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Response to the Third-Party Opinion

Yokohama Rubber took the following actions in response to Mr. Kawakita's third-party opinion about CSR^{*1} Report 2014. A selection of these actions is presented below.

Mr. Kawakita's Findings	Yokohama Rubber's Response
Labor Practices	
I strongly urge the Company to establish an environment where employees can continue to work, while also taking leave, such as by hosting workshops that introduce examples of people that have taken nursing care leave.	We created a working team involving management and labour and held interviews with employees who have taken nursing care leave, both in an effort to introduce examples. We also confirmed the current situation by carrying out a survey of our benefits programs. We introduced a flex-time system for employees providing nursing care and are currently examining other measures as well. [Human Resources]
I hope the Company will promote even more effective measures aimed at preventative care (in terms of mental health), such as establishing a hotline where employees can discuss personal problems.	We accept consultations from employees about health, workplace, money and life plan issues. We involved management and labour in the establishment of the Health Promotion Committee and Mental Health Subcommittee, where we are reviewing issues. Under the guidance of an occupational physician, we are currently moving forward with preventive measures for mental health issues. [Human Resources, Safety, Compliance]
I expect the Company to encourage the participation and involvement of reemployed workers in their local communities.	We launched our social contribution activity support system in FY 2014, under which employees working at all of our domestic group companies are beginning to get involved with social community activities, including those in their community. [Human Resources, CSR and Environmental Affairs]
I strongly encourage the Company to accelerate its development of the next generation of executives at both its head office and overseas sites based on a long-term goal and strategy given where the market and the company will be in 10 years time.	We will continue to open new sites to support our expansion into major international markets. Hiring and developing people and executive candidates locally is critical to these business operations. We will continue to develop human resources globally and offer a job rotation program. [Human Resources]
I ask that the company to continue to work proactively toward implementing measures to ensure that employees with disabilities are retained over the long term.	We examined ways to improve the working environment and address issues posed by increasing opportunities so that persons with disabilities can contribute more. We are in the process of creating a development program and evaluation system for these human resources as well. [Human Resources]
I urge the company to not only look back on past accidents on the calendar, but also to incorporate safety improvements and remedies for facility specifications and to issue a report about the progress of evaluations and improvements to ensure the greater effectiveness of safety measures.	We carried out risk assessments and opened workplaces to the public at each of our sites and based on the results we are now making changes to facility plans and SOP ^{*2} . Additionally, we are using company-wide safety checks and follow-up to check and improve activities, and we will continue to engage in these effective efforts. [Safety]
The Environment	
I strongly encourage the Company to thoroughly shed light on its challenges and methods, such as transitioning to the non-fixation of energy usage adjustable to the fluctuation of production volume (Just- In-Time for Energy), and also to share the same support system among divisions and overseas sites.	We are carrying out activities to reduce energy loss in line with fluctuations in production volume (operations/shutdowns). Every year our domestic and overseas sites hire outside consultants to provide guidance on energy efficiency and initiatives are in turn being rolled out. [CSR and Environmental Affairs, Facilities]

Mr. Kawakita's Findings	Yokohama Rubber's Response
Fair Operating Practices	
(As for procurement) I strongly encourage the Company to establish a support system with suppliers for sharing and problem solving actual cases and further understanding initiatives in greater detail, based on global trends in the sector.	From the standpoint of stable procurement and ethical practices, we checked for compliance with regulations around the world. For pursuing fair transactions with business partners, we encourage information sharing about our procurement managers in Japan and overseas through meetings and training sessions. [Procurement]
Consumer Issues	
(As for quality assurance) I hope that it will incorporate the minimization of impacts on customers as part of its management indicators and further advance quantitative and effective measures.	Under our quality policy, we are working to provide appealing products that satisfy our customers. We check quality every step of the way up to market launch and pursue further improvements through customer satisfaction and technical services provided to customers. [Quality Assurance]

^{*1} CSR :

An acronym for corporate social responsibility. At Yokohama Rubber, we view CSR -as the trust placed in a company by society. Toward that end, we are working to build a trusted identity as a contributing member of the global community.

^{*2} Standard Operating Procedure(SOP) :

Helps employees to work efficiency, safely and with surety.

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Third-Party Opinion

The description herein refers to the opinions based on this report, a related website; interviews held with persons in charge from Yokohama Rubber's Raw Materials Procurement, Human Resources, Corporate General Affairs, Quality, Safety and CSR departments; and field observation on biodiversity conservation activities at the Mie Plant. Suffice to say, Yokohama Rubber's various approaches to CSR are steadily progressing under the PDCA^{**1} management cycle, especially with regard to its mitigation of environmental impacts.

^{**1} PDCA :

A method for continually improving operations through the repeated cycle of plan, do, check and act.




Hideto Kawakita

CEO and Editor/Publisher of Socio Management International Institution for Human, Organization and the Earth (IIHOE)

IIHOE:

The International Institute for Human, Organization and the Earth is a non-profit organization established in 1994 for the democratic and balanced development of all the lives on the earth. Although it mainly provides management support for citizens' groups and welfare workers, the group is also heavily involved in providing CSR support to large corporations.

<http://blog.canpan.info/iihoe/>  (Japanese language only)

Truly Commendable Areas

- Regarding conservation of biological diversity, I commend the Company for carrying out initiatives to foster a correct understanding of the positive and negative impacts it has on ecosystems, including by hosting employee-led workshops and briefings for the local community as well as conducting activities that conserve biological and ecosystem diversity autonomously across a wide area, at seven factories in Japan, including the Mie Plant, based on the preliminary studies implemented at 30 of the Company's business locations both in Japan and overseas in fiscal 2010. In particular, I highly praise the fact that members comprising managerial employees taking part in activities at the Mie Plant have taken the lead in ongoing monitoring efforts. I hope that the Company will expand this same initiative gradually to its overseas business locations.
- Regarding the Yokohama Forever Forest Project, in seven years since the project was launched Yokohama Rubber's domestic and overseas sites have planted more than 370,000 trees with sufficient consideration towards the conservation and improvement of biodiversity. They nurtured the seedlings on their own, and not only were 93% supplied within the Yokohama Rubber Group in fiscal 2014 in Japan, but also they have provided a cumulative total of more than 270,000 seedlings so far to municipal governments and other companies. In particular, I commend the Company for playing a leading role in the "Green Coastal Levee that Protects Lives" project planned for those areas affected by the Great East Japan Earthquake. I also truly commend this world-leading initiative for contributing to society to preserve and improve forest ecosystems and greenery. Going forward, I hope that the Yokohama Forever Forest Project website will evolve into a portal that also introduces many examples of similar initiatives taking place at other companies.

- Regarding corporate governance and CSR implementation system, while I commend Yokohama Rubber for establishing interim targets up to 2017, when it celebrates its centennial anniversary, and promoting initiatives using key performance indicators (KPI) based on the core subjects of ISO26000, going forward I sincerely hope the Company will develop a system that focuses on its position in world markets in 2017, and beyond, and in particular, continue to use targets and measures created using a bottom-up approach at its domestic and overseas sites in order to incorporate many different values globally in its management decisions and practices. In terms of its reporting and communication, I would like the Company to provide more detailed introductions of the initiatives being carried out by Yokohama Group companies in Japan and abroad. I also hope that the Company will promote stakeholder² engagement further as required by ISO26000³, setting up opportunities for continuous dialogue with NPOs in important operating regions similar to those on biodiversity already begun at the Mie Plant. From this standpoint, I would like the Company to provide a venue for persons in charge of business divisions to share their views as an opportunity for dialogue to promote CSR across the company.
- Regarding its quality assurance implementation system, while I commend Yokohama Rubber for its efforts to cut wait times in half for feedback provided to customers who contact the company, I hope that it in the future will incorporate the minimization of impacts on customers as part of its management indicators and further advance quantitative and effective measures.
- Regarding the reduction of environmental impacts, I praise the company for the progress it has made. This includes reducing the environmental impacts of products, including increasing the use of powdered recycled rubber by some 3% compared to last year, achieving the interim targets for lowering waste emissions and GHG emissions. Going forward, I strongly encourage the Company to thoroughly shed light on its challenges and methods, such as transitioning to the non-fixation of energy usage adjustable to the fluctuation of production volume (Just- In-Time for Energy), and also to share the same support system among divisions and overseas sites.
- As for CSR at suppliers, I commend the Company for holding CSR workshops for business partners in major countries, having suppliers carry out self checks for the first time in five years, and establishing a commendation system based on the results of these self checks. In order to more effectively improve initiatives being undertaken by suppliers, I strongly encourage the Company to establish a support system with suppliers for sharing and problem solving actual cases and further understanding initiatives in greater detail.
- As for employee safety, I commend Yokohama Rubber for investigating and rectifying the situation company-wide with regard to the serious accident that happened at the Company and the problems with its initial response and reporting. Ultimately, these efforts helped the Company win the Chairman's Prize at the National Industrial Safety and Health Convention. Moving forward, I continue to urge the Company to incorporate safety improvements and remedies for facility specifications without fail and to issue a report about the progress of evaluations and improvements to ensure the greater effectiveness of safety measures.
- Regarding improvement of workplaces to retain employees, I commend the fact that 3.67% of Yokohama Rubber employees took advantage of the systems for paid vacation, leave of absence or shorter work hours in order to care for a child or family member in need, and that Yokohama Rubber interviewed those employee who have taken nursing care leave. Going forward, to prepare for the unavoidable sharp increase in those going to take nursing care leave in the future, I continue to strongly urge the Company to establish an environment where employees can continue to work, while also taking leave, such as by hosting workshops that introduce examples of people that have taken nursing care leave. In terms of mental health care, while commending the Company for conducting stress screenings on all of its employees, going forward I hope the Company will promote even more effective measures, such as establishing and using hotlines where employees can discuss personal problems or any other matter. I also praise the Company for making progress with the reemployment of retired workers and I expect the Company to encourage the participation and involvement of reemployed workers in their local communities.
- As for the enhancement of a human resource portfolio required as a global corporation over the midterm, I think it is good that the Company has begun strengthening personnel development efforts across the Group for managerial level employees. Meanwhile, going forward, I strongly encourage the Company to accelerate its development of the next generation of executives at both its head office and overseas sites based on a long-term goal and strategy given where the market and the company will be in 10 years time.
- As for employment of persons with disabilities, I commend the Company for achieving the statutory employment rate of persons with disabilities and expanding job opportunities. I ask that the company to

- continue to work proactively toward implementing measures to ensure that employees with disabilities are retained over the long term.

^{*2} Stakeholders :

The individuals, groups and concerned interests with a stake in the activities of a company or any other organization.

^{*3} ISO26000 :

A set of guidelines created by the International Standards Organization (ISO) on the social responsibilities of companies and other organizations.

Response to Third-Party Opinion



While we have received certain positive feedback regarding our CSR initiatives, we take suggestions and recommendations very seriously, as something to be improved upon in continuing to meet the expectations of our stakeholders.

Safe workplaces, as well as the physical and mental wellbeing of employees, represent the very foundation of our corporate management, and employees of the Yokohama Rubber Group carry out their duties closely in line with our action guidelines. On top of this, in order to pursue sustainable business activities in Japan and overseas in a stable manner, we will carry out biological diversity conservation studies and work closely with suppliers, while developing an employee-friendly workplace environment where employees can contribute their skills and abilities, through greater expansion our nursing care system, to accommodate the need of employees in an aging society. To that end, we will continue to hold discussions and dialogue with our stakeholders in the future.

Fumio Morita

Director and Managing Corporate Officer
Head of Corporate Social Responsibility Division
Yokohama Rubber Co., Ltd.

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Reference Table for GRI Guidelines

This report is in accordance with the core of the GRI Sustainability Reporting Guidelines Version 4 (G4).

GENERAL STANDARD DISCLOSURES

Index		Page to refer
Strategy and Analysis		
G4-1	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.	Message from the President
Organizational Profile		
G4-3	a. Report the name of the organization.	Yokohama Rubber Group at a Glance
G4-4	a. Report the primary brands, products, and services.	Yokohama Rubber Group at a Glance
G4-5	Report the location of the organization's headquarters.	Yokohama Rubber Group at a Glance
G4-6	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.	Yokohama Rubber Group at a Glance
G4-7	Report the nature of ownership and legal form.	Yokohama Rubber Group at a Glance
G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	Yokohama Rubber Group at a Glance
G4-9	Report the scale of the organization. <ul style="list-style-type: none"> 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 	Yokohama Rubber Group at a Glance
G4-10	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).	Breakdown of Operations by Region Female employee ratio
G4-11	Report the percentage of total employees covered by collective bargaining agreements.	Other initiatives (percentage of

Index		Page to refer
		employee union members)
G4-12	Describe the organization's supply chain.	Fair Operating Practices
G4-13	<p>Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain.</p> <ul style="list-style-type: none"> ■ 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 	Yokohama Rubber Group at a Glance
Commitments to External Initiatives		
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.	Risk Management
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	Corporate Philosophy and CSR management
G4-16	<p>List memberships of associations (such as industry associations) and national or international advocacy organizations.</p> <ul style="list-style-type: none"> ■ Holds a position on the governance body ■ Participates in projects or committees ■ Provides substantive funding beyond routine membership dues ■ Views membership as strategic <p>Mainly aim for membership qualifications maintained on an organization level.</p>	Corporate Philosophy and CSR management
Identified Material Aspects and Boundaries		
G4-17	<p>a. List all entities included in the organization's consolidated financial statements or equivalent documents.</p> <p>b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.</p>	Yokohama Rubber Group at a Glance 
G4-18	<p>a. Explain the process for defining the report content and the Aspect Boundaries.</p> <p>b. Explain how the organization has implemented the Reporting Principles for Defining Report Content.</p>	Editorial Policy for CSR Website
G4-19	a. List all the material Aspects identified in the process for defining report content.	Response to the GRI Guidelines (Version 4)
G4-20	<p>a. For each material Aspect, report the Aspect Boundary within the organization.</p> <ul style="list-style-type: none"> ■ 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: <ul style="list-style-type: none"> • 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 	Response to the GRI Guidelines (Version 4)
G4-21	<p>a. For each material Aspect, report the Aspect Boundary outside the organization.</p> <ul style="list-style-type: none"> ■ 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 	ISO26000 Compliance Activity Report
G4-22	a. Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	Editorial Policy for CSR Website
G4-23	a. Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	Editorial Policy for CSR Website
Stakeholder Engagement		
G4-24	a. Provide a list of stakeholder groups engaged by the organization.	Yokohama Rubber's Value Creation Story

Index		Page to refer
G4-25	a. Report the basis for identification and selection of stakeholders with whom to engage.	ISO26000 Compliance Activity Report
G4-26	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.	Response to the GRI Guidelines (Version 4) ISO26000 Compliance Activity Report
G4-27	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.	Yokohama Rubber's Value Creation Story ISO26000 Compliance Activity Report
Report Profile		
G4-28	a. Reporting period (such as fiscal or calendar year) for information provided.	Editorial Policy for CSR Website
G4-29	a. Date of most recent previous report (if any).	Editorial Policy for CSR Website
G4-30	a. Reporting cycle (such as annual, biennial).	Editorial Policy for CSR Website
G4-31	a. Provide the contact point for questions regarding the report or its contents.	Editorial Policy for CSR Website
GRI Content Index		
G4-32	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.	Reference Table for GRI Guidelines
Assurance		
G4-33	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.	Third-Party Opinion
Governance		
Governance Structure and Composition		
G4-34	a. Report the governance structure of the organization, including committees of the highest governance body.	Corporate Governance CSR and Environmental Management
Ethics and Integrity		
G4-56	a. Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	Yokohama Rubber Group's Value Creation Story Corporate Philosophy and CSR management

SPECIFIC STANDARD DISCLOSURES

Index		Page to refer
Disclosures on Management Approach		
G4-DMA	<p>a. Report why the Aspect is material. Report the impacts that make this Aspect material.</p> <p>b. Report how the organization manages the material Aspect or its impacts.</p> <p>c. Report the evaluation of the management approach, including:</p> <ul style="list-style-type: none"> ■ 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 	<p>Management is conducted through the PCDA cycle for each of the activity areas in accordance with the core issues of ISO26000.</p> <p>Human Rights</p> <p>Labor Practices</p> <p>The Environment</p> <p>Fair Operating Practices</p> <p>Consumer Issues</p> <p>Community Involvement and Development</p>
Category: Economic		
Aspect: Economic Performance		
G4-EC1	<p>DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED</p> <p>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:</p> <ul style="list-style-type: none"> ■ Direct economic value generated: <ul style="list-style-type: none"> • Revenues ■ Economic value distributed: <ul style="list-style-type: none"> • 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') <p>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.</p>	<p>Economic Performance</p>
G4-EC2	<p>FINANCIAL IMPLICATIONS AND OTHER RISKS AND OPPORTUNITIES FOR THE ORGANIZATION'S ACTIVITIES DUE TO CLIMATE CHANGE</p> <p>a. Report risks and opportunities posed by climate change that have the potential to generate substantive changes in operations, revenue or expenditure, including:</p> <ul style="list-style-type: none"> ■ 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 	<p>Data summary(financial impact of climate change) (595KB) PDF</p>

Index		Page to refer
G4-EC3	<p>COVERAGE OF THE ORGANIZATION'S DEFINED BENEFIT PLAN OBLIGATIONS</p> <ol style="list-style-type: none"> Where the plan's liabilities are met by the organization's general resources, report the estimated value of those liabilities. Where a separate fund exists to pay the plan's pension liabilities, report: <ul style="list-style-type: none"> 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 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. Report the percentage of salary contributed by employee or employer. 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). 	Data summary(Range of organizational burden of defined benefit pension plans) (595KB) PDF
G4-EC4	<p>FINANCIAL ASSISTANCE RECEIVED FROM GOVERNMENT</p> <ol style="list-style-type: none"> Report the total monetary value of financial assistance received by the organization from governments during the reporting period, including, as a minimum: <ul style="list-style-type: none"> 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 Report the information above by country. Report whether, and the extent to which, the government is present in the shareholding structure. 	Economic Performance
Aspect: Market Presence		
G4-EC5	<p>RATIOS OF STANDARD ENTRY LEVEL WAGE BY GENDER COMPARED TO LOCAL MINIMUM WAGE AT SIGNIFICANT LOCATIONS OF OPERATION</p> <ol style="list-style-type: none"> 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. 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. Report the definition used for 'significant locations of operation'. 	Market Presence
G4-EC6	<p>PROPORTION OF SENIOR MANAGEMENT HIRED FROM THE LOCAL COMMUNITY AT SIGNIFICANT LOCATIONS OF OPERATION</p> <ol style="list-style-type: none"> Report the percentage of senior management at significant locations of operation that are hired from the local community. Report the definition of 'senior management' used. Report the organization's geographical definition of 'local'. Report the definition used for 'significant locations of operation'. 	Data summary(Market Presence) (595KB) PDF

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Category: Environmental		
Aspect: Materials		
G4-EN1	<p>MATERIALS USED BY WEIGHT OR VOLUME</p> <p>a. 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:</p> <ul style="list-style-type: none"> ■ Non-renewable materials used ■ Renewable materials used 	Materials
G4-EN2	<p>PERCENTAGE OF MATERIALS USED THAT ARE RECYCLED INPUT MATERIALS</p> <p>a. Report the percentage of recycled input materials used to manufacture the organization's primary products and services.</p>	Data summary(Materials) (595KB) PDF
Aspect: Energy		
G4-EN3	<p>ENERGY CONSUMPTION WITHIN THE ORGANIZATION</p> <p>a. Report total fuel consumption from non-renewable sources in joules or multiples, including fuel types used.</p> <p>b. Report total fuel consumption from renewable fuel sources in joules or multiples, including fuel types used.</p> <p>c. Report in joules, watt-hours or multiples, the total:</p> <ul style="list-style-type: none"> ■ Electricity consumption ■ Heating consumption ■ Cooling consumption ■ Steam consumption <p>d. Report in joules, watt-hours or multiples, the total:</p> <ul style="list-style-type: none"> ■ Electricity sold ■ Heating sold ■ Cooling sold ■ Steam sold <p>e. Report total energy consumption in joules or multiples.</p> <p>f. Report standards, methodologies, and assumptions used.</p> <p>g. Report the source of the conversion factors used.</p>	Energy
G4-EN4	<p>ENERGY CONSUMPTION OUTSIDE OF THE ORGANIZATION</p> <p>a. Report energy consumed outside of the organization, in joules or multiples.</p> <p>b. Report standards, methodologies, and assumptions used.</p> <p>c. Report the source of the conversion factors used.</p>	Data summary(Energy) (595KB) PDF
G4-EN5	<p>ENERGY INTENSITY</p> <p>a. Report the energy intensity ratio.</p> <p>b. Report the organization-specific metric (the ratio denominator) chosen to calculate the ratio.</p> <p>c. Report the types of energy included in the intensity ratio: fuel, electricity, heating, cooling, steam, or all.</p> <p>d. Report whether the ratio uses energy consumed within the organization, outside of it or both.</p>	Data summary(Energy) (595KB) PDF







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G4-EN6	<p>REDUCTION OF ENERGY CONSUMPTION</p> <ol style="list-style-type: none"> Report the amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives, in joules or multiples. Report the types of energy included in the reductions: fuel, electricity, heating, cooling, and steam. Report the basis for calculating reductions in energy consumption such as base year or baseline, and the rationale for choosing it. Report standards, methodologies, and assumptions used. 	Data summary(Energy) (595KB) PDF
G4-EN7	<p>REDUCTIONS IN ENERGY REQUIREMENTS OF PRODUCTS AND SERVICES</p> <ol style="list-style-type: none"> Report the reductions in the energy requirements of sold products and services achieved during the reporting period, in joules or multiples. Report the basis for calculating reductions in energy consumption such as base year or baseline, and the rationale for choosing it. Report standards, methodologies, and assumptions used. 	Data summary(Energy) (595KB) PDF
Aspect: Water		
G4-EN8	<p>TOTAL WATER WITHDRAWAL BY SOURCE</p> <ol style="list-style-type: none"> Report the total volume of water withdrawn from the following sources: <ul style="list-style-type: none"> ■ 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 Report standards, methodologies, and assumptions used. 	Water
G4-EN9	<p>WATER SOURCES SIGNIFICANTLY AFFECTED BY WITHDRAWAL OF WATER</p> <ol style="list-style-type: none"> Report the total number of water sources significantly affected by withdrawal by type: <ul style="list-style-type: none"> ■ 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 Report standards, methodologies, and assumptions used. 	Data summary(Water) (595KB) PDF
G4-EN10	<p>PERCENTAGE AND TOTAL VOLUME OF WATER RECYCLED AND REUSED</p> <ol style="list-style-type: none"> Report the total volume of water recycled and reused by the organization. Report the total volume of water recycled and reused as a percentage of the total water withdrawal reported under Indicator G4-EN8. Report standards, methodologies, and assumptions used. 	Data summary(Water) (595KB) PDF

Index		Page to refer
Aspect: Biodiversity		
G4-EN11	<p>OPERATIONAL SITES OWNED, LEASED, MANAGED IN, OR ADJACENT TO, PROTECTED AREAS AND AREAS OF HIGH BIODIVERSITY VALUE OUTSIDE PROTECTED AREAS</p> <p>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:</p> <ul style="list-style-type: none"> ■ 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: <ul style="list-style-type: none"> • 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 Categories⁶⁷, Ramsar Convention⁷⁸, national legislation) 	Data summary(Biodiversity) (595KB) PDF
G4-EN12	<p>DESCRIPTION OF SIGNIFICANT IMPACTS OF ACTIVITIES, PRODUCTS, AND SERVICES ON BIODIVERSITY IN PROTECTED AREAS AND AREAS OF HIGH BIODIVERSITY VALUE OUTSIDE PROTECTED AREAS</p> <p>a. Report the nature of significant direct and indirect impacts on biodiversity with reference to one or more of the following:</p> <ul style="list-style-type: none"> ■ 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) <p>b. Report significant direct and indirect positive and negative impacts with reference to the following:</p> <ul style="list-style-type: none"> ■ Species affected ■ Extent of areas impacted ■ Duration of impacts ■ Reversibility or irreversibility of the impacts 	Data summary(Biodiversity) (595KB) PDF
G4-EN13	<p>HABITATS PROTECTED OR RESTORED</p> <p>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.</p> <p>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.</p> <p>c. Report on the status of each area based on its condition at the close of the reporting period.</p> <p>d. Report standards, methodologies, and assumptions used.</p>	Biodiversity

Index		Page to refer
G4-EN14	<p>TOTAL NUMBER OF IUCN RED LIST SPECIES AND NATIONAL CONSERVATION LIST SPECIES WITH HABITATS IN AREAS AFFECTED BY OPERATIONS, BY LEVEL OF EXTINCTION RISK</p> <p>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:</p> <ul style="list-style-type: none"> ■ Critically endangered ■ Endangered ■ Vulnerable ■ Near threatened ■ Least concern 	Data summary(Biodiversity) (595KB) PDF
Aspect: Emissions		
G4-EN15	<p>DIRECT GREENHOUSE GAS (GHG) EMISSIONS (SCOPE 1)</p> <p>a. Report gross direct (Scope 1) GHG emissions in metric tons of CO₂ equivalent, independent of any GHG trades, such as purchases, sales, or transfers of offsets or allowances.</p> <p>b. Report gases included in the calculation (whether CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, or all).</p> <p>c. Report biogenic CO₂ emissions in metric tons of CO₂ equivalent separately from the gross direct (Scope 1) GHG emissions.</p> <p>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.</p> <p>e. Report standards, methodologies, and assumptions used.</p> <p>f. Report the source of the emission factors used and the global warming potential (GWP) rates used or a reference to the GWP source.</p> <p>g. Report the chosen consolidation approach for emissions (equity share, financial control, operational control).</p>	Emissions
G4-EN16	<p>ENERGY INDIRECT GREENHOUSE GAS (GHG) EMISSIONS (SCOPE 2)</p> <p>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.</p> <p>b. Report gases included in the calculation, if available.</p> <p>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.</p> <p>d. Report standards, methodologies, and assumptions used.</p> <p>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.</p> <p>f. Report the chosen consolidation approach for emissions (equity share, financial control, operational control).</p>	Data summary(Emissions) (595KB) PDF

Index		Page to refer
G4-EN17	<p>OTHER INDIRECT GREENHOUSE GAS (GHG) EMISSIONS (SCOPE 3)</p> <ol style="list-style-type: none"> 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. Report gases included in the calculation, if available. Report biogenic CO₂ emissions in metric tons of CO₂ equivalent separately from the gross other indirect (Scope 3) GHG emissions. Report other indirect (Scope 3) emissions categories and activities included in the calculation. 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. Report standards, methodologies, and assumptions used. 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. 	Data summary(Emissions) (595KB) PDF
G4-EN18	<p>GREENHOUSE GAS (GHG) EMISSIONS INTENSITY</p> <ol style="list-style-type: none"> Report the GHG emissions intensity ratio. Report the organization-specific metric (the ratio denominator) chosen to calculate the ratio. Report the types of GHG emissions included in the intensity ratio: direct (Scope 1), energy indirect (Scope 2), other indirect (Scope 3). Report gases included in the calculation. 	Data summary(Emissions) (595KB) PDF
G4-EN19	<p>REDUCTION OF GREENHOUSE GAS (GHG) EMISSIONS</p> <ol style="list-style-type: none"> Report the amount of GHG emissions reductions achieved as a direct result of initiatives to reduce emissions, in metric tons of CO₂ equivalent. Report gases included in the calculation (whether CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, or all). Report the chosen base year or baseline and the rationale for choosing it. Report standards, methodologies, and assumptions used. Report whether the reductions in GHG emissions occurred in direct (Scope 1), energy indirect (Scope 2), other indirect (Scope 3) emissions. 	Data summary(Emissions) (595KB) PDF
G4-EN20	<p>EMISSIONS OF OZONE-DEPLETING SUBSTANCES (ODS)</p> <ol style="list-style-type: none"> Report production, imports, and exports of ODS in metric tons of CFC-11 equivalent. Report substances included in the calculation. Report standards, methodologies, and assumptions used. Report the source of the emission factors used. 	Data summary(Emissions) (595KB) PDF

Index		Page to refer
G4-EN21	<p>NO_x, SO_x, AND OTHER SIGNIFICANT AIR EMISSIONS</p> <p>a. Report the amount of significant air emissions, in kilograms or multiples for each of the following:</p> <ul style="list-style-type: none"> ■ NO_x ■ SO_x ■ 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 <p>b. Report standards, methodologies, and assumptions used.</p> <p>c. Report the source of the emission factors used.</p>	Data summary(Emissions) (595KB) PDF
Aspect: Products and Services		
G4-EN27	<p>EXTENT OF IMPACT MITIGATION OF ENVIRONMENTAL IMPACTS OF PRODUCTS AND SERVICES</p> <p>a. Report quantitatively the extent to which environmental impacts of products and services have been mitigated during the reporting period.</p> <p>b. If use-oriented figures are employed, report the underlying assumptions regarding consumption patterns or normalization factors.</p>	Products and Services
G4-EN28	<p>PERCENTAGE OF PRODUCTS SOLD AND THEIR PACKAGING MATERIALS THAT ARE RECLAIMED BY CATEGORY</p> <p>a. Report the percentage of reclaimed products and their packaging materials for each product category.</p> <p>b. Report how the data for this Indicator has been collected.</p>	Data summary(Products and Services) (595KB) PDF
Aspect: Supplier Environmental Assessment		
G4-EN32	<p>PERCENTAGE OF NEW SUPPLIERS THAT WERE SCREENED USING ENVIRONMENTAL CRITERIA</p> <p>a. Report the percentage of new suppliers that were screened using environmental criteria.</p>	Supplier Environmental Assessment
G4-EN33	<p>SIGNIFICANT ACTUAL AND POTENTIAL NEGATIVE ENVIRONMENTAL IMPACTS IN THE SUPPLY CHAIN AND ACTIONS TAKEN</p> <p>a. Report the number of suppliers subject to environmental impact assessments.</p> <p>b. Report the number of suppliers identified as having significant actual and potential negative environmental impacts.</p> <p>c. Report the significant actual and potential negative environmental impacts identified in the supply chain.</p> <p>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.</p> <p>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.</p>	Data summary(Supplier Environmental Assessment) (595KB) PDF
Aspect: Environmental Grievance Mechanisms		
G4-EN34	<p>NUMBER OF GRIEVANCES ABOUT ENVIRONMENTAL IMPACTS FILED, ADDRESSED, AND RESOLVED THROUGH FORMAL GRIEVANCE MECHANISMS</p> <p>a. Report the total number of grievances about environmental impacts filed through formal grievance mechanisms during the reporting period.</p> <p>b. Of the identified grievances, report how many were:</p> <ul style="list-style-type: none"> ■ Addressed during the reporting period ■ Resolved during the reporting period <p>c. Report the total number of grievances about environmental impacts filed prior to the reporting period that were resolved during the reporting period.</p>	Environmental Grievance Mechanisms



Index		Page to refer
Category: Social		
Sub-Category: Labor Practices and Decent Work		
Aspect: Occupational Health and Safety		
G4-LA5	<p>PERCENTAGE OF TOTAL WORKFORCE REPRESENTED IN FORMAL JOINT MANAGEMENTWORKER HEALTH AND SAFETY COMMITTEES THAT HELP MONITOR AND ADVISE ON OCCUPATIONAL HEALTH AND SAFETY PROGRAMS</p> <p>a. Report the level at which each formal joint management-worker health and safety committee typically operates within the organization.</p> <p>b. Report the percentage of the total workforce represented in formal joint management-worker health and safety committees.</p>	Data summary (Occupational Health and Safety) (595KB) 
G4-LA6	<p>TYPE OF INJURY AND RATES OF INJURY, OCCUPATIONAL DISEASES, LOST DAYS, AND ABSENTEEISM, AND TOTAL NUMBER OF WORK-RELATED FATALITIES, BY REGION AND BY GENDER</p> <p>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:</p> <ul style="list-style-type: none"> ■ Region ■ Gender <p>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:</p> <ul style="list-style-type: none"> ■ Region ■ Gender <p>c. Report the system of rules applied in recording and reporting accident statistics.</p>	Occupational Health and Safety
G4-LA7	<p>WORKERS WITH HIGH INCIDENCE OR HIGH RISK OF DISEASES RELATED TO THEIR OCCUPATION</p> <p>a. Report whether there are workers who are involved in occupational activities who have a high incidence or high risk of specific diseases.</p>	Data summary (Occupational Health and Safety) (595KB) 
G4-LA8	<p>HEALTH AND SAFETY TOPICS COVERED IN FORMAL AGREEMENTS WITH TRADE UNIONS</p> <p>a. Report whether formal agreements (either local or global) with trade unions cover health and safety.</p> <p>b. If yes, report the extent, as a percentage, to which various health and safety topics are covered by these agreements.</p>	Data summary (Occupational Health and Safety) (595KB) 
Aspect: Training and Education		
G4-LA9	<p>AVERAGE HOURS OF TRAINING PER YEAR PER EMPLOYEE BY GENDER, AND BY EMPLOYEE CATEGORY</p> <p>a. Report the average hours of training that the organization's employees have undertaken during the reporting period, by:</p> <ul style="list-style-type: none"> ■ Gender ■ Employee category 	Data summary (Training and Education) (595KB) 
G4-LA10	<p>PROGRAMS FOR SKILLS MANAGEMENT AND LIFELONG LEARNING THAT SUPPORT THE CONTINUED EMPLOYABILITY OF EMPLOYEES AND ASSIST THEM IN MANAGING CAREER ENDINGS</p> <p>a. Report on the type and scope of programs implemented and assistance provided to upgrade employee skills.</p> <p>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.</p>	Data summary (Training and Education) (595KB) 
G4-LA11	<p>PERCENTAGE OF EMPLOYEES RECEIVING REGULAR PERFORMANCE AND CAREER DEVELOPMENTREVIEWS, BY GENDER AND BY EMPLOYEE CATEGORY</p> <p>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.</p>	Data summary (Training and Education) (595KB) 

Index		Page to refer
Aspect: Diversity and Equal Opportunity		
G4-LA12	<p>COMPOSITION OF GOVERNANCE BODIES AND BREAKDOWN OF EMPLOYEES PER EMPLOYEE CATEGORY ACCORDING TO GENDER, AGE GROUP, MINORITY GROUP MEMBERSHIP, AND OTHER INDICATORS OF DIVERSITY</p> <p>a. Report the percentage of individuals within the organization's governance bodies in each of the following diversity categories:</p> <ul style="list-style-type: none"> ■ Gender ■ Age group: under 30 years old, 30-50 years old, over 50 years old ■ Minority groups ■ Other indicators of diversity where relevant <p>b. Report the percentage of employees per employee category in each of the following diversity categories:</p> <ul style="list-style-type: none"> ■ Gender ■ Age group: under 30 years old, 30-50 years old, over 50 years old ■ Minority groups ■ Other indicators of diversity where relevant 	
Aspect: Supplier Assessment for Labor Practices		
G4-LA14	<p>PERCENTAGE OF NEW SUPPLIERS THAT WERE SCREENED USING LABOR PRACTICES CRITERIA</p> <p>a. Report the percentage of new suppliers that were screened using labor practices criteria.</p>	Supplier Assessment for Labor Practices
G4-LA15	<p>SIGNIFICANT ACTUAL AND POTENTIAL NEGATIVE IMPACTS FOR LABOR PRACTICES IN THE SUPPLY CHAIN AND ACTIONS TAKEN</p> <p>a. Report the number of suppliers subject to impact assessments for labor practices.</p> <p>b. Report the number of suppliers identified as having significant actual and potential negative impacts for labor practices.</p> <p>c. Report the significant actual and potential negative impacts for labor practices identified in the supply chain.</p> <p>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.</p> <p>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.</p>	Data summary(Supplier Assessment for Labor Practices) (595KB) PDF
Category: Social		
Sub-Category: Human Rights		
Aspect: Child Labor		
G4-HR5	<p>OPERATIONS AND SUPPLIERS IDENTIFIED AS HAVING SIGNIFICANT RISK FOR INCIDENTS OF CHILD LABOR, AND MEASURES TAKEN TO CONTRIBUTE TO THE EFFECTIVE ABOLITION OF CHILD LABOR</p> <p>a. Report operations and suppliers considered to have significant risk for incidents of:</p> <ul style="list-style-type: none"> ■ Child labor ■ Young workers exposed to hazardous work <p>b. Report operations and suppliers considered to have significant risk for incidents of child labor either in terms of:</p> <ul style="list-style-type: none"> ■ Type of operation (such as manufacturing plant) and supplier ■ Countries or geographical areas with operations and suppliers considered at risk <p>c. Report measures taken by the organization in the reporting period intended to contribute to the effective abolition of child labor.</p>	Child Labor

Index		Page to refer
Aspect: Forced or Compulsory Labor		
G4-HR6	<p>OPERATIONS AND 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</p> <p>a. Report operations and suppliers considered to have significant risk for incidents of forced or compulsory labor either in terms of:</p> <ul style="list-style-type: none"> ■ Type of operation (such as manufacturing plant) and supplier ■ Countries or geographical areas with operations and suppliers considered at risk <p>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.</p>	Forced or Compulsory Labor
Aspect: Supplier Human Rights Assessment		
G4-HR10	<p>PERCENTAGE OF NEW SUPPLIERS THAT WERE SCREENED USING HUMAN RIGHTS CRITERIA</p> <p>a. Report the percentage of new suppliers that were screened using human rights criteria.</p>	Supplier Human Rights Assessment
G4-HR11	<p>SIGNIFICANT ACTUAL AND POTENTIAL NEGATIVE HUMAN RIGHTS IMPACTS IN THE SUPPLY CHAIN AND ACTIONS TAKEN</p> <p>a. Report the number of suppliers subject to human rights impact assessments.</p> <p>b. Report the number of suppliers identified as having significant actual and potential negative human rights impacts.</p> <p>c. Report the significant actual and potential negative human rights impacts identified in the supply chain.</p> <p>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.</p> <p>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.</p>	Data summary(Supplier Human Rights Assessment) (595KB) PDF
Aspect: Human Rights Grievance Mechanisms		
G4-HR12	<p>NUMBER OF GRIEVANCES ABOUT HUMAN RIGHTS IMPACTS FILED, ADDRESSED, AND RESOLVED THROUGH FORMAL GRIEVANCE MECHANISMS</p> <p>a. Report the total number of grievances about human rights impacts filed through formal grievance mechanisms during the reporting period.</p> <p>b. Of the identified grievances, report how many were:</p> <ul style="list-style-type: none"> ■ Addressed during the reporting period ■ Resolved during the reporting period <p>c. Report the total number of grievances about human rights impacts filed prior to the reporting period that were resolved during the reporting period.</p>	Human Rights Grievance Mechanisms

Index		Page to refer
Category: Social		
Sub-Category: Society		
Aspect: Local Communities		
G4-SO1	<p>PERCENTAGE OF OPERATIONS WITH IMPLEMENTED LOCAL COMMUNITY ENGAGEMENT, IMPACT ASSESSMENTS, AND DEVELOPMENT PROGRAMS</p> <p>a. Report the percentage of operations with implemented local community engagement, impact assessments, and development programs, including the use of:</p> <ul style="list-style-type: none"> ■ 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 	Local communities
G4-SO2	<p>OPERATIONS WITH SIGNIFICANT ACTUAL AND POTENTIAL NEGATIVE IMPACTS ON LOCAL COMMUNITIES</p> <p>a. Report operations with significant actual and potential negative impacts on local communities, including:</p> <ul style="list-style-type: none"> ■ The location of the operations ■ The significant actual and potential negative impacts of operations 	Data summary (Local communities) (595KB) PDF
Aspect: Supplier Assessment for Impacts on Society		
G4-SO9	<p>PERCENTAGE OF NEW SUPPLIERS THAT WERE SCREENED USING CRITERIA FOR IMPACTS ON SOCIETY</p> <p>a. Report the percentage of new suppliers that were screened using criteria for impacts on society.</p>	Supplier Assessment for Impacts on Society
G4-SO10	<p>SIGNIFICANT ACTUAL AND POTENTIAL NEGATIVE IMPACTS ON SOCIETY IN THE SUPPLY CHAIN AND ACTIONS TAKEN</p> <p>a. Report the number of suppliers subject to assessments for impacts on society.</p> <p>b. Report the number of suppliers identified as having significant actual and potential negative impacts on society.</p> <p>c. Report the significant actual and potential negative impacts on society identified in the supply chain.</p> <p>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.</p> <p>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.</p>	Data summary (Supplier Assessment for Impacts on Society) (595KB) PDF

Index		Page to refer
Aspect: Grievance Mechanisms for Impacts on Society		
G4-SO11	<p>NUMBER OF GRIEVANCES ABOUT IMPACTS ON SOCIETY FILED, ADDRESSED, AND RESOLVED THROUGH FORMAL GRIEVANCE MECHANISMS</p> <ol style="list-style-type: none"> Report the total number of grievances about impacts on society filed through formal grievance mechanisms during the reporting period. Of the identified grievances, report how many were: <ul style="list-style-type: none"> ■ Addressed during the reporting period ■ Resolved during the reporting period Report the total number of grievances about impacts on society filed prior to the reporting period that were resolved during the reporting period. 	Grievance Mechanisms for Impacts on Society
Category: Social		
Sub-Category: Product Responsibility		
Aspect: Customer Health and Safety		
G4-PR1	<p>PERCENTAGE OF SIGNIFICANT PRODUCT AND SERVICE CATEGORIES FOR WHICH HEALTH AND SAFETY IMPACTS ARE ASSESSED FOR IMPROVEMENT</p> <ol style="list-style-type: none"> Report the percentage of significant product and service categories for which health and safety impacts are assessed for improvement. 	Data summary (Customer Health and Safety) (595KB) PDF
G4-PR2	<p>TOTAL NUMBER OF INCIDENTS OF NON-COMPLIANCE WITH REGULATIONS AND VOLUNTARY CODES CONCERNING THE HEALTH AND SAFETY IMPACTS OF PRODUCTS AND SERVICES DURING THEIR LIFE CYCLE, BY TYPE OF OUTCOMES</p> <ol style="list-style-type: none"> 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: <ul style="list-style-type: none"> ■ 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 If the organization has not identified any non-compliance with regulations and voluntary codes, a brief statement of this fact is sufficient. 	Customer Health and Safety
Aspect: Product and Service Labeling		
G4-PR3	<p>TYPE OF PRODUCT AND SERVICE INFORMATION REQUIRED BY THE ORGANIZATION'S PROCEDURES FOR PRODUCT AND SERVICE INFORMATION AND LABELING, AND PERCENTAGE OF SIGNIFICANT PRODUCT AND SERVICE CATEGORIES SUBJECT TO SUCH INFORMATION REQUIREMENTS</p> <ol style="list-style-type: none"> Report whether the following product and service information is required by the organization's procedures for product and service information and labeling: <ul style="list-style-type: none"> ■ 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) Report the percentage of significant product or service categories covered by and assessed for compliance with such procedures. 	Data summary (Product and Service Labeling) (595KB) PDF
G4-PR4	<p>TOTAL NUMBER OF INCIDENTS OF NON-COMPLIANCE WITH REGULATIONS AND VOLUNTARY CODES CONCERNING PRODUCT AND SERVICE INFORMATION AND LABELING, BY TYPE OF OUTCOMES</p> <ol style="list-style-type: none"> Report the total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by: <ul style="list-style-type: none"> ■ 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 If the organization has not identified any non-compliance with regulations and voluntary codes, a brief statement of this fact is sufficient. 	Product and Service Labeling

Index		Page to refer
G4-PR5	<p>RESULTS OF SURVEYS MEASURING CUSTOMER SATISFACTION</p> <p>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:</p> <ul style="list-style-type: none"> ■ The organization as a whole ■ A major product or service category ■ Significant locations of operation 	Data summary(Product and Service Labeling) (595KB) 
Aspect: Marketing Communications		
G4-PR6	<p>SALE OF BANNED OR DISPUTED PRODUCTS</p> <p>a. Report whether the organization sells products that are:</p> <ul style="list-style-type: none"> ■ Banned in certain markets ■ The subject of stakeholder questions or public debate <p>b. Report how the organization has responded to questions or concerns regarding these products.</p>	Data summary(Marketing Communications) (595KB) 
G4-PR7	<p>TOTAL NUMBER OF INCIDENTS OF NON-COMPLIANCE WITH REGULATIONS AND VOLUNTARY CODES CONCERNING MARKETING COMMUNICATIONS, INCLUDING ADVERTISING, PROMOTION, AND SPONSORSHIP, BY TYPE OF OUTCOMES</p> <p>a. Report the total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by:</p> <ul style="list-style-type: none"> ■ 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 <p>b. If the organization has not identified any non-compliance with regulations and voluntary codes, a brief statement of this fact is sufficient.</p>	Marketing Communications
Aspect: Compliance		
G4-PR9	<p>MONETARY VALUE OF SIGNIFICANT FINES FOR NON-COMPLIANCE WITH LAWS AND REGULATIONS CONCERNING THE PROVISION AND USE OF PRODUCTS AND SERVICES</p> <p>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.</p> <p>b. If the organization has not identified any non-compliance with laws or regulations, a brief statement of this fact is sufficient.</p>	Compliance (Product Liability)

Related Information on CSR Report

[Response to the Third-Party Opinion](#)

[Third-Party Opinion](#)

[Reference Table for GRI Guidelines](#)

[Editorial Policy for CSR Website](#)

[PDF Downloads / Previous Reports](#)

Editorial Policy for CSR Website

Editorial Policy

Information Disclosure both through Booklet and CSR Website

We are disclosing our information by separating into booklets and website considering the nature of the mediums used.

Booklets: Introduces representative initiatives summarized as the critical issues of the Yokohama Rubber Group to be achieved by the Company for each group of stakeholders, consisting of the global environment, local communities, customers, shareholders and investors, business partners, and employees.

Website: Identified priority initiatives in accordance with ISO26000 and discloses information in reference to the GRI guidelines. It has been created while giving consideration to factors such as the ease of understanding our stance as a company and the progress of PDCA while improving searchability by leveraging the strengths of the web.

Period of Information Disclosure

Basically, it contains the fiscal year of 2014 (from January 2014 to December 2014).

* It contains the status until July 2015 should there be any major progress.

The Range of this Report

It covers the Yokohama Rubber and its Group Companies both domestically and overseas.
(We report information on both upstream and downstream affiliates to the extent possible.)

Economic Aspects	Yokohama Rubber and their Subsidiaries under consolidated account.
Environmental Aspect	It contains the data from 27 of our operation sites both domestically and overseas, and all of our domestic sales companies. (Includes information on both upstream and downstream affiliates to the extent possible.)
Social Aspect	It contains a part of our various activities at Yokohama Rubber Headquarters, our seven domestic operation sites, and our Group Companies both domestically and overseas.

Guidelines for Reference

"Environmental Reporting Guidelines 2012" by the Ministry of the Environment in Japan

GRI "Sustainability Reporting Guidelines Version 4"

* GRI=Global Reporting Initiative

ISO26000 (guidelines concerning social responsibility)

Yearly Upgrading History of our CSR Online Edition

January, 2016 (once a year)

*The previous time was in September, 2014.

*The next time is scheduled for July, 2016.

Editor Contact of this Report

CSR Report Editorial Group

Contact

Corporate Communications Department: +81-3-5400-4531

CSR & Environmental Affairs Department: +81-463-35-9512

| Notes Concerning Forward-Looking Statements

This report contains projections, statements regarding plans and objectives, and other forward-looking statements. All such statements are made based on the assumptions and judgments derived from information available at the time of printing (July 2015), and are subject to risks and uncertainties that could cause actual performance to differ, including not only the business activities of the Yokohama Rubber Group but also global and economic trends and changes in the global environment. We hope all our readers understanding in advance the preceding description.