

Response to Third-Party Opinion

Message From The President
Yokohama Rubber's Important Issues
Business and CSR Integration
Fiscal Year 2016 Activity Report
Site Data
Related Information on CSR Report
Response to Third-Party Opinion
Reference Table for GRI Guidelines
Editorial Policy for CSR Website
PDF Downloads/Previous Reports
Company Overview / CSR Management
What's New

The description herein refers to the opinions based on this report and a related website; interviews held with persons in charge from the planning, quality assurance, and raw/indirect materials procurement departments of Yokohama Rubber's Tire and MB divisions, as well as from the corporate planning, quality audit, human resources and safety and health, general affairs, compliance, and CSR departments; and along with on-site observation of the various bases for tire production and testing, MB business production, rubber processing bases (YTMT, TTCA, YRTC, and YTRC) in Thailand, and rubber plantations that provide natural rubber raw materials to YTRC. While Yokohama Rubber's various approaches to CSR are continuing to advance on the field level, it can be said a further clear and concrete commitment from management could be called for.



IIHOE

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/> (available only in Japanese)

Truly Commendable Areas

- Regarding [conservation of biological diversity](#), over the period of ten years since the start of the [YOKOHAMA Forever Forest Project](#), the Company has planted over 450,000 trees overseas and in Japan in consideration of maintaining and improving biodiversity. These seedlings have been cultivated in-house, as 24,000 seedlings (62%) were provided in-houses in fiscal 2016 and a cumulated total of [300,000 seedlings](#) were also provided to municipalities and other companies. Systematic activities ranging from seedling cultivation to planting have also been conducted at business locations overseas, including Thailand and China. I highly commend the high global standards that have been achieved by the YOKOHAMA Forever Forest Project as a social contribution program for the maintenance and improvement of forest ecosystems and greenery, and I also continue to have high hopes for the project site's evolution into a comprehensive portal site that also introduces similar efforts by other companies in multiple languages.

While Approving of Progress, Areas that May Require Further Improvement

- Regarding [its quality assurance promotion system](#), while I commend the active implementation of market measures, I continue to look forward to seeing the Company further advance quantitative and effective measures in response to quality issues that affect customers, such as assessments of the likelihood, scale, and severity of issues and the incorporation of the minimization of impacts on customers as part of its management indicators.
- Regarding [the reduction of environmental impacts](#), I would like to commend the Company for its achievement of interim targets in regard to total waste generated (on a per unit of production output basis) and greenhouse gas emissions (total emissions) and the undergoing development of targets for 2030. Going forward, I strongly encourage the Company to try to meet the target that the Japanese government has recently set of reducing greenhouse gas emissions by 26% by 2030 (compared to 2013) as soon as possible, and 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), as well as to expand energy saving effects at the stage of customer use.
- As for [CSR at suppliers](#), I commend the Company for revising the CSR Procurement Guidelines

and checklist, for continuing to hold CSR workshops for suppliers in key countries, for establishing a commendation system based on feedback from suppliers in regard to the results of supplier self-checks and field surveys, [for conducting surveys on natural rubber plantations, and for supporting the adoption and implementation of agro-forestry techniques by natural rubber suppliers in Thailand](#). In order to more effectively improve initiatives being undertaken by suppliers, I strongly encourage the Company to implement more detailed evaluation of individual items in guidelines and checklists and measures taken, and to establish a support system with suppliers for sharing actual cases and further understanding initiatives in greater detail.

- Regarding [improvement of workplaces' ability to retain employees](#), I commend the establishment of the Women's Participation and Advancement Taskforce, which aims to be a company that welcomes diverse workstyles, with an employee-friendly working environment that will encourage employees to stay with the company over the long term, the fact that 4.16% 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 has started holding of nursing care leave seminars in collaboration with the labor union. I continue to strongly urge the Company to establish an environment where employees can continue to work, while also taking leave. In terms of mental health care, I hope that the Company will promote more effective measures of this kind in the future.
- As regards the enhancement of the human resource portfolio required as a global corporation, I commend the fact that managerial level employees have been registered in the global human resources database. 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 that reflects how the Company sees itself being positioned in global markets in the 2020s, and the business models that it expects to have adopted.
- As regards employment of persons with disabilities, I commend that an employment rate of 2.15% has been achieved for the Group in Japan and that opportunities have been expanded in terms of employment conditions and available positions. I ask that the Company continues to work proactively toward implementing measures to ensure that employees with disabilities are retained over the long term.

