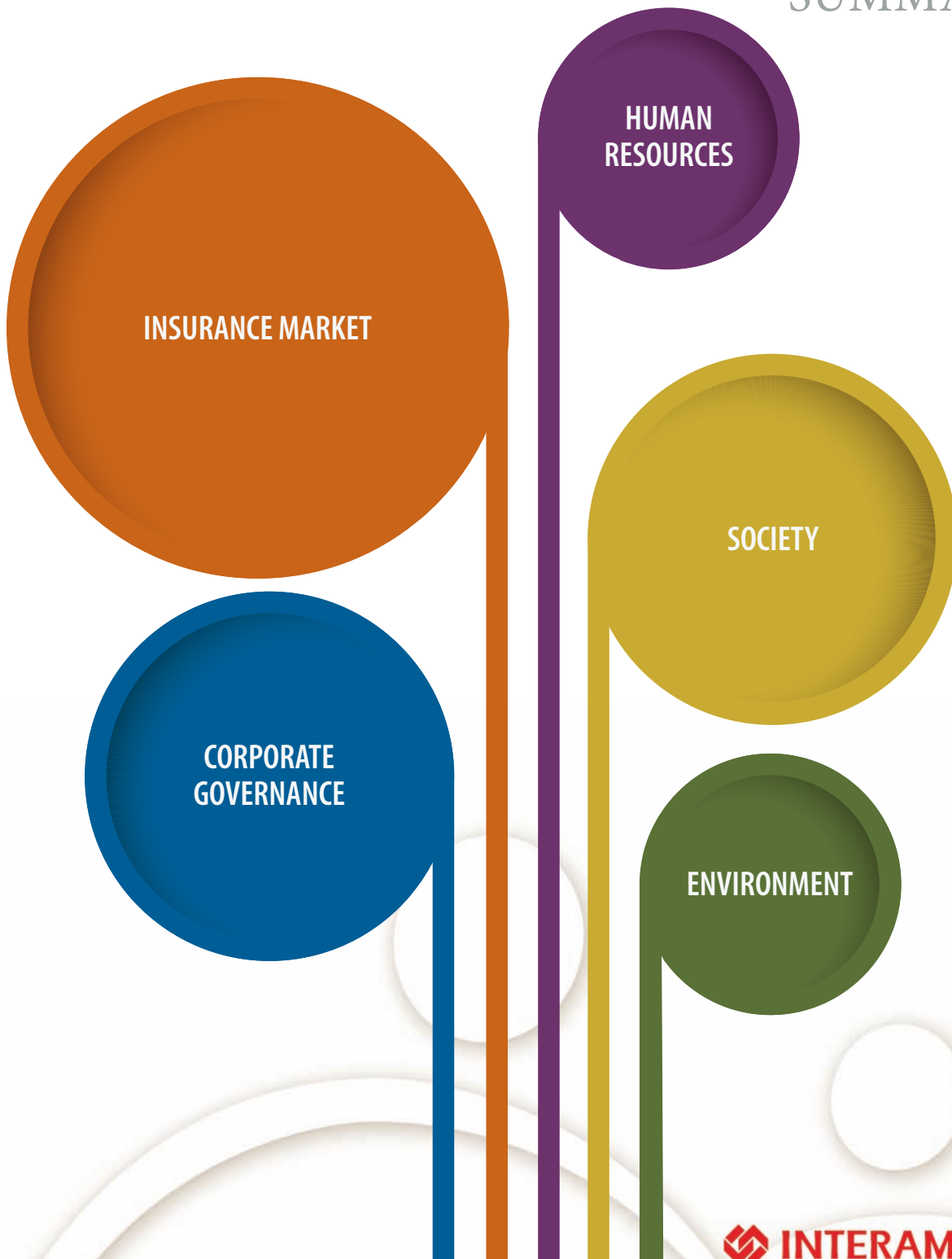


# Actions for Sustainable Insurance

2012

SUMMARY



CORPORATE SOCIAL RESPONSIBILITY REPORT

## Message from the Chief Executive Officer



“For INTERAMERICAN, corporate responsibility is expressed in practice as a necessary and essential precondition for creating value for all stakeholders. It constitutes a fundamental element of the Company vision to achieve a constant and multifaceted contribution to safeguarding and improving quality and prosperity both in personal and in social life.”

### With consistency in the implementation of the Principles for Sustainable Insurance

The 2012 INTERAMERICAN Social Responsibility Report marks the completion of five years of regular, annual, detailed and wide-ranging reporting regarding actions in all areas of corporate responsibility that the company, as a leading business organization in the Greek insurance market, has defined. The Company, through its Corporate Social Responsibility Reports for the years 2008 to 2012, has established open and evolving communication and consultation channels with its stakeholders regarding the various issues that define the relationship of mutual interest and benefit the company works to develop with them, an effort guided by the company’s responsible attitude and operation.

