • Gender • Age group: under 30 years old, 30-50 years old, over 50 years old • Minority groups • Other indicators of diversity where relevant b. Report the percentage of employees per employee category in each of the following diversity categories: • Gender • Age group: under 30 years old, 30-50 years old, over 50 years old • Minority groups • Other indicators of diversity where relevant
ASPECT: EQUAL REMUNERATION FOR WOMEN AND MEN		
G4-DMA	Not Material	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
G4-LA13	Not Material	a. Report the ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation. b. Report the definition used for 'significant locations of operation'.
ASPECT: SUPPLIER ASSESSMENT FOR LABOR PRACTICES – NOT MATERIAL		
G4-DMA	Not Material	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-LA14	Not Material	a. Report the percentage of new suppliers that were screened using labor practices criteria.
G4-LA15	Not Material	a. Report the number of suppliers subject to impact assessments for labor practices. b. Report the number of suppliers identified as having significant actual and potential negative impacts for labor practices. c. Report the significant actual and potential negative impacts for labor practices identified in the supply chain. d. Report the percentage of suppliers identified as having significant actual and potential negative impacts for labor practices with which improvements were agreed upon as a result of assessment. e. Report the percentage of suppliers identified as having significant actual and potential negative impacts for labor practices with which relationships were terminated as a result of assessment, and why.
ASPECT: LABOR PRACTICES GRIEVANCE MECHANISMS – NOT MATERIAL		
G4-DMA	Not Material	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-LA16	Not Material	a. Report the total number of grievances about labor practices filed through formal grievance mechanisms during the reporting period. b. Of the identified grievances, report how many were: • Addressed during the reporting period • Resolved during the reporting period c. Report the total number of grievances about labor practices filed prior to the reporting period that were resolved during the reporting period.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
SUB-CATEGORY: HUMAN RIGHTS		
ASPECT: INVESTMENT – NOT MATERIAL		
G4-DMA	Human Rights and Labor Standards	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-HR1	Not Material	a. Report the total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening. b. Report the definition of 'significant investment agreements' used by the organization.
G4-HR2	Not Material	a. Report the total number of hours in the reporting period devoted to training on human rights policies or procedures concerning aspects of human rights that are relevant to operations. b. Report the percentage of employees in the reporting period trained in human rights policies or procedures concerning aspects of human rights that are relevant to operations.
ASPECT: NON-DISCRIMINATION – NOT MATERIAL		
G4-DMA	Not Material	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-HR3	Not Material	a. Report the total number of incidents of discrimination during the reporting period. b. Report the status of the incidents and the actions taken with reference to the following: • Incident reviewed by the organization • Remediation plans being implemented • Remediation plans have been implemented and results reviewed through routine internal management review processes • Incident no longer subject to action
ASPECT: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING – NOT MATERIAL		
G4-DMA	Not Material	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
G4-HR4	Not Material	a. Report operations and suppliers in which employee rights to exercise freedom of association or collective bargaining may be violated or at significant risk either in terms of: • Type of operation (such as manufacturing plant) and supplier • Countries or geographical areas with operations and suppliers considered at risk b. Report measures taken by the organization in the reporting period intended to support rights to exercise freedom of association and collective bargaining.
ASPECT: CHILD LABOR – NOT MATERIAL		
G4-DMA	Not Material	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-HR5	Not Material	a. Report operations and suppliers considered to have significant risk for incidents of: • Child labor • Young workers exposed to hazardous work b. Report operations and suppliers considered to have significant risk for incidents of child labor either in terms of: • Type of operation (such as manufacturing plant) and supplier • Countries or geographical areas with operations and suppliers considered at risk c. Report measures taken by the organization in the reporting period intended to contribute to the effective abolition of child labor.
