

GRI content index 2021



GRI Standards content Index

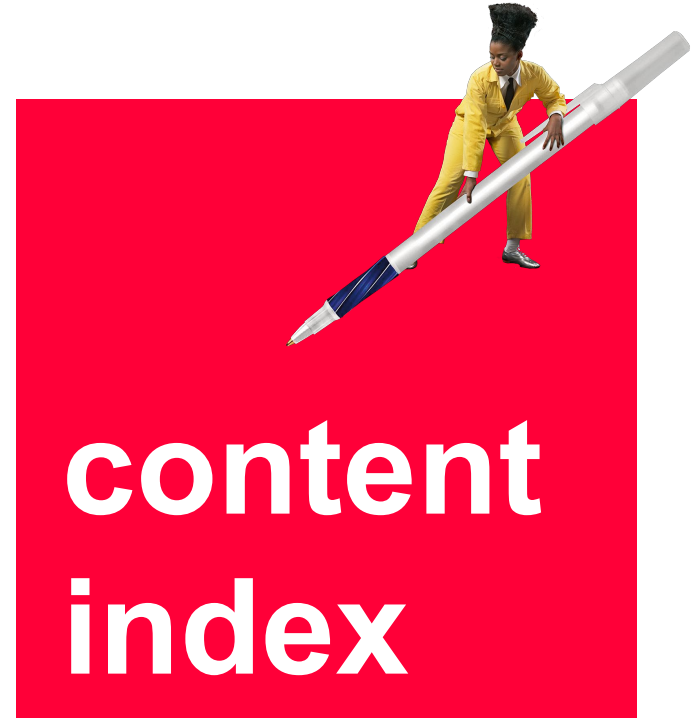
GRI 1 used: GRI 1: Foundation 2021

citizenM has reported the information cited in this GRI content index for the period 1 January - 31 December 2021 with reference to the GRI Standards.

The Global Reporting Initiative (GRI) is an international independent organization that helps businesses, governments and other organizations understand and communicate the impact of business on critical sustainability issues such as climate change, human rights, corruption and many others.

GRI's Sustainability Reporting Standards are the world's most widely used standards on sustainability reporting and disclosure, enabling businesses, governments, civil society and citizens to make better decisions based on information that matters.

This GRI Standards Content Index refers to our 2021 ESG Report which can be downloaded **from this page** [here](#).



GRI standard	disclosure	reference or response
GRI:2 :General Disclosures	2-1 Organizational details	ESG Report 2021 - Page 10: "about citizenM"
	2-2 Entities included in the organization's sustainability reporting	ESG Report 2021 - Page 10: "about citizenM"
	2-3 Reporting period, frequency and contact point	ESG Report 2021 - Page 10: "about citizenM"
	2-4 Restatements of information	ESG Report 2021 - Pages 40-47: "energy", "ghg", "water", "waste"
	2-5 External assurance	ESG Report 2021 - Pages 108-111: "assurance statement"
	2-6 Activities, value chain and other business relationships	ESG Report 2021 - Page 10: "about citizenM"
	2-7 Employees	ESG Report 2021 - Pages 54-55: "diversity & inclusion"
	2-9 Governance structure and composition	ESG Report 2021 - Page 22: "governance"
	2-10 Nomination and selection of the highest governance body	Each shareholder is entitled to appoint one non-executive director, shareholders jointly appoint an independent non-executive director. The shareholders jointly appoint the executive directors.

GRI standard	disclosure	reference or response
GRI:2 :General Disclosures	2-11 Chair of the highest governance body	Mr. Rattan Chadha - Non-executive Director and Chairman of the Board
	2-12 Role of the highest governance body in overseeing the management of impacts	ESG Report 2021 - Page 22: "governance"
	2-13 Delegation of responsibility for managing impacts	The ESG Officer & ESG Director review and advises the executive directors on the ESG objectives and strategy, including its impact on the environment, social, community and its general approach to sustainable development, and stakeholder engagement in relation to the group's approach to responsible business
	2-14 Role of the highest governance body in sustainability reporting	The ESG Officer & ESG Director review the content of the ESG Report 2021. Approval is required by stream leaders, CEO and legal.
	2-15 Conflicts of interest	Each employee shall report potential conflicts of interest to the responsible senior management while also informing citizenM's Legal Director. No conflicts of interest were reported in 2021
	2-16 Communication of critical concerns	Concerns can be raised with citizenM's trusted persons or citizenM's confidential advisor

GRI standard	disclosure	reference or response
GRI:2 :General Disclosures	2-19 Remuneration policies	The remuneration policy is set out in our shareholders agreement. There is currently no link between policy and listed objectives
	2-20 Process to determine remuneration	Shareholders determine the remuneration of the members of the board
	2-22 Statement on sustainable development strategy	ESG Report 2021 - Pages 12-13: "hello from our CEO"
	2-23 Policy commitments	ESG Report 2021 - Pages 104-105: "policies and statements"
	2-26 Mechanisms for seeking advice and raising concerns	Speak Up Procedure
	2-27 Compliance with laws and regulations	No significant instances of non-compliance with laws and regulations were reported during the reporting period

GRI standard	disclosure	reference or response
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GRI:2 :General Disclosures

