

GRI index

DTTL has prepared this report according to the Global Reporting Initiative’s (GRI) Sustainability Reporting Guidelines (version G3.1). GRI has checked our application of the G3 guidelines and confirmed that the report meets the requirements for Application Level B. [Click here to access the Application Level Check Statement from GRI.](#)

This index provides references to the part of the report where readers can find information relating to the Performance Indicators that DTTL has reported.

STANDARD DISCLOSURES PART I: Profile Disclosures			
1. Strategy and Analysis			
Profile Disclosure	Description	Reported	Cross-reference/Direct answer
1.1	Statement from the most senior decision-maker of the organization.	Fully	Executive message
1.2	Description of key impacts, risks, and opportunities.	Fully	Executive message , Outlook & strategy , Reporting process: Stakeholder engagement
2. Organizational Profile			
Profile Disclosure	Description	Reported	Cross-reference/Direct answer
2.1	Name of the organization.	Fully	Organizational structure
2.2	Primary brands, products, and/or services.	Fully	Vision and values , Organizational structure
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	Organizational structure
2.4	Location of organization’s headquarters.	Fully	Organizational structure
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability	Fully	Locations
2.6	Nature of ownership and legal form.	Fully	Organizational structure
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	Outlook & strategy , Locations
2.8	Scale of the reporting organization.	Fully	Metrics
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	Executive message , Strategic acquisitions , Reporting process: Basis of reporting
2.10	Awards received in the reporting period.	Fully	Examples of awards received by DTTL and member firms in FY13 can be found on the Deloitte website: http://www2.deloitte.com/content/www/global/en/pages/about-deloitte/articles/Eminence-recognition-awards.html

STANDARD DISCLOSURES PART I: Profile Disclosures			
3. Report Parameters			
Profile Disclosure	Description	Reported	Cross-reference/Direct answer
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	Leadership & governance
3.2	Date of most recent previous report (if any).	Fully	Reporting process The Deloitte 2012 Global Report was issued in 2012
3.3	Reporting cycle (annual, biennial, etc.).	Fully	Reporting process
3.4	Contact point for questions regarding the report or its contents.	Fully	GlobalReport@Deloitte.com
3.5	Process for defining report content.	Fully	Reporting process , Reporting process: materiality matrix
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	Reporting process: Basis of reporting
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	Reporting process: Basis of reporting For some reporting areas/indicators, information is not available for every member firm and for DTTL. Where this is the case, the limitation on the boundaries is specified in this table or in the “Metrics” section. As discussed in the “Organization structure” section the Deloitte network is made up of independent member firms that use the Deloitte brand and serve clients through the use of common professional standards and methodologies. Because member firms are separate, independent, and locally managed, member firms vary in their collection and reporting of performance information. DTTL will continue to seek increased disclosures under the GRI’s reporting framework and will continue to work to prioritize data collection systems and member firm participation.
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Fully	Reporting process: Basis of reporting
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	Fully	Reporting process: Basis of reporting

STANDARD DISCLOSURES PART I: Profile Disclosures			
3. Report Parameters			
Profile Disclosure	Description	Reported	Cross-reference/Direct answer
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Fully	Metrics
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	Reporting process: Basis of reporting
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	GRI index
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	DTTL did not have FY2013 data independently verified.
4. Governance, Commitments, and Engagement			
Profile Disclosure	Description	Reported	Cross-reference/Direct answer
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Fully	Leadership & governance
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	Leadership & governance
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	Fully	No DTTL board members are independent of the Deloitte organization. Twenty-six members, which includes the three female members, are non-executive. Non-executive members are individuals who are not on the DTTL Executive.
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	Leadership & governance , Reporting process: Stakeholder engagement Each Deloitte member firm has its own governance structure with its own governance bodies. A number of mechanisms exist for communication either directly or indirectly by member firm employees to these governing bodies. These mechanisms will vary among member firms but may include town hall meetings, social media enabled meetings, advisory committees, direct interaction, staff engagement surveys and management reports.