ASPECT: FORCED OR COMPULSORY LABOR – NOT MATERIAL		
G4-DMA	Not Material	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-HR6	Not Material	a. Report operations and suppliers considered to have significant risk for incidents of forced or compulsory labor either in terms of: • Type of operation (such as manufacturing plant) and supplier • Countries or geographical areas with operations and suppliers considered at risk b. Report measures taken by the organization in the reporting period intended to contribute to the elimination of all forms of forced or compulsory labor.
ASPECT: SECURITY PRACTICES – NOT MATERIAL		
G4-DMA	Not Material	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
G4-HR7	Not Material	a. Report the percentage of security personnel who have received formal training in the organization's human rights policies or specific procedures and their application to security. b. Report whether training requirements also apply to third party organizations providing security personnel.
ASPECT: INDIGENOUS RIGHTS – NOT MATERIAL		
G4-DMA	Not Material	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-HR8	Not Material	a. Report the total number of identified incidents of violations involving the rights of indigenous peoples during the reporting period. b. Report the status of the incidents and actions taken with reference to: • Incident reviewed by the organization • Remediation plans being implemented • Remediation plans have been implemented and results reviewed through routine internal management review processes • Incident no longer subject to action
ASPECT: ASSESSMENT – NOT MATERIAL		
G4-DMA	Not Material	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-HR9	Not Material	a. Report the total number and percentage of operations that have been subject to human rights reviews or human rights impact assessments, by country.
ASPECT: SUPPLIER HUMAN RIGHTS ASSESSMENT – NOT MATERIAL		
G4-DMA	Not Material	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-HR10	Not Material	a. Report the percentage of new suppliers that were screened using human rights criteria.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
G4-HR11	Not Material	a. Report the number of suppliers subject to human rights impact assessments. b. Report the number of suppliers identified as having significant actual and potential negative human rights impacts. c. Report the significant actual and potential negative human rights impacts identified in the supply chain. d. Report the percentage of suppliers identified as having significant actual and potential negative human rights impacts with which improvements were agreed upon as a result of assessment. e. Report the percentage of suppliers identified as having significant actual and potential negative human rights impacts with which relationships were terminated as a result of assessment, and why.
ASPECT: HUMAN RIGHTS GRIEVANCE MECHANISMS – NOT MATERIAL		
G4-DMA	Not Material	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-HR12	Not Material	a. Report the total number of grievances about human rights impacts filed through formal grievance mechanisms during the reporting period. b. Of the identified grievances, report how many were: • Addressed during the reporting period • Resolved during the reporting period c. Report the total number of grievances about human rights impacts filed prior to the reporting period that were resolved during the reporting period.
SUB-CATEGORY: SOCIETY		
ASPECT: LOCAL COMMUNITIES		
G4-DMA	Community	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-SO1	Community Impacts, Economic Vitality	a. Report the percentage of operations with implemented local community engagement, impact assessments, and development programs, including the use of: • Social impact assessments, including gender impact assessments, based on participatory processes • Environmental impact assessments and ongoing monitoring • Public disclosure of results of environmental and social impact assessments • Local community development programs based on local communities' needs • Stakeholder engagement plans based on stakeholder mapping • Broad based local community consultation committees and processes that include vulnerable groups • Works councils, occupational health and safety committees and other employee representation bodies to deal with impacts • Formal local community grievance processes

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
G4-SO2	Not Material	a. Report operations with significant actual and potential negative impacts on local communities, including: • The location of the operations • The significant actual and potential negative impacts of operations
ASPECT: ANTI-CORRUPTION		
G4-DMA	Transparency & Anti-Corrpuption	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-SO3	Not Material	a. Report the total number and percentage of operations assessed for risks related to corruption. b. Report the significant risks related to corruption identified through the risk assessment.
G4-SO4	Not Material	a. Report the total number and percentage of governance body members that the organization's anti-corruption policies and procedures have been communicated to, broken down by region. b. Report the total number and percentage of employees that the organization's anti-corruption policies and procedures have been communicated to, broken down by employee category and region. c. Report the total number and percentage of business partners that the organization's anti-corruption policies and procedures have been communicated to, broken down by type of business partner and region. d. Report the total number and percentage of governance body members that have received training on anti-corruption, broken down by region. e. Report the total number and percentage of employees that have received training on anti-corruption, broken down by employee category and region.