INTERAMERICAN aspires to and achieves constant improvement of the Corporate Social Responsibility Report, as far as the indexes based on the Global Reporting Initiative - G3.1. standards are concerned. Having contributed during 2012 the amount of **191.19** million Euros in salaries, social security contributions, employee benefits, taxes, investments, commissions to partners, sponsorships and expenses for social responsibility actions, the Company continues on the path of sustainability in 2013 as well by undertaking “Actions of Life” as a socially and environmentally responsible Company, strengthening stakeholder confidence both in the Company and in private insurance, supporting the expectations of younger generations and creating, on top of all, “Relationships of Life” with all stakeholders.

**George Kotsalos**

Chief Executive Officer, INTERAMERICAN Group

## INTERAMERICAN: who we are

### Financial Data, 2012 (million €)

● Profit after taxes:	20.8
● Equity Capital:	196.5
● Net Sales:	407.9



As far as sustainable development is concerned, the five material issues for INTERAMERICAN are:

- Programmes for ensuring profitability
- Understanding and dealing with the economic crisis
- Achievement of satisfactory production and financial results
- Participation in national, central decision-making procedures
- Enhancement of competitive advantage.

INTERAMERICAN was founded in 1969 as a limited company (LTD). In 1971, the company was incorporated (it became an S.A. under Greek law) and, since then, it has been operating in accordance with the effective provisions of Law 2190/1920 and the Presidential Decree 400/1970 on Private Insurance Companies. Today it is among the ranks of large companies according to company classification by size by the European Commission Recommendation number 2003/361/EC.

INTERAMERICAN is active throughout Greece in the sectors of Life Insurance, Health and Damage Insurance, Health and Assistance services (Emergency Medical and Road Assistance) as well as, to a lesser extent, various financial and other services. It is the second largest company in the insurance industry, holding a 9.9% market share in Greece at the end of 2012.

At the end of the reference year of this Report, INTERAMERICAN employed 1,330 people, while it also offered employment to 1,244 productive associates of its insurance network (Agency Network), 899 agents and insurance brokers, as well as 1,300 doctors partners of the MEDISYSTEM network.

In 2012, the Company boasted a portfolio of more than 1,700,000 contracts, its client base consisting mainly of individuals and small and medium-sized companies.

#### 2012 Awards and Distinctions

- Business IT Excellence Awards
- Famous Brands 2012
- ECOPOLIS 2012 for the Environment
- World Finance Insurance Award
- Effie Award (Anytime advertisement)
- True Leader (INTERAMERICAN Assistance)

#### Recognition of INTERAMERICAN as a Socially Responsible Company

*In terms of responsibility, the Company is currently the most recognized Greek insurance company, since:*

- its Mission and Values, as well as the Principles its staff and partners adhere to, are governed by the key characteristics of Corporate Social Responsibility
- it enhances and constantly updates the Corporate Social Responsibility plan entitled “Actions of Life”
- it participates in the most important national and international organizations for sustainable development
- it actively supports the growth of volunteerism within the corporate society
- it contributes substantially to Environmental protection, as it is the only Greek insurance company that is a founding member of the “Principles for Sustainable Insurance” of the Finance Initiative of the United Nations Environment Programme - UNEP FI
- it invests in new technologies by developing innovative technological applications
- it is responsibly accountable to all stakeholders.

## INTERAMERICAN’s Corporate Social Responsibility

INTERAMERICAN’S Social Responsibility is based on the following five pillars:

- Respecting commitments to CSR networks and organizations
- Promoting dialogue with stakeholders
- Identifying and evaluating substantial Corporate Social Responsibility issues
- Disseminating the idea and good practices of Corporate Social Responsibility
- Complying with valid, international CSR standards.