STANDARD DISCLOSURES PART I: Profile Disclosures			
3. Report Parameters			
Profile Disclosure	Description	Reported	Cross-reference/Direct answer
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Fully	The Chairman and CEO Evaluation & CEO Compensation Committee establishes compensation for the DTTL CEO. In evaluating the CEO's performance, the Committee takes into account, among other factors, the Deloitte organization's shared values and sense of common interests and DTTL's strategy. The Committee reports on its findings objectively to the Governance Committee and the Board. The Governance Committee, in turn, recommends the appropriate level of compensation to the Board. Other DTTL board directors have their compensation structure established by their respective member firms according to their member firm processes. Performance relative to goals is evaluated as described in the Leadership & governance section of this report.
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	Leadership & governance , Independence
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	Fully	Leadership & governance
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Fully	Vision and values , Ethics The DTTL Corporate Responsibility Policy became effective 31 March 2010 and applies to DTTL and all member firms. The defining principles contained in the policy include respect for human dignity, inclusion and cultural diversity, promotion of the highest levels of ethical behavior, advancement of education and culture, and advocating for sustainable use of natural resources and respect for the environment. The principles are aligned broadly with the UN Global Compact Principles.
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Fully	Risk management
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Fully	Leadership & governance
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Fully	Risk management , Ethics The DTTL Corporate Responsibility Policy includes advocating for sustainable use of natural resources, respect for the environment, and demonstration of environmentally sustainable operations
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Fully	Executive message , Ethics See also: www.deloitte.com/view/en_GX/global/about/global-initiatives/index.htm

STANDARD DISCLOSURES PART I: Profile Disclosures			
4. Governance, Commitments, and Engagement			
Profile Disclosure	Description	Reported	Cross-reference/Direct answer
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: Has positions in governance bodies Participates in projects or committees; Provides substantive funding beyond routine membership dues; or views membership as strategic.	Fully	Ethics , Influencing public policy , Economic integrity , Reporting process: Stakeholder engagement
4.14	List of stakeholder groups engaged by the organization.	Fully	Reporting process: Stakeholder engagement
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	Reporting process , Reporting process: Stakeholder engagement
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Fully	Reporting process: Stakeholder engagement
4.17	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.	Fully	Reporting process: Stakeholder engagement

STANDARD DISCLOSURES PART II and III: Disclosures on Management Approach and Performance Indicators			
Economic			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Economic performance			
DMA EC	Disclosure on Management Approach EC: Economic performance, Market presence, Indirect economic impacts	Fully	Vision and values , Preparing youth for tomorrow , Metrics , Reporting process: Stakeholder engagement
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Partial	Metrics Components not reported on are considered business confidential.
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Partial	Environmental sustainability Risks and opportunities posed to Deloitte by climate change that have potential financial implications include physical risks to facilities in which Deloitte operates due to weather events, regulatory risk, and reputational risk. Through Deloitte member firms' Sustainability practices, member firms also have opportunities related to serving their clients as they respond to climate change risks and opportunities. DTTL and its member firms have quantitatively estimated the financial implications of some of the opportunities but consider this information confidential. DTTL and its member firms have not quantitatively assessed the financial implications of the risks. For a detailed explanation of risks and opportunities, please refer to the DTTL CDP (formerly Carbon Disclosure Project) response available at www.cdproject.net .
EC3	Coverage of the organization's defined benefit plan obligations.	Not	
EC4	Significant financial assistance received from government.	Not	
Market presence			
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Not	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Not	

STANDARD DISCLOSURES PART II and III: Disclosures on Management Approach and Performance Indicators			
Economic			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Market presence			
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Fully	Organizational structure Each member firm of DTL has its own ownership structure and draws senior management (defined as partners, principals, and directors) from its internal organization, which typically is predominantly individuals from that local community (defined as country or legal territory). In addition, Deloitte encourages the assignment of individuals to temporary assignments at other Deloitte member firms outside their local community to enhance global operational understanding, employee development, and sharing of leading practices. During FY2013, 5,795 individuals were on international assignments.
Indirect economic impacts			
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Fully	Metrics, Preparing youth for tomorrow
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Fully	Advancing the greater good, Preparing youth for tomorrow This report presents some examples of the work that Deloitte member firms carry out in the marketplace. These stories focus on the missions and activities of the featured clients that member firms work with—because in most instances it is their products and services that wider society experiences directly. The point of these stories is to illustrate some of the ways in which Deloitte member firms provide support and advice that help clients to build a sustainable and prosperous society.
Environmental			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Materials			
DMA EN	Disclosure on Management Approach EN: Materials; Energy; Emissions, effluents and waste; Compliance; Transport	Fully	Vision and values, Metrics, Reporting process: Stakeholder engagement, Environmental sustainability
DMA EN	Disclosure on Management Approach EN: Water; Biodiversity; Products and services; Overall	Not	
EN1	Materials used by weight or volume.	Fully	Metrics
EN2	Percentage of materials used that are recycled input materials.	Fully	Metrics