G4-SO5	Not Material	a. Report the total number and nature of confirmed incidents of corruption. b. Report the total number of confirmed incidents in which employees were dismissed or disciplined for corruption. c. Report the total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption. d. Report public legal cases regarding corruption brought against the organization or its employees during the reporting period and the outcomes of such cases.
ASPECT: PUBLIC POLICY		
G4-DMA	Government Relations	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-SO6	Not Material	a. Report the total monetary value of financial and in-kind political contributions made directly and indirectly by the organization by country and recipient/beneficiary. b. Report how the monetary value of in-kind contributions was estimated, if applicable.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
ASPECT: ANTI-COMPETITIVE BEHAVIOR		
G4-DMA	Not Material	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-S07	Not Material	a. Report the total number of legal actions pending or completed during the reporting period regarding anti-competitive behavior and violations of anti-trust and monopoly legislation in which the organization has been identified as a participant. b. Report the main outcomes of completed legal actions, including any decisions or judgments.
ASPECT: COMPLIANCE – NOT MATERIAL		
G4-DMA	Not Material	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-S08	Not Material	a. Report significant fines and non-monetary sanctions in terms of: • Total monetary value of significant fines • Total number of non-monetary sanctions • Cases brought through dispute resolution mechanisms b. If the organization has not identified any non-compliance with laws or regulations, a brief statement of this fact is sufficient. c. Report the context against which significant fines and non-monetary sanctions were incurred.
ASPECT: COMPLIANCE – NOT MATERIAL		
G4-DMA	Not Material	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-S08	Not Material	a. Report significant fines and non-monetary sanctions in terms of: • Total monetary value of significant fines • Total number of non-monetary sanctions • Cases brought through dispute resolution mechanisms b. If the organization has not identified any non-compliance with laws or regulations, a brief statement of this fact is sufficient. c. Report the context against which significant fines and non-monetary sanctions were incurred.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
ASPECT: SUPPLIER ASSESSMENT FOR IMPACTS ON SOCIETY		
G4-DMA	Environmentally Preferred Purchasing, Local and Diverse Spend	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-SO9	Not Material	a. Report the percentage of new suppliers that were screened using criteria for impacts on society.
G4-SO10	Not Material	a. Report the number of suppliers subject to assessments for impacts on society. b. Report the number of suppliers identified as having significant actual and potential negative impacts on society. c. Report the significant actual and potential negative impacts on society identified in the supply chain. d. Report the percentage of suppliers identified as having significant actual and potential negative impacts on society with which improvements were agreed upon as a result of assessment. e. Report the percentage of suppliers identified as having significant actual and potential negative impacts on society with which relationships were terminated as a result of assessment, and why.
ASPECT: GRIEVANCE MECHANISMS FOR IMPACTS ON SOCIETY – NOT MATERIAL		
G4-DMA	Not Material	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-SO11	Not Material	a. Report the total number of grievances about impacts on society filed through formal grievance mechanisms during the reporting period. b. Of the identified grievances, report how many were: • Addressed during the reporting period • Resolved during the reporting period c. Report the total number of grievances about impacts on society filed prior to the reporting period that were resolved during the reporting period.
SUB-CATEGORY: PRODUCT RESPONSIBILITY		
ASPECT: CUSTOMER HEALTH AND SAFETY		
G4-DMA	Patients	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-PR1	A Culture of Safety, Patient Safety Goals, Patient Data	a. Report the percentage of significant product and service categories for which health and safety impacts are assessed for improvement.

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
G4-PR2	Not Material	a. Report the total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services within the reporting period, by: • Incidents of non-compliance with regulations resulting in a fine or penalty • Incidents of non-compliance with regulations resulting in a warning • Incidents of non-compliance with voluntary codes b. If the organization has not identified any non-compliance with regulations and voluntary codes, a brief statement of this fact is sufficient.
ASPECT: PRODUCT AND SERVICE LABELING – NOT MATERIAL		
G4-DMA	Not Material	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-PR3	Not Material	a. Report whether the following product and service information is required by the organization's procedures for product and service information and labeling: • The sourcing of components of the product or service • Content, particularly with regard to substances that might produce an environmental or social impact • Safe use of the product or service • Disposal of the product and environmental/social impacts • Other (explain) b. Report the percentage of significant product or service categories covered by and assessed for compliance with such procedures.
G4-PR4	Not Material	a. Report the total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by: • Incidents of non-compliance with regulations resulting in a fine or penalty • Incidents of non-compliance with regulations resulting in a warning • Incidents of non-compliance with voluntary codes b. If the organization has not identified any non-compliance with regulations and voluntary codes, a brief statement of this fact is sufficient.
G4-PR5	Not Material	a. Report the results or key conclusions of customer satisfaction surveys (based on statistically relevant sample sizes) conducted in the reporting period relating to information about: • The organization as a whole • A major product or service category • Significant locations of operation
ASPECT: MARKETING COMMUNICATIONS – NOT MATERIAL		
G4-DMA	Not Material	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach

Specific Standard Disclosures

Standard Disclosure	Standard Disclosure Title	Disclosure Requirements
G4-PR6	Not Material	a. Report whether the organization sells products that are: • Banned in certain markets • The subject of stakeholder questions or public debate b. Report how the organization has responded to questions or concerns regarding these products.
G4-PR7	Not Material	a. Report the total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by: • Incidents of non-compliance with regulations resulting in a fine or penalty • Incidents of non-compliance with regulations resulting in a warning • Incidents of non-compliance with voluntary codes b. If the organization has not identified any non-compliance with regulations and voluntary codes, a brief statement of this fact is sufficient.
ASPECT: CUSTOMER PRIVACY		
G4-DMA	Regulatory Compliance, Medical Records, Notice of Privacy Practices, Privacy & Security	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-PR8	Not Material	a. Report the total number of substantiated complaints received concerning breaches of customer privacy, categorized by: • Complaints received from outside parties and substantiated by the organization • Complaints from regulatory bodies b. Report the total number of identified leaks, thefts, or losses of customer data. c. If the organization has not identified any substantiated complaints, a brief statement of this fact is sufficient.
ASPECT: COMPLIANCE – NOT MATERIAL		
G4-DMA	Compliance	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach
G4-PR9	Not Material	a. Report the total monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services. b. If the organization has not identified any non-compliance with laws or regulations, a brief statement of this fact is sufficient.

UN Global Compact Principles

Principle	Description	Report Link
CONTINUING SUPPORT		
	Statement of Continuing Support	Letter from Dr. Cosgrove
HUMAN RIGHTS		
Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights; and	Human Rights and Labor Standards
Principle 2	make sure that they are not complicit in human rights abuses.	Human Rights and Labor Standards
LABOR		
Principle 3	Businesses should uphold the freedom of association and the effective recognition of collective bargaining;	Caregivers, Governance
Principle 4	the elimination of all forms of forced and compulsory labor;	Caregivers, Governance
Principle 5	the effective abolition of child labor; and	Caregivers, Governance
Principle 6	the elimination of discrimination in respect of employment and occupation.	Caregivers, Governance
ENVIRONMENT		
Principle 7	Businesses should support a precautionary approach to environmental challenges;	Environment
Principle 8	Undertake initiatives to promote greater environmental responsibility; and	Environment
Principle 9	Encourage the development and diffusion of environmentally friendly technologies.	Environment, Research & Innovation
ANTI-CORRUPTION		
Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery.	Anti-Corruption