2-28 Membership associations

- ASTM - Association of Swiss Travel Management
- Danish Business Travel Association
- IGLTA - International LGBTQ+ Travel Association
- EHF - The European Hotel Forum
- Scottish PA Network
- GBTA - Global Business Travel Association
- NATM (NL)
- VDR (GER)
- STMF (CH)
- HSMAI (hospitality sales and marketing association international)
- AFTM (France)
- Visit Seattle
- PSBTA (Seattle)
- NEBTA (Boston)
- ITM - Institute Of Travel Management
- OTCP (Office du Tourisme et des Conventions de Paris)
- SEC (Sales Enablement Collective)
- European American Chamber of Commerce New York
- European American Chamber of Commerce Miami
- SFTravel San Francisco
- The Greater Miami Convention & Visitors Bureau
- LATCB Los Angeles

2-29 Approach to stakeholder engagement

ESG Report 2021 - Page 15: "stakeholders"

2-30 Collective bargaining agreements

In accordance with the law, we respect the right of all employees who want to form or join trade unions (and other representations), and carry out representative functions at work in line with legislation. To allow employees to bargain collectively and engage in peaceful assembly, as well as respect the right of employees to refrain from such activities. Employees should not be discriminated against or be treated unfavourably or differently because they carry out representative functions. 28.6% of citizenM employees are covered by collective bargaining agreements

GRI standard	disclosure	reference or response
GRI 3: Material Topics 2021	3-1 Process to determine material topics	ESG Report 2021 - Page 14: "materiality"
	3-2 List of material topics	ESG Report 2021 - Page 14: "materiality"
	3-3 Management of material topics	ESG Report 2021 - Page 14: "materiality"
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Group revenue for 2021 was €87.7m
	201-2 Financial implications and other risks and opportunities due to climate change	ESG Report 2021 - Page 25: "climate action"
	201-3 Defined benefit plan obligations and other retirement plans	citizenM operates retirement and pension plans that vary at the local level, based on legal and market requirements and practices
	201-4 Financial assistance received from government	Financial assistance received from government in 2021 was €2.3m
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	ESG Report 2021 - Pages 64-65: "citizenMovement foundation"
	203-2 Significant indirect economic impacts	Globally, our hotel operations and support offices have a positive impact on communities by creating jobs and stimulating local economic development. Our green buildings help create more sustainable communities.

GRI standard	disclosure	reference or response
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	ESG Report 2021 - Pages 104 - 105: "policies and statements - bribery and corruption"
	205-3 Confirmed incidents of corruption and actions taken	Zero incidents
GRI 302: Energy 2016	302-1 Energy consumption within the organization	ESG Report 2021 - Page 40: "energy"
	302-3 Energy intensity	ESG Report 2021 - Page 40: "energy"
	302-4 Reduction of energy consumption	ESG Report 2021 - Page 74: "progress"
GRI 303: Water and Effluents 2018	303-5 Water consumption	ESG Report 2021 - Page 46: "water"

GRI standard	disclosure	reference or response
GRI 304: Biodiversity 2016	304-2 Significant impacts of activities, products and services on biodiversity	ESG Report 2021 - Page 34: "biodiversity"
GRI 305:Emissions 2016	305-1 Direct (Scope 1) GHG emissions	ESG Report 2021 - Pages 44-45: "ghg"
	305-2 Energy indirect (Scope 2) GHG emissions	ESG Report 2021 - Pages 44-45: "ghg"
	305-3 Other indirect (Scope 3) GHG emissions	ESG Report 2021 - Pages 44-45: "ghg"
GRI 305:Emissions 2016	305-4 GHG emissions intensity	ESG Report 2021 - Pages 44-45: "ghg"
	305-5 Reduction of GHG emissions	ESG Report 2021 - Page 74: "progress"
	305-6 Emissions of ozone-depleting substances (ODS)	Fugitive emissions from refrigerants are included in our GHG emissions inventory and represent less than 0.1% of total emissions
GRI 306:Waste 2020	306-1 Waste generation and significant waste-related impacts	ESG Report 2021 - Page 47: "waste"
	306-3 Waste generated	ESG Report 2021 - Page 47: "waste"
	306-4 Waste diverted from disposal	ESG Report 2021 - Page 47: "waste"
	306-5 Waste directed to disposal	ESG Report 2021 - Page 47: "waste"

GRI standard	disclosure	reference or response
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	ESG Report 2021 - Page 35: "responsible procurement"
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	ESG Report 2021 - Page 59: "keeping our employees safe"
	403-2 Hazard identification, risk assessment, and incident investigation	ESG Report 2021 - Page 59: "keeping our employees safe"
	403-3 Occupational health services	ESG Report 2021 - Page 59: "keeping our employees safe"
	403-4 Worker participation, consultation, and communication on occupational health and safety	ESG Report 2021 - Page 59: "keeping our employees safe"
	403-5 Worker training on occupational health and safety	ESG Report 2021 - Page 59: "keeping our employees safe"
	403-6 Promotion of worker health	ESG Report 2021 - Page 59: "keeping our employees safe"
	403-8 Workers covered by an occupational health and safety management system	ESG Report 2021 - Page 59: "keeping our employees safe"
	403-9 Work-related injuries	ESG Report 2021 - Pages 98-99: "doing the right thing for our people"
	403-10 Work-related ill health	ESG Report 2021 - Pages 98-99: "doing the right thing for our people"

GRI standard	disclosure	reference or response
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	ESG Report 2021 - Page 58: "training and professional development"
	404-3 Percentage of employees receiving regular performance and career development reviews	ESG Report 2021 - Pages 96-97: "doing the right thing for our people"
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	ESG Report 2021 - Pages 54-55: "diversity & inclusion"
	405-2 Ratio of basic salary and remuneration of women to men	A gender pay gap analysis carried out annually
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	ESG Report 2021 - Page 60: "human rights"
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	ESG Report 2021 - Pages 65-67: "local positive movements"