STANDARD DISCLOSURES PART II and III: Disclosures on Management Approach and Performance Indicators			
Environmental			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Energy			
EN3	Direct energy consumption by primary energy source.	Fully	Metrics
EN4	Indirect energy consumption by primary source.	Partial	Metrics
EN5	Energy saved due to conservation and efficiency improvements.	Not	
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Not	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Not	
Water			
EN8	Total water withdrawal by source.	Not	
EN9	Water sources significantly affected by withdrawal of water.	Not	
EN10	Percentage and total volume of water recycled and reused.	Not	
Biodiversity			
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not	
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Not	
EN13	Habitats protected or restored.	Not	
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Not	
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Not	

STANDARD DISCLOSURES PART II and III: Disclosures on Management Approach and Performance Indicators			
Environmental			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Emissions, effluents and waste			
EN16	Total direct and indirect greenhouse gas emissions by weight.	Fully	Metrics , Performance numbers
EN17	Other relevant indirect greenhouse gas emissions by weight.	Fully	Metrics , Performance numbers
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Fully	Environmental sustainability Several member firms have goals and programs to reduce greenhouse gas emissions. Details of these programs can be found in the DTTL CDP (formerly called Carbon Disclosure Project) response found at www.cdproject.net .
EN19	Emissions of ozone-depleting substances by weight.	Not	
EN20	NOx, SOx, and other significant air emissions by type and weight.	Fully	Deloitte does not have significant NOx, SOx, or other emissions given the nature of the network's operations.
EN21	Total water discharge by quality and destination.	Not	
EN22	Total weight of waste by type and disposal method.	Not	
EN23	Total number and volume of significant spills.	Not	
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Not	
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Not	
Products and services			
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Not	
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Not	
Compliance			
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Fully	DTTL incurred no such fines or sanctions during its 2013 fiscal year.

STANDARD DISCLOSURES PART II and III: Disclosures on Management Approach and Performance Indicators			
Environmental			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Transport			
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Fully	Environmental sustainability Deloitte practitioners often travel to clients and as such, the transportation of the workforce is the most significant source of environmental impacts related to transportation and results in greenhouse gas emissions and energy usage. Direct energy usage and greenhouse gas emissions are included in this report. Indirect energy usage cannot be readily calculated given the variation of efficiency among modes of transportation and vehicle types.
Overall			
EN30	Total environmental protection expenditures and investments by type.	Not	
Social Labor Practices and Decent Work			
Employment			
DMA LA	Disclosure on Management Approach LA: Employment; Labor/management relations; Occupational health and safety; Training and education; Diversity and equal opportunity	Fully	Vision and values , Metrics , Reporting process: Stakeholder engagement
DMA LA	Disclosure on Management Approach LA: Equal remuneration for women and men	Not	
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	Partial	Metrics The majority of employment within Deloitte is full-time and indefinite; breakdown of employment type and type of contract is not aggregated across the organization.
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Partial	Metrics Turnover by age group is not currently collected by DTTL.
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Not	
LA15	Return to work and retention rates after parental leave, by gender.	Not	

STANDARD DISCLOSURES PART II and III: Disclosures on Management Approach and Performance Indicators			
Social: Labor Practices and Decent Work			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Labor/management relations			
LA4	Percentage of employees covered by collective bargaining agreements.	Fully	DTTL has no employees covered by collective bargaining agreements.
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Not	
Occupational health and safety			
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Not	
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	Not	
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Partial	Global talent security Some member firms have health and wellness programs in place to educate, train, and assist employees and, frequently, their families. Program focus varies but includes health issues most likely to impact service workers such as ergonomic workstation setup, stress management, and travel security and safety.
LA9	Health and safety topics covered in formal agreements with trade unions.	Not	
Training and education			
LA10	Average hours of training per year per employee by gender, and by employee category.	Partial	Metrics This information is not available at the DTTL level broken down by employee category or gender.

STANDARD DISCLOSURES PART II and III: Disclosures on Management Approach and Performance Indicators			
Social: Labor Practices and Decent Work			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Training and education			
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Fully	<p>The Deloitte Talent Experience, Leadership</p> <p>All member firms provide a range of formal and informal learning opportunities for young and experienced professionals alike.</p> <p>The number of online courses taken increased 34 percent in FY13—reflecting the organization’s commitment to technology-based learning anywhere, any time.</p> <p>Many member firms offer a variety of flexible work arrangements including sabbaticals; Transition assistance is done in accordance with applicable laws. Pre-retirement planning is also offered by many member firms, for example by providing a secure online tool to plan financial goals for retirement.</p>
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	Fully	Regular performance and career development reviews are core to Deloitte’s ongoing success. Within DTTL all permanent employees are covered by such a requirement, and all would typically have received reviews except for those on leave, terminated, or with minimal service hours during the fiscal year. Member firm metrics for this indicator are not aggregated across the organization.
Diversity and equal opportunity			
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Partial	<p>Metrics</p> <p>Given the global nature of Deloitte operations, it is not possible to define “minority groups” on a worldwide scale. Disclosure by age group is not currently reported by DTTL.</p>
Equal remuneration for women and men			
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Not	

STANDARD DISCLOSURES PART II and III: Disclosures on Management Approach and Performance Indicators			
Social: Human Rights			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Investment and procurement practices			
DMA HR	Disclosure on Management Approach HR: Freedom of association and collective bargaining, Child labor, Prevention of forced and compulsory labor	Fully	Vision and values , Reporting process: Stakeholder engagement , Ethics
DMA HR	Disclosure on Management Approach HR: Investment and procurement practices; Non-discrimination; Security practices; Indigenous rights; Assessment; Remediation	Not	
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	Not	
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	Not	
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Not	
Non-discrimination			
HR4	Total number of incidents of discrimination and actions taken.	Not	
Freedom of association and collective bargaining			
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	Fully	Ethical management DTTL has no such operations. Currently DTTL does not complete detailed reviews of its suppliers regarding these matters; however, a DTTL responsible procurement policy that will address supply chain is under discussion.
Child labor			
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	Fully	Ethical management DTTL has no such operations. Currently DTTL does not complete detailed reviews of its suppliers regarding these matters; however, a DTTL responsible procurement policy that will address supply chain is under discussion.
Forced and compulsory labor			
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	Fully	Ethical management DTTL has no such operations. Currently DTTL does not complete detailed reviews of its suppliers regarding these matters; however, a DTTL responsible procurement policy that will address supply chain is under discussion.

STANDARD DISCLOSURES PART II and III: Disclosures on Management Approach and Performance Indicators			
Social: Human Rights			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Security practices			
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Not	
Indigenous rights			
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not	
Assessment			
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	Not	
Non-discrimination			
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	Not	
Social: Society			
Local communities			
DMA SO	Disclosure on Management Approach SO: Local communities, Corruption, Public policy, Anti-competitive behavior, Compliance	Fully	Vision and values , Reporting process: Stakeholder engagement , Ethics , Independence
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Not	
SO9	Operations with significant potential or actual negative impacts on local communities.	Not	
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	Not	
Corruption			
SO2	Percentage and total number of business units analyzed for risks related to corruption.	Not	
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Fully	Ethics Ethics training is required for all Deloitte people.
SO4	Actions taken in response to incidents of corruption.	Not	

STANDARD DISCLOSURES PART II and III: Disclosures on Management Approach and Performance Indicators			
Social: Society			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Public policy			
SO5	Public policy positions and participation in public policy development and lobbying.	Fully	Influencing public policy
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Not	
Anti-competitive behavior			
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Fully	DTTL faced no such actions during its 2013 fiscal year.
Compliance			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Fully	DTTL incurred no such fines or sanctions during its 2013 fiscal year.
Social: Product Responsibility			
Customer health and safety			
DMA PR	Disclosure on Management Approach PR: Customer health and safety; Product and service labelling; Customer privacy; Compliance	Fully	Vision and values , Reporting process: Stakeholder engagement , Ethics , Data privacy & security
DMA PR	Disclosure on Management Approach PR: Marketing communications	Not	
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Not	
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Fully	DTTL had no such incidents during its 2013 fiscal year.
Product and service labelling			
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Not	
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Fully	DTTL had no such incidents during its 2013 fiscal year. DTTL does not provide client services.
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Not	

STANDARD DISCLOSURES PART II and III: Disclosures on Management Approach and Performance Indicators			
Social: Product Responsibility			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Marketing communications			
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Not	
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Not	
Customer privacy			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Fully	DTTL received no such complaints during its 2013 fiscal year.
Compliance			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Fully	DTTL incurred no such fines during its 2013 fiscal year.