Areas that May Require Further Improvement

- Regarding [corporate governance and CSR promotion system](#), while I commend the promotion of initiatives using key performance indicators (KPI) based on the core issues addressed by ISO 26000, it concerns me that the effects on the sustainability of the society and the Company through efforts to achieve these KPI are unclear, and that there are some departments that view CSR efforts as something separate from their core operations. Going forward, I sincerely hope the top management will communicate in their own words in a clear and concrete manner why and in what manner employees should approach CSR and call for progress management in day-to-day management. Also, I strongly expect that the Company will develop a strategy and a system that, led by the managers responsible for planning in each division, focus on the Company's position in world markets and the evolution of its business model in the 2020s. In terms of its reporting and communication, I would like to commend the Company for [providing more detailed introductions of the initiatives being carried out by major Yokohama Group business sites in Japan and abroad](#); I hope that the Company will continue to promote stakeholder engagement further as required by ISO 26000, setting up opportunities for continuous dialogue with NPOs in important operating regions.
- [As regards employee safety](#), I have concerns that major accidents at business sites overseas have continued since fiscal 2017. Moving forward, I continue to urge the Company to make efforts on the field level in addition in improvements to facilities and structural systems to ensure the greater effectiveness of safety measures and to issue a detailed report about the progress of improvements.



We have received positive feedback as well as suggestions and recommendations regarding our CSR initiatives. We will make even further efforts in areas where we have received positive feedback, and we will make sincere improvements in response to suggestions and recommendations.

In response to serious accidents that occurred during fiscal 2017 that improvements are underway for, we will renew our efforts to rebuild safety equipment and a safety culture. On the other hands, in terms of human resources, we will make improvements to the workplace environment to all diverse employees to achieve their full potential and work with the Company over the long term, and we will also work together with human resources utilization taskforces both inside and outside of the Company. In terms of environmental contributions we will launch the Post-Forever Forest Project, and continue ongoing activities.

As we celebrate our centennial, we will redefine CSR priority issues and implement resolution measures that will lead us from the present into the future as we aim for sustainable growth for the next 100 years, and we will further expand contributions to society through the provision of products and services sought by customers and regional activities at business sites around the world.

Shuichi Tsukada
Officer
Head of Corporate Social Responsibility Division

Reference Table for GRI Guidelines


Message From The President
Yokohama Rubber's Important Issues
Business and CSR Integration
Fiscal Year 2016 Activity Report
Site Data
Related Information on CSR Report
Response to Third-Party Opinion
Reference Table for GRI Guidelines
Editorial Policy for CSR Website
PDF Downloads/Previous Reports
Company Overview / CSR Management
What's New

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	<p>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.</p>	Message from the President
G4-2	<p>a. Provide a description of key impacts, risks, and opportunities.</p> <p>The organization should provide two concise narrative sections on key impacts, risks, and opportunities.</p> <p>Section One should focus on the organization's key impacts on sustainability and effects on stakeholders, including rights as defined by national laws and relevant internationally recognized standards. This should take into account the range of reasonable expectations and interests of the organization's stakeholders. This section should include:</p> <ul style="list-style-type: none"> ■ A description of the significant economic, environmental and social impacts of the organization, and associated challenges and opportunities. This includes the effect on stakeholders' rights as defined by national laws and the expectations in internationally recognized standards and norms ■ An explanation of the approach to prioritizing these challenges and opportunities ■ Key conclusions about progress in addressing these topics and related performance in the reporting period. This includes an assessment of reasons for underperformance or over-performance ■ A description of the main processes in place to address performance and relevant changes <p>Section Two should focus on the impact of sustainability trends, risks, and opportunities on the longterm prospects and financial performance of the organization. This should concentrate specifically on information relevant to financial stakeholders or that could become so in the future. Section Two should include the following:</p> <ul style="list-style-type: none"> ■ A description of the most important risks and opportunities for the organization arising from sustainability trends ■ Prioritization of key sustainability topics as risks and opportunities according to their relevance for long-term organizational strategy, competitive position, qualitative, and (if possible) quantitative financial value drivers ■ Table(s) summarizing: <ul style="list-style-type: none"> • Targets, performance against targets, and lessons learned for the current reporting period 	Yokohama Rubber's Value Creation Story

Index		Page to refer
	<ul style="list-style-type: none"> • Targets for the next reporting period and medium term objectives and goals (that is, 3–5 years) related to key risks and opportunities ■ Concise description of governance mechanisms in place specifically to manage these risks and opportunities, and identification of other related risks and opportunities 	
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.	Data summary (Percentage of employee union members)(495KB) 
G4-12	Describe the organization's supply chain.	Fair Operating Practices

Index		Page to refer
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.	Yokohama Rubber Group at a Glance
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>This refers primarily to memberships maintained at the organizational level.</p>	Corporate Philosophy (Participation in Initiatives in Japan and Overseas)
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.	Determining Important Issues
G4-20	<p>a. 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 the 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 	Determining Important Issues

Index		Page to refer
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 (Value provided to stakeholders)
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.	Determining Important Issues 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 (Value provided to stakeholders) 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	<p>a. Report the 'in accordance' option the organization has chosen.</p> <p>b. Report the GRI Content Index for the chosen option.</p> <p>c. Report the reference to the External Assurance Report, if the report has been externally assured.</p>	Response to the GRI Guidelines
Assurance		
G4-33	<p>a. Report the organization's policy and current practice with regard to seeking external assurance for the report.</p> <p>b. If not included in the assurance report accompanying the sustainability report, report the</p>	Third-Party Opinion


Index		Page to refer
	<p>scope and basis of any external assurance provided.</p> <p>c. Report the relationship between the organization and the assurance providers.</p> <p>d. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report.</p>	
Governance		
Governance Structure and Composition		
G4-34	a. Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	Corporate Governance CSR and Environmental Management
G4-35	a. Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	Corporate Governance CSR and Environmental Management
G4-36	a. Report whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body.	CSR and Environmental Management
G4-37	a. Report processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to whom and any feedback processes to the highest governance body.	Corporate Governance (Corporate Governance Support System)
G4-38	<p>a. Report the composition of the highest governance body and its committees by:</p> <ul style="list-style-type: none"> ■ Executive or non-executive ■ Independence ■ Tenure on the governance body ■ Number of each individual's other significant positions and commitments, and the nature of the commitments ■ Gender ■ Membership of under-represented social groups ■ Competences relating to economic, environmental and social impacts ■ Stakeholder representation 	Corporate Governance
G4-39	a. Report whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the organization's management and the reasons for this arrangement).	Corporate Governance
G4-40	<p>a. Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members, including:</p> <ul style="list-style-type: none"> ■ Whether and how diversity is considered ■ Whether and how independence is considered ■ Whether and how expertise and experience relating to economic, environmental and social topics are considered ■ Whether and how stakeholders (including shareholders) are involved 	Corporate Governance


Index		Page to refer
G4-41	<p>a. Report processes for the highest governance body to ensure conflicts of interest are avoided and managed. Report whether conflicts of interest are disclosed to stakeholders, including, as a minimum:</p> <ul style="list-style-type: none"> ■ Cross-board membership ■ Cross-shareholding with suppliers and other stakeholders ■ Existence of controlling shareholder ■ Related party disclosures 	Corporate Governance
Role in Setting Purpose, Values, and Strategy		
G4-42	<p>a. Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.</p>	Corporate Governance CSR and Environmental Management
Competencies and Performance Evaluation		
G4-43	<p>a. Report the measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.</p>	Corporate Governance CSR and Environmental Management
G4-44	<p>a. Report the processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics. Report whether such evaluation is independent or not, and its frequency. Report whether such evaluation is a self-assessment.</p> <p>b. Report actions taken in response to evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics, including, as a minimum, changes in membership and organizational practice.</p>	Corporate Governance CSR and Environmental Management
Highest Governance Body's Role in Risk Management		
G4-45	<p>a. Report the highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities. Include the highest governance body's role in the implementation of due diligence processes.</p> <p>b. Report whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental and social impacts, risks, and opportunities.</p>	CSR and Environmental Management
G4-46	<p>a. Report the highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.</p>	CSR and Environmental Management Risk Management
G4-47	<p>a. Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.</p>	CSR and Environmental Management Risk Management
Highest Governance Body's Role in Sustainability Reporting		
G4-48	<p>a. Report the highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material</p>	—



Index		Page to refer
	Aspects are covered.	
Highest Governance Body's Role in Evaluating Economic, Environmental and Social Performance		
G4-49	a. Report the process for communicating critical concerns to the highest governance body.	Corporate Governance CSR and Environmental Management
G4-50	a. Report the nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.	Risk Management
Remuneration and Incentives		
G4-51	<p>a. Report the remuneration policies for the highest governance body and senior executives for the below types of remuneration:</p> <ul style="list-style-type: none"> ■ Fixed pay and variable pay: <ul style="list-style-type: none"> • Performance-based pay • Equity-based pay • Bonuses • Deferred or vested shares ■ Sign-on bonuses or recruitment incentive payments ■ Termination payments ■ Clawbacks ■ Retirement benefits, including the difference between benefit schemes and contribution rates for the highest governance body, senior executives, and all other employees <p>b. Report how performance criteria in the remuneration policy relate to the highest governance body's and senior executives' economic, environmental and social objectives.</p>	Corporate Governance
G4-52	a. Report the process for determining remuneration. Report whether remuneration consultants are involved in determining remuneration and whether they are independent of management. Report any other relationships which the remuneration consultants have with the organization.	Corporate Governance
G4-53	a. Report how stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable.	Corporate Governance
G4-54	a. Report the ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country.	—
G4-55	a. Report the ratio of percentage increase in annual total compensation for the organization's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country.	—
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's Value Creation Story Corporate Philosophy and

Index		Page to refer
		CSR Management
G4-57	a. Report the internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines.	Compliance
G4-58	a. Report the internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.	Compliance
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>




Index		Page to refer
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 valuedistributed') <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>	Economic Performance
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 	Data summary (financial impact of climate change)(495KB) PDF

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)(495KB) 
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 	Market Presence



Index		Page to refer
	<p>which minimum wage is being used.</p> <p>c. Report the definition used for 'significant locations of operation'.</p>	
G4-EC6	<p>PROPORTION OF SENIOR MANAGEMENT HIRED FROM THE LOCAL COMMUNITY AT SIGNIFICANT LOCATIONS OF OPERATION</p> <p>a. Report the percentage of senior management at significant locations of operation that are hired from the local community.</p> <p>b. Report the definition of 'senior management' used.</p> <p>c. Report the organization's geographical definition of 'local'.</p> <p>d. Report the definition used for 'significant locations of operation'.</p>	<p>Market Presence</p> <p>Data summary (Market Presence)(495KB) </p>

Index		Page to refer
Aspect: Procurement Practices		
G4-EC7	<p>DEVELOPMENT AND IMPACT OF INFRASTRUCTURE INVESTMENTS AND SERVICES SUPPORTED</p> <ol style="list-style-type: none"> Report the extent of development of significant infrastructure investments and services supported. Report the current or expected impacts on communities and local economies. Report positive and negative impacts where relevant. Report whether these investments and services are commercial, in-kind, or pro bono engagements. 	Data summary (Infrastructure deployment and impact of investment and support services) (495KB) 
G4-EC8	<p>SIGNIFICANT INDIRECT ECONOMIC IMPACTS, INCLUDING THE EXTENT OF IMPACTS</p> <ol style="list-style-type: none"> Report examples of the significant identified positive and negative indirect economic impacts the organization has. These may include: <ul style="list-style-type: none"> ■ Changing the productivity of organizations, sectors, or the whole economy ■ Economic development in areas of high poverty ■ Economic impact of improving or deteriorating social or environmental conditions ■ Availability of products and services for those on low incomes ■ Enhancing skills and knowledge amongst a professional community or in a geographical region ■ Jobs supported in the supply chain or distribution chain ■ Stimulating, enabling, or limiting foreign direct investment ■ Economic impact of change in location of operations or activities ■ Economic impact of the use of products and services Report the significance of the impacts in the context of external benchmarks and stakeholder priorities, such as national and international standards, protocols, and policy agendas. 	
Aspect: Procurement Practices		
G4-EC9	<p>PROPORTION OF SPENDING ON LOCAL SUPPLIERS AT SIGNIFICANT LOCATIONS OF OPERATION</p> <ol style="list-style-type: none"> Report the percentage of the procurement budget used for significant locations of operation spent on suppliers local to that operation (such as percentage of products and services purchased locally). Report the organization's geographical definition of 'local'. Report the definition used for 'significant locations of operation'. 	Data summary (Expenditure ratio to local suppliers in important business locations)(495KB) 

Category: Environmental





Index		Page to refer
Aspect: Materials		
G4-EN1	<p>MATERIALS USED BY WEIGHT OR VOLUME</p> <p>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>	Materials Data summary (Materials)(495KB) 
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)(495KB) 
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)(495KB) 

Index		Page to refer
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)(495KB) 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)(495KB) 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)(495KB) 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)(495KB) 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) (495KB) 
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) (495KB) 
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</p>	Biodiversity




Index	Page to refer
<p>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>	

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) (495KB) 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>	Emissions Data summary (Emissions)(495KB) 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. 	<p>Emissions</p> <p>Data summary (Emissions)(495KB) </p>
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. 	<p>Data summary (Emissions)(495KB) </p>
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. 	<p>Emissions</p> <p>Data summary (Emissions)(495KB) </p>
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. 	<p>Emissions</p> <p>Data summary (Emissions)(495KB) </p>

Index		Page to refer
G4-EN21	<p>NOX, SOX, 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"> ■ NOX ■ SOX ■ Persistent organic pollutants (POP) ■ Volatile organic compounds (VOC) ■ Hazardous air pollutants (HAP) ■ Particulate matter (PM) ■ Other standard categories of air emissions identified in relevant regulations <p>b. Report standards, methodologies, and assumptions used.</p> <p>c. Report the source of the emission factors used.</p>	<p>Emissions</p> <p>Data summary (Emissions)(495KB)</p>
Aspect: Products and Services		
G4-EN22	<p>TOTAL WATER DISCHARGE BY QUALITY AND DESTINATION</p> <p>a. Report the total volume of planned and unplanned water discharges by:</p> <ul style="list-style-type: none"> ■ Destination ■ Quality of the water including treatment method ■ Whether it was reused by another organization <p>b. Report standards, methodologies, and assumptions used.</p>	<p>Effluents and Waste</p> <p>Data summary (Effluents and waste)(495KB)</p>
G4-EN23	<p>TOTAL WEIGHT OF WASTE BY TYPE AND DISPOSAL METHOD</p> <p>a. Report the total weight of hazardous and non-hazardous waste, by the following disposal methods:</p> <ul style="list-style-type: none"> ■ Reuse ■ Recycling ■ Composting ■ Recovery, including energy recovery ■ Incineration (mass burn) ■ Deep well injection ■ Landfill ■ On-site storage ■ Other (to be specified by the organization) <p>b. Report how the waste disposal method has been determined:</p> <ul style="list-style-type: none"> ■ Disposed of directly by the organization or otherwise directly confirmed ■ Information provided by the waste disposal contractor ■ Organizational defaults of the waste disposal contractor 	<p>Data summary (Effluents and waste)(495KB)</p>
G4-EN24	<p>TOTAL NUMBER AND VOLUME OF SIGNIFICANT SPILLS</p> <p>a. Report the total number and total volume of recorded significant spills.</p> <p>b. For spills that were reported in the organization's financial statements, report the additional following information for each such spill:</p> <ul style="list-style-type: none"> ■ Location of spill ■ Volume of spill ■ Material of spill, categorized by: <ul style="list-style-type: none"> ● Oil spills (soil or water surfaces) ● Fuel spills (soil or water surfaces) ● Spills of wastes (soil or water surfaces) ● Spills of chemicals (mostly soil or water surfaces) 	<p>Data summary (Effluents and waste)(495KB)</p>



Index		Page to refer
	<ul style="list-style-type: none"> • Other (to be specified by the organization) <p>c. Report the impacts of significant spills.</p>	
G4-EN25	<p>WEIGHT OF TRANSPORTED, IMPORTED, EXPORTED, OR TREATED WASTE DEEMED HAZARDOUS UNDER THE TERMS OF THE BASEL CONVENTION² ANNEX I, II, III, AND VIII, AND PERCENTAGE OF TRANSPORTED WASTE SHIPPED INTERNATIONALLY</p> <p>a. Report the total weight for each of the following:</p> <ul style="list-style-type: none"> ■ Hazardous waste transported ■ Hazardous waste imported ■ Hazardous waste exported ■ Hazardous waste treated <p>b. Report the percentage of hazardous waste shipped internationally.</p>	N/A
G4-EN26	<p>IDENTITY, SIZE, PROTECTED STATUS, AND BIODIVERSITY VALUE OF WATER BODIES AND RELATED HABITATS SIGNIFICANTLY AFFECTED BY THE ORGANIZATION'S DISCHARGES OF WATER AND RUNOFF</p> <p>a. Report water bodies and related habitats that are significantly affected by water discharges based on the criteria described in the Compilation section below, adding information on:</p> <ul style="list-style-type: none"> ■ Size of water body and related habitat ■ Whether the water body and related habitat is designated as a protected area (nationally or internationally) ■ Biodiversity value (such as total number of protected species) 	Data summary (Effluents and waste)(495KB) 
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)(495KB) 
Aspect: Compliance		
G4-EN29	<p>MONETARY VALUE OF SIGNIFICANT FINES AND TOTAL NUMBER OF NON-MONETARY SANCTIONS FOR NON-COMPLIANCE WITH ENVIRONMENTAL LAWS AND REGULATIONS</p> <p>a. Report significant fines and non-monetary sanctions in terms of:</p> <ul style="list-style-type: none"> ■ Total monetary value of significant fines ■ Total number of non-monetary sanctions ■ Cases brought through dispute resolution mechanisms <p>b. Where organizations have not identified any non-compliance with laws or regulations, a brief statement</p>	Data summary (Compliance) (495KB) 

Index		Page to refer
	of this fact is sufficient.	
Aspect: Transport		
G4-EN30	<p>SIGNIFICANT ENVIRONMENTAL IMPACTS OF TRANSPORTING PRODUCTS AND OTHER GOODS AND MATERIALS FOR THE ORGANIZATION'S OPERATIONS, AND TRANSPORTING MEMBERS OF THE WORKFORCE</p> <p>a. Report the significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce. Where quantitative data is not provided, report the reason.</p> <p>b. Report how the environmental impacts of transporting products, members of the organization's workforce, and other goods and materials are mitigated.</p> <p>c. Report the criteria and methodology used to determine which environmental impacts are significant.</p>	Data summary (Transport)(495KB) 
Aspect: Overall		
G4-EN31	<p>TOTAL ENVIRONMENTAL PROTECTION EXPENDITURES AND INVESTMENTS BY TYPE</p> <p>a. Report total environmental protection expenditures by:</p> <ul style="list-style-type: none"> ■ Waste disposal, emissions treatment, and remediation costs ■ Prevention and environmental management costs 	Data summary (Environmental accounting)(495KB) 
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) (495KB) 
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 	Environmental Grievance Mechanisms


Index		Page to refer
	<ul style="list-style-type: none"> ■ 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>	

Index		Page to refer
Sub-Category: Labor Practices and Decent Work		
Aspect: Employment		
G4-LA1	<p>TOTAL NUMBER AND RATES OF NEW EMPLOYEE HIRES AND EMPLOYEE TURNOVER BY AGE GROUP, GENDER AND REGION</p> <p>a. Report the total number and rate of new employee hires during the reporting period, by age group, gender and region.</p> <p>b. Report the total number and rate of employee turnover during the reporting period, by age group, gender and region.</p>	Data summary (Employment)(495KB) 
G4-LA2	<p>BENEFITS PROVIDED TO FULL-TIME EMPLOYEES THAT ARE NOT PROVIDED TO TEMPORARY OR PART-TIME EMPLOYEES, BY SIGNIFICANT LOCATIONS OF OPERATION</p> <p>a. Report the benefits which are standard for full-time employees of the organization but are not provided to temporary or part-time employees, by significant locations of operation. These include, as a minimum:</p> <ul style="list-style-type: none"> ■ Life insurance ■ Health care ■ Disability and invalidity coverage ■ Parental leave ■ Retirement provision ■ Stock ownership ■ Others <p>b. Report the definition used for 'significant locations of operation'.</p>	Data summary (Employment)(495KB) 
G4-LA3	<p>RETURN TO WORK AND RETENTION RATES AFTER PARENTAL LEAVE, BY GENDER</p> <p>a. Report the total number of employees that were entitled to parental leave, by gender.</p> <p>b. Report the total number of employees that took parental leave, by gender.</p> <p>c. Report the total number of employees who returned to work after parental leave ended, by gender.</p> <p>d. Report the total number of employees who returned to work after parental leave ended who were still employed twelve months after their return to work, by gender.</p> <p>e. Report the return to work and retention rates of employees who took parental leave, by gender.</p>	Data summary (Employment)(495KB) 
Aspect: Labor/Management Relations		
G4-LA4	<p>MINIMUM NOTICE PERIODS REGARDING OPERATIONAL CHANGES, INCLUDING WHETHER THESE ARE SPECIFIED IN COLLECTIVE AGREEMENTS</p> <p>a. Report the minimum number of weeks' notice typically provided to employees and their elected representatives prior to the implementation of significant operational changes that could substantially affect them.</p> <p>b. For organizations with collective bargaining</p>	Data summary (Labor/Management relations)(495KB) 

Index		Page to refer
	agreements, report whether the notice period and provisions for consultation and negotiation are specified in collective agreements.	
Aspect: Occupational Health and Safety		
G4-LA5	<p>PERCENTAGE OF TOTAL WORKFORCE REPRESENTED IN FORMAL JOINT MANAGEMENT WORKER HEALTH AND SAFETY COMMITTEES THAT HELP MONITOR AND ADVISE ON OCCUPATIONAL HEALTH AND SAFETY PROGRAMS</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)(495KB) PDF
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)(495KB) PDF
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) PDF
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 	Training and Education Data summary (Training and Education)(495KB) PDF

Index		Page to refer
	■ Employee category	
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>	Training and Education Data summary (Training and Education)(495KB) 
G4-LA11	<p>PERCENTAGE OF EMPLOYEES RECEIVING REGULAR PERFORMANCE AND CAREER DEVELOPMENT REVIEWS, 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)(495KB) 

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 	Data summary (Diversity and equal opportunity) (495KB) PDF
Aspect: Equal Remuneration for Women and Men		
G4-LA13	<p>RATIO OF BASIC SALARY AND REMUNERATION OF WOMEN TO MEN BY EMPLOYEE CATEGORY, BY SIGNIFICANT LOCATIONS OF OPERATION</p> <p>a. Report the ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation.</p> <p>b. Report the definition used for 'significant locations of operation'.</p>	Data summary Equal remuneration for women and men)(495KB) PDF
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</p>	Supplier Assessment for Labor Practices Data summary (Supplier Assessment for Labor Practices)(495KB) PDF

Index		Page to refer
	assessment, and why.	
Aspect: Labor Practices Grievance Mechanisms		
G4-LA16	<p>NUMBER OF GRIEVANCES ABOUT LABOR PRACTICES FILED, ADDRESSED, AND RESOLVED THROUGH FORMAL GRIEVANCE MECHANISMS</p> <ol style="list-style-type: none"> Report the total number of grievances about labor practices 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 labor practices filed prior to the reporting period that were resolved during the reporting period. 	Data summary (Grievance mechanism concerning labor practices)(495KB) 

Index		Page to refer
Category: Social		
Sub-Category: Human Rights		
Aspect: Investment		
G4-HR1	<p>TOTAL NUMBER AND PERCENTAGE OF SIGNIFICANT INVESTMENT AGREEMENTS AND CONTRACTS THAT INCLUDE HUMAN RIGHTS CLAUSES OR THAT UNDERWENT HUMAN RIGHTS SCREENING</p> <p>a. Report the total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening.</p> <p>b. Report the definition of 'significant investment agreements' used by the organization.</p>	Data summary (Supplier human rights assessment)(495KB) PDF
G4-HR2	<p>TOTAL HOURS OF EMPLOYEE TRAINING ON HUMAN RIGHTS POLICIES OR PROCEDURES CONCERNING ASPECTS OF HUMAN RIGHTS THAT ARE RELEVANT TO OPERATIONS, INCLUDING THE PERCENTAGE OF EMPLOYEES TRAINED</p> <p>a. Report the total number of hours in the reporting period devoted to training on human rights policies or procedures concerning aspects of human rights that are relevant to operations.</p> <p>b. Report the percentage of employees in the reporting period trained in human rights policies or procedures concerning aspects of human rights that are relevant to operations.</p>	Data summary (Training)(495KB) PDF
Aspect: Non-discrimination		
G4-HR3	<p>TOTAL NUMBER OF INCIDENTS OF DISCRIMINATION AND CORRECTIVE ACTIONS TAKEN</p> <p>a. Report the total number of incidents of discrimination during the reporting period.</p> <p>b. Report the status of the incidents and the actions taken with reference to the following:</p> <ul style="list-style-type: none"> ■ Incident reviewed by the organization ■ Remediation plans being implemented ■ Remediation plans have been implemented and results reviewed through routine internal management review processes ■ Incident no longer subject to action 	Data summary (Incidents of discrimination)(495KB) PDF
Aspect: Freedom of Association and Collective Bargaining		
G4-HR4	<p>OPERATIONS AND SUPPLIERS IDENTIFIED IN WHICH THE RIGHT TO EXERCISE FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING MAY BE VIOLATED OR AT SIGNIFICANT RISK, AND MEASURES TAKEN TO SUPPORT THESE RIGHTS</p> <p>a. Report operations and suppliers in which employee rights to exercise freedom of association or collective bargaining may be violated or at significant risk either in terms of:</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 support rights to exercise freedom of association and collective</p>	Data summary (Freedom of association and collective bargaining)(495KB) PDF


Index		Page to refer
	bargaining.	
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: Security Practices		
G4-HR7	<p>PERCENTAGE OF SECURITY PERSONNEL TRAINED IN THE ORGANIZATION'S HUMAN RIGHTS POLICIES OR PROCEDURES THAT ARE RELEVANT TO OPERATIONS</p> <p>a. Report the percentage of security personnel who have received formal training in the organization's human rights policies or specific procedures and their application to security.</p> <p>b. Report whether training requirements also apply to third party organizations providing security personnel.</p>	—
Aspect: Indigenous Rights		
G4-HR8	<p>TOTAL NUMBER OF INCIDENTS OF VIOLATIONS INVOLVING RIGHTS OF INDIGENOUS PEOPLES AND ACTIONS TAKEN</p> <p>a. Report the total number of identified incidents of violations involving the rights of indigenous peoples during the reporting period.</p> <p>b. Report the status of the incidents and actions taken with reference to:</p> <ul style="list-style-type: none"> ■ Incident reviewed by the organization ■ Remediation plans being implemented ■ Remediation plans have been implemented and results reviewed through routine internal management review processes ■ Incident no longer subject to action 	—
Aspect: Assessment		
G4-HR9	<p>TOTAL NUMBER AND PERCENTAGE OF OPERATIONS THAT HAVE BEEN SUBJECT TO HUMAN RIGHTS REVIEWS OR IMPACT ASSESSMENTS</p> <p>a. Report the total number and percentage of operations that have been subject to human rights reviews or human rights impact assessments, by country.</p>	—
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</p>	Supplier Human Rights Assessment



Index		Page to refer
	screened using human rights criteria.	
G4-HR11	<p>SIGNIFICANT ACTUAL AND POTENTIAL NEGATIVE HUMAN RIGHTS IMPACTS IN THE SUPPLY CHAIN AND ACTIONS TAKEN</p> <ol style="list-style-type: none"> Report the number of suppliers subject to human rights impact assessments. Report the number of suppliers identified as having significant actual and potential negative human rights impacts. Report the significant actual and potential negative human rights impacts identified in the supply chain. 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. 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>Supplier Human Rights Assessment</p> <p>Data summary (Supplier Human Rights Assessment)(495KB) PDF</p>