#### “Life Volunteers”

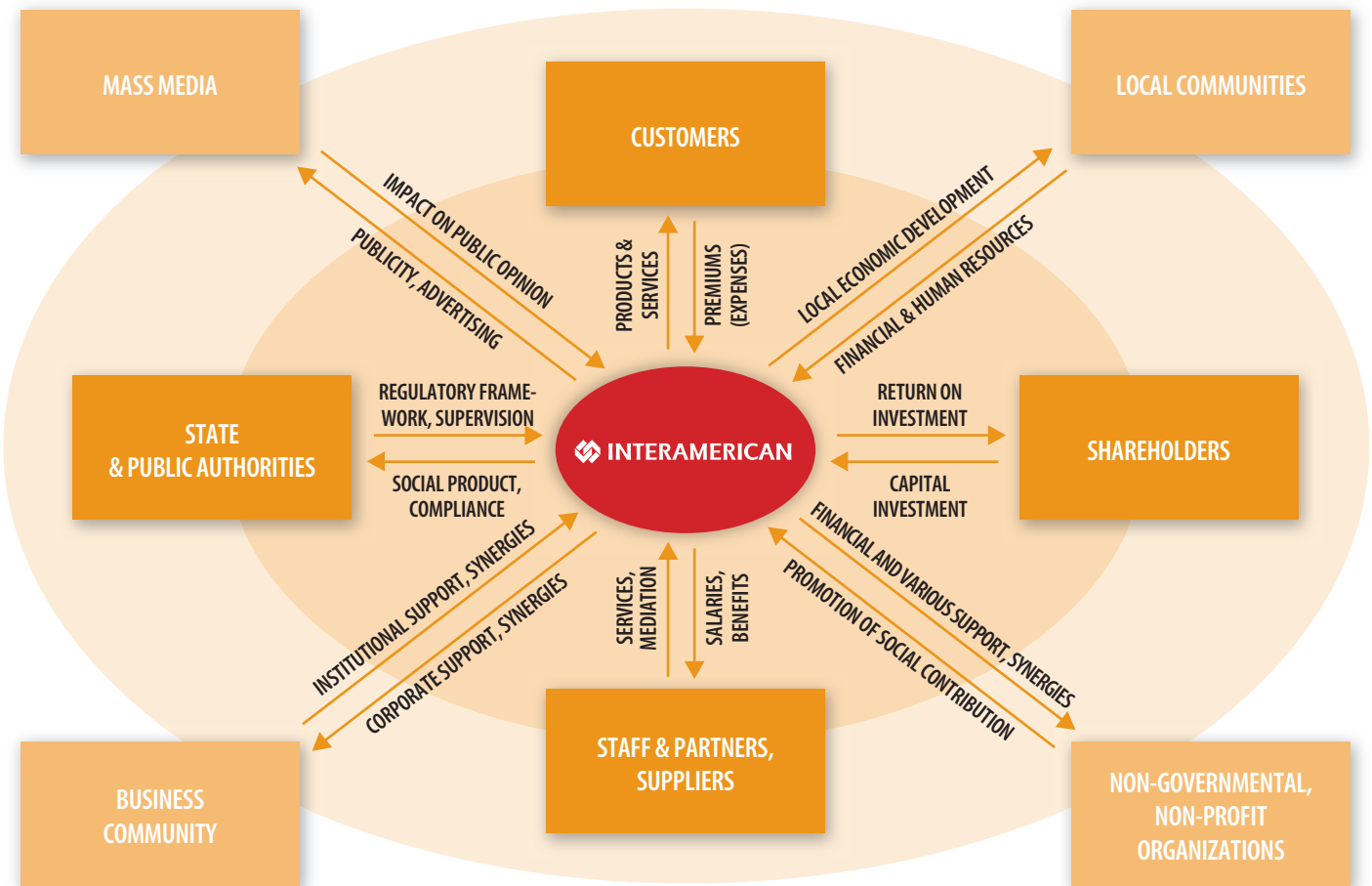
In 2012, the Company’s “Life Volunteers” reached the number of **237** (107 from Human Resources and 130 from Partners).

#### The areas of Corporate Responsibility





## Relations with Stakeholders



### Distinctions and Evaluation of the 2011 CSR Report

- Third Prize for completeness, quality and materiality by the scientific team of the University of the Aegean
- "Thales - CEO & CSR 2012" Awards
  - ▶ Best Report
  - ▶ CEO Leader for CSR
  - ▶ Second most popular company in terms of CSR
  - ▶ Second best CSR team
- Distinction in the Stakeholder Perception Index
- Distinction in the Sustainability Index

### International Standards - Directions and Compliance

In INTERAMERICAN, the implementation of Corporate Responsibility is based on the guidelines of the ISO 26000 international standard for Social Responsibility as well as on the Principles of the United Nations Global Compact.

It should be noted that the Report (year of reference 2011) was included along with two other Reports from Greece in the GC Advanced Level of the United Nations Global Compact for a second consecutive year.

### 2012 Goal Accomplishment

The Company fully accomplished 17 goals, while 1 goal was not achieved.



## Actions of Responsibility for GOVERNANCE

In the area of Governance, INTERAMERICAN recognizes the following issues as material:

- implementation of international internal audit standards
- ensuring company solvency and reliability
- analysis of strengths, weaknesses, threats and opportunities (SWOT analysis)
- structures and procedures of effective risk management
- regulatory compliance audit and transparency.

On the basis of the aforementioned approach, the basic pillar of the Company's smooth operation is Management dedication to the implementation of the best governance principles, as these arise both from the existing legislation, the regulations and the Shareholders' corporate governance policy (ACHMEA), as well as from the codes and rules voluntarily adopted by INTERAMERICAN.

### Shareholder Structure

ACHMEA is INTERAMERICAN's principal shareholder with a **99.89%** stake. The remaining 0.11% is held by various individual shareholders.



### Efficiency, Transparency, Audit, Information

*The development of procedures and practices of good governance results from the cooperation of all INTERAMERICAN Departments, Divisions and subsidiaries and ensures not only its effective management, but also the transparency of its daily activities and transactions, the sufficiency of audit and risk management resources as well as the validity of the information provided on company strategy and results.*

### General Shareholder Meeting

INTERAMERICAN is run by the General Meeting of Shareholders, its highest administration body, and by the Board of Directors in accordance with the specific provisions of the law and its Corporate Charter.

### Board of Directors

The Board of Directors is responsible for designing strategy, incorporating transparency and managing all corporate issues solely in the interests of the Company and the Shareholder (ACHMEA). According to the INTERAMERICAN Corporate Charter, the Board of Directors consists of 3 to 19 freely revocable members from shareholders or third parties. A legal person may also be a member of the Board of Directors. In this case, the legal person is obliged to appoint a person to exercise said legal person's authority as a member of the Board of Directors.

### Committees of the Board of Directors

- Audit Committee
- Executive Committee
- Finance and Risk Committee
- Task-Specific Committees  
(Human Resources, Sales rewards, Corporate Social Responsibility, Supplies, etc)
- Human Resources Committee

### Management Commitment to CSR

*As far as the annual Corporate Social Responsibility Report is concerned, the goal of attaining a GRI Level B+ (minimum) implementation level, in conformity with the international GRI standard, was incorporated into the 2012 goal-achievement agreements reached by the Executive Committee members. This fact demonstrates the commitment of INTERAMERICAN's management to enhancing the Company's social and environmental performance. In terms of administration, there is a CSR Committee, chaired by the CEO, which reports to the Executive Committee.*

### Internal Audit

During 2012, Sales Offices, subsidiaries, and internal Divisions/Departments of the Company were audited regarding the compensation procedures, the acquisitions, reinsurance accounts, operating expenses, information systems and so on.



### Regulatory Compliance Audit

For INTERAMERICAN, the preservation of its prestige is a matter of vital importance. Consequently, the Company fully complies with the current national institutional framework for Regulatory Compliance while, at the same time, it ensures that the internal regulations are fully respected. INTERAMERICAN's readiness regarding the implementation of the EU Solvency II directive is at a high level.

### Communicating Responsibly and Keeping Customers Informed

The Company, within the context of the corporate governance applied, has control mechanisms in order to ensure compliance with the internal and external regulatory framework in terms of information provided to its customers. These mechanisms concern the operation of:

- the Regulatory Compliance Unit
- the Risk Management Unit
- the Internal Audit Unit.

As a result of these procedures, in 2012 there were no cases of non-compliance, fines or non-pecuniary penalties imposed on the Company in relation to accompanying product and service-related information or marketing, promotion and advertising activities.

### Prevention and Repression of Money Laundering

INTERAMERICAN's operation fully complies with the criteria and requirements of the international, European and national regulatory framework. In 2012, 54 administrative officers, selected on the basis of their job-related duties, were trained and certified on their knowledge. There is a Compliance Officer position in the Company.



### Risk Management

INTERAMERICAN uses effective methods of risk determination, evaluation, quantification and management. The Company has already developed considerable expertise which is important for the implementation of the Solvency II directive.

## Actions of Benefit for INSURANCE

In the field of Private Insurance, INTERAMERICAN recognizes the following issues as material:

- enhancement of consumer trust in the Company
- immediate management/settlement of complaints
- development of products that meet the challenges caused by demographic change
- provision of products and services that meet customers' real needs
- retention and expansion of customer base.

INTERAMERICAN constantly carries out customer satisfaction surveys in order to identify needs and assess the level of client trust for the Company, the aim being to retain and expand its customer base. The Company's commercial responsibility primarily characterizes its relationship with its customers and sales partners while it also influences its relationship with other stakeholders in the market (Supervisory Authorities, institutional entities and professional organizations, business community).



### Customer Satisfaction

During 2012, **81%** of customers were fairly/very satisfied.



## Commercial Responsibility

*INTERAMERICAN cares about the design and marketing of appropriate insurance products and services, as well as about providing clear, complete and timely information to its clients and receiving and addressing all issues that impact company operations.*

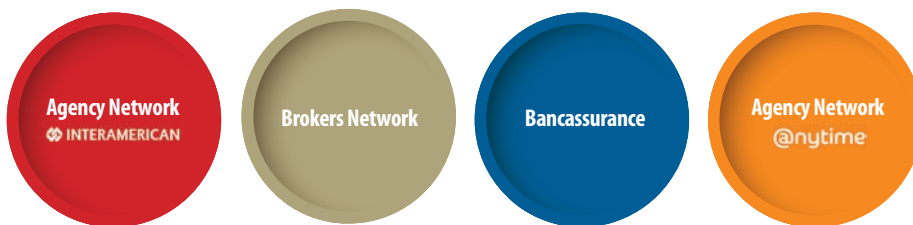
## A Financial Robust and Trustworthy Company

In 2012 INTERAMERICAN presented the following data:

- 428.3 million Euro gross registered premiums
- 1 billion Euro invested capital
- 92.4% of portfolio invested abroad (mainly in bonds)
- 93.8% of bond portfolio invested in investment grade AAA, AA and A sovereign bonds (i.e Germany, France, the Netherlands, etc.)
- sound and strong balance sheet
- high creditworthiness ratio at 324%.

In 2012, the Company ranked second in the Hellenic insurance market with a market share of 9.9% (including all sectors).

## Sales: Distribution Network



## Client-oriented Strategy

The “Communication Protocol on Customer Service” was created in 2012 to support the objective of providing the best service possible to all potential customers. This is a set of communication rules and techniques that should be followed both by customer service representatives and by all employees of the Organization so that the best possible level of communication is reached during customer service activities. Compliance with the rules of the Protocol in daily work, in every facet of communication and contact with customers, stakeholders and colleagues, be it personal or by telephone, gives INTERAMERICAN a competitive advantage regarding the approach and the level of service ensured.

## Invoicing Policy

INTERAMERICAN, by adopting annually renewable health contracts and dynamic (parametric) pricing in the automotive sector, has achieved a more flexible and affordable pricing, in terms of premiums, that meets the needs stemming from the economic crisis.

## Growth Initiatives

- Direct sales - Anytime
- “CarPoint” Model Car Service Center
- Health Infrastructure (ATHENS MEDICLINIC, Health Network)



## Complaint Management

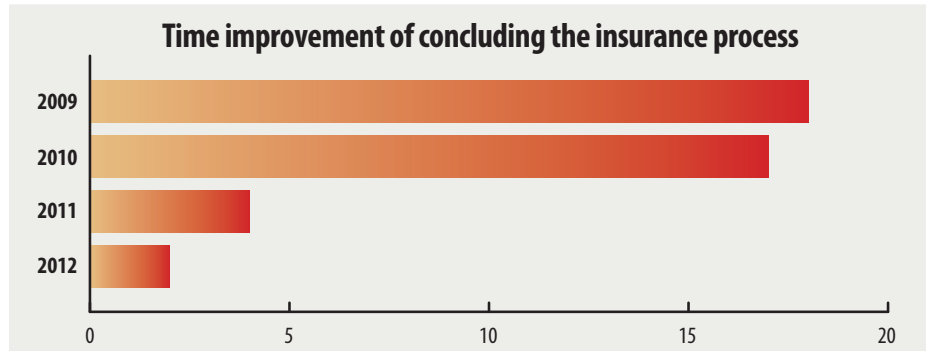
*INTERAMERICAN sees its customers' potential complaints as an opportunity to further improve the quality of its products and services.*

*The Company has created an electronic complaint registration and management system, not only for its customers but also for every stakeholder (e.g. production partners, suppliers etc.). Through the computerized system supporting the complaint management procedure applied since the beginning of 2010, efficient management has been achieved resulting in:*

- the enhancement of customer and partner satisfaction
- the improvement of products and services
- the improvement of the Company's ability to resolve complaints promptly and effectively.

**“Back to Front”, for Improving Customer Service**

In 2012 the “Back to Front” project was completed, in the framework of the multidimensional “Health and Life Project”, which was developed gradually with the first application pillar being the Life and Health contracts. In particular, through the “Back to Front” project, a holistic change and restructuring of the processes applied by the Company was carried out, since the reception of the insurance application from the client until the delivery of the contract.



**Actions of Interest for HUMAN RESOURCES**



In the area of Human Resources, INTERAMERICAN considers the following issues to be material:

- Offering equal opportunities to staff
- Providing additional benefits for staff
- Promoting volunteerism among staff
- Having and implementing a code of ethics
- Attracting and retaining competent executives.

To a significant extent, the Company’s current business success and its leading position in the market are due to its people and their constant effort to help the Company grow. INTERAMERICAN recognizes its employees’ contribution and aims at keeping them highly satisfied. The recognition of employees and the goal of maintaining high job satisfaction rates is achieved to a certain degree by offering Company Staff a number of benefits. The Company develops initiatives regarding staff health and safety, supports the INTERAMERICAN Security Fund and provides Group Insurance to employees, while it also encourages participation in trade unions.

At the same time, the Company provides equal opportunities for and contributes substantially to staff satisfaction by developing a positive work climate and ensuring a feeling of equal treatment and reward. The Company’s basic objective is to attract and keep talented employees who are highly trained and motivated. INTERAMERICAN has a Performance Appraisal System.

**The People of INTERAMERICAN in 2012**

Employees in Insurance Companies	763
Employees in Assistance Services	338
Employees in Health Services	185
Employees in Other Services	4
Insurance Agents	1.641

**Human Resources Policy Statement**

*“In INTERAMERICAN we believe that our people are the Company’s most valuable asset. Our investment in Human Resources is an investment in the Company’s future. The people’s dedication and the activation of the talent each one has are the cornerstone of the Company’s success and, therefore, its long-term perspective.*”



In addition, INTERAMERICAN, responding to the Hellenic Network for Corporate Social Responsibility call, and as a token of its leadership's belief in the necessity of promoting diversity in the workplace, has signed the "Declaration on Diversity".



### AXES OF HUMAN RESOURCES MANAGEMENT



### Training and Development

INTERAMERICAN organizes annually various training programmes. Moreover, within the framework of its employees' responsible professionalism, the company has training programmes in insurance subjects, as well as training on Solvency II, leading to the appropriate certification.

### Human Resources Opinion Survey

During November and December 2012, INTERAMERICAN carried out the standard Human Resources Opinion Survey, for the first time in electronic form.

Compared to the previous relevant survey carried out in June 2011, both the Satisfaction Rate and the Engagement Rate of Staff show an impressive increase. More specifically:

- the overall satisfaction of Company staff is at **95%** (against 84% in 2011)
- the overall commitment of Company staff is at **88%** (against 71% in 2011).

### Conducting Internal Opinion Surveys

During 2012, a total of three new opinion surveys were conducted among INTERAMERICAN employees.



## Actions of Value for SOCIETY



Regarding Society, INTERAMERICAN considers the following issues to be material:

- assistance to the work of Non-Governmental and other charitable Organizations
- partnerships in local social actions
- support for preventive healthcare
- risk prevention and management training
- assistance to vulnerable social groups.

INTERAMERICAN, in addition to the value resulting from its insurance activities, has created and given since 2004 value to stakeholders by materializing with consistency and continuity the multidimensional social responsibility project “Actions of Life”. This is a long-term project of social and environmental actions and initiatives, annually updated and regularly enriched with new practices and collaborations.

### “Actions of Life”: the Structure

There are five key axes which serve as the basis of the “Actions of Life”:



The main actions designed by INTERAMERICAN in 2012 are:



### 1. “Actions of Life” for Health

In addition to its corporate activities of providing insurance programmes and health services, the Company practically expresses its social responsibility as an “Ally of Life” by:

- supporting the work of social institutions and organizations for health
- utilizing its organization into health services (immediate medical assistance, primary health care centers) in order to develop initiatives of social value
- supporting health-related scientific work in the fields of medical research and information provision to the scientific community and citizens.





- **For children’s health**

Support for Unions and Associations, such as “Affection (Storgi)”, the Association of Friends of Social Pediatrics “Open Arms (Anoixti Agkalia)” and the Association of Friends of Children with Cancer “Hope (Elpida) - M. Vardinogianni”.

- **Prevention and Healthcare Partnerships**

There are partnerships with the Senologic Hellenic Society, the Hellenic Association for the Support of Patients with Osteoporosis and the Doctors of the World (Medicines Du Monde).

- **Assistance for Scientific Work on Health**

- **Provision of Infrastructure and Healthcare Services**

- **Initiatives for:**

- ▶ Prevention - Treatment of Adult Cancer
- ▶ Scientific Work on Health (supporting scientific conferences and research)
- ▶ Staff health (free medical examinations)

- **Staff and Partner contribution:**

- ▶ Voluntary blood drive “Deposit of Life”
- ▶ “Solidarity Deposit” by gathering food for the indigent

## 2. “Actions of Life” for Risk Management

### For Road Safety

In 2012, INTERAMERICAN continued its long-lasting information and education campaign, entitled “Safe Driving, One Way in your Life”.

## 3. “Actions of Life” for Vulnerable Social Groups

The Company assisted the work of organizations and social institutions that offer support and protection for children, care for the elderly, rehabilitation for substance abusers, support for people with special needs, care for refugees and also help cover survival needs of populations in underdeveloped countries. Actions were taken for:

- **Children** (UNICEF, Network for Children’s Rights, ActionAid, SOS Children’s Villages, “The Smile of the Child”, “EDRA”, the Greek Consulate in Côte d’Ivoire, “Ark of the World”, and other donations to organizations for children)
- **The Elderly** (“Prolepsis” Institute of Preventive Medicine, Environmental and Occupational Health, “Life Line”).
- **Drug Rehabilitation** (supporting programmes of the Therapy Center for Dependent Individuals).
- **Indigent and Homeless People and Refugees** (Social Inclusion of Homeless People, Combating Poverty “Deposit of Solidarity, Action of Life”, Hostel for Family Care)
- **People with Special Needs.**







#### 4. “Actions of Life” for Education and Culture

INTERAMERICAN undertook initiatives for:

- **Arts and Letters** (Collaboration with the Onassis Cultural Center - House of Arts and Letters, the Work of Mikis Theodorakis, Cultural Events).
- **Youth and Education** (Hellenic Mathematical Society, Centre for Research and Action on Peace, Youth Entrepreneurship/Junior Achievement Greece, University of the Aegean - Department of the Environment, “Greeks-Role Models for the Young Generation” Excellence Awards, Housing for Indigent Students, Support for Elementary Schools).
- **Sports.**

### Actions for ENVIRONMENTAL Protection

As far as the environment is concerned, INTERAMERICAN considers the following issues to be material:

- control - reduction of the environmental footprint caused by all corporate activities
- support for recycling materials
- designing actions for reducing raw materials consumption
- actions to reduce the consumption of raw materials
- actions for reducing the use of natural resources.
- customer awareness on health, safety and environmental protection issues

By incorporating the concept of Sustainable Insurance in its daily operation, INTERAMERICAN, has adapted its operational activities to four commitments regarding:

- the thorough monitoring of environmental performance related to its operation
- the design and supply of innovative insurance products to the Greek market
- the evolutionary development of social responsibility initiatives
- the continued and pioneering participation in global initiatives of the insurance industry which aim at the incorporation of the Principles for Sustainable Insurance into every insurance organization.

#### Green Entrepreneurship

INTERAMERICAN has adapted accordingly its corporate decisions and developed an integrated approach to environmental risk insurance and corporate responsibility by promoting two innovative product lines, namely the “Green Line” environmental responsibility insurance and the “Energy Line” insurance of investments in renewable energy sources.

#### Sustainable Insurance

*Sustainable insurance is a strategic approach where all activities in the insurance value chain, including interactions with stakeholders, are done in a responsible and forward-looking way by identifying, assessing, managing and monitoring risks and opportunities associated with environmental, social and governance issues. Sustainable insurance aims to reduce risk, develop innovative solutions, improve business performance, and contribute to environmental, social and economic sustainability.*

Definition of Sustainable Insurance according to the United Nations Environment Programme Finance Initiative.



## From Commitments to Actions

INTERAMERICAN's given practical commitment to the principles of Sustainable Insurance assumed its formal and binding dimension on June 19th, 2012 with the official presentation of the new Global Initiative the same day in Rio de Janeiro, on the eve of the United Nations World Summit Rio +20 on Sustainable Development.

Principle  
1

We will embed in our decision-making environmental, social and governance issues relevant to our insurance business.

Principle  
2

We will work together with our clients and business partners to raise awareness of environmental, social and governance issues, manage risk and develop solutions.

Principle  
3

We will work together with governments, regulators and other key stakeholders to promote widespread action across society on environmental, social and governance issues.

Principle  
4

We will demonstrate accountability and transparency in regularly disclosing publicly our progress in implementing the Principles.



## Initiatives and Actions

In 2012, the Company continued its effort to develop environmental culture, ecological consciousness and environmentally friendly behavior not only internally, but also in society as a whole with parallel actions for the protection of nature and wild life. This effort was materialized through:

- interventions in the urban and suburban environment
- support for the work of environmental organizations
- events on environmental training.

## Environmental performance

As an insurance organization, INTERAMERICAN does not have a significant impact on the environment. However, the Company, recognizing and accepting its share of responsibility, intensifies its efforts to record and improve its environmental performance. As early as 2011, the Company decided to adopt an integrated procedure of recording data concerning its environmental footprint on the basis of the principles established by the Greenhouse Gas Protocol (GHG).

## Solid Waste Management

The Company, due to the nature of its activity, uses fully-recyclable consumable supplies as raw materials in its administration centers, while it also ensures proper waste management of all items related to Company operations (recycling of paper, electrical and electronic equipment, consumable toners, batteries).

## Carbon footprint offset

INTERAMERICAN continued in 2012 its programme of contribution to the environment and society through actions of cleaning and reforestation in cooperation with the organization "Clean Greece" and the Municipality of Athens.

## Staff Environmental Awareness

Within the framework of the Corporate Social Responsibility programme "Actions of Life" for the Environment, which has been applied since 2004, INTERAMERICAN implements the internal communication programme "Green Office", aiming at the development of staff environmental culture.

## Green Supplies

The Company sets as a priority the purchase of environmentally-friendly products and materials, such as recyclable copier paper, paper bags instead of plastic ones, energy saving light bulbs, energy class A air conditioning units (of low consumption), ecological paints, ecological cleaning products and so on.



## CSR: Basic Performance Data

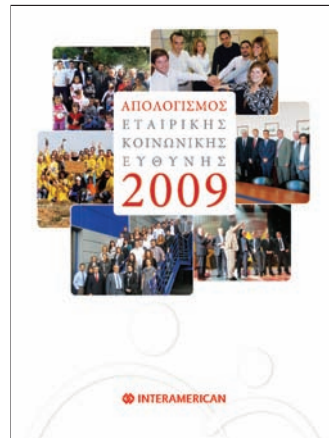
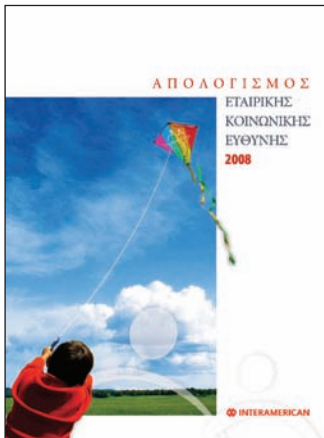
To identify the material issues presented in this Report, a specialized materiality analysis workshop was conducted during the reference year, in which all material issues were identified, recorded and prioritized per corporate responsibility axis, according to feedback gained from dialogue with all stakeholder groups.

The materiality identification process according to GRI-G3.1 reporting guidelines technical protocol and the AccountAbility AA 1000 (2008) principles-based standard was based on stakeholders demands, expectations and interests, as well as the specificities of the insurance sector.

### GRI Indicators' Comparison 2011-2012

INDICATORS' COVERAGE	2011			2012		
	FULLY	PARTIALLY	NOT REPORTED	FULLY	PARTIALLY	NOT REPORTED
LABOUR PRACTICES AND DECENT WORK LA1 – LA15	10	5	0	13	2	0
HUMAN RIGHTS HR1-HR11	4	6	1	6	5	0
SOCIETY SO1 – SO10	7	3	0	8	2	0
PRODUCT RESPONSIBILITY PR1-PR9	7	2	0	7	2	0
<b>GRI 3.1 TOTAL</b>	<b>94</b>	<b>28</b>	<b>4</b>	<b>108</b>	<b>17</b>	<b>1</b>
Financial Sector Supplement Indicators	3	5	14	8	9	5

For INTERAMERICAN, this Corporate Social Responsibility Report constitutes the fifth consecutive publication and captures data for the period 1/1/2012 till 31/12/2012 (unless otherwise stated). In line with a tradition of innovation, INTERAMERICAN is the first insurance company in Greece to issue a Corporate Social Responsibility Report. The first Report was published in 2009 and covered the activities of the Company for the three-year period 2006-2008. Since then, INTERAMERICAN produces a Corporate Social Responsibility Report on an annual basis.





This INTERAMERICAN Corporate Social Responsibility Report fulfils the requirements of Application Level B+ according to GRI-G3.1 reporting guidelines.

TÜV Austria - Hellas has provided an external independent assurance with regard to Application Level B+ for this Corporate Social Responsibility Report.

Report Application Level		C	C+	B	B+	A	A+
Report Externally Assured	G3 Profile Disclosures OUTPUT	Report on: 1.1 2.1-2.10 3.1 - 3.8, 3.10 - 3.12 4.1 - 4.4, 4.14 - 4.15		Report on all criteria listed for Level C plus: 1.2 3.9, 3.13 4.5 - 4.13, 4.16 - 4.17	Report Externally Assured	Same as requirement for Level B	
	G3 Management Approach Disclosures OUTPUT	Not Required		Management Approach Disclosures for each Indicator Category		Management Approach Disclosures for each Indicator Category	
	G3 Performance Indicators & Sector Supplement Performance Indicators OUTPUT	Report on a minimum of 10 Performance Indicators, including at least one from each of: Economic, Social and Environmental.		Report on a minimum of 20 Performance Indicators, at least one from each of Economic, Environmental, Human rights, Labor, Society, Product Responsibility.		Report on each core G3 and Sector Supplement* Indicator with due regard to the Materiality Principle by either: a) reporting on the Indicator or b) explaining the reason for its omission.	

\*Sector supplement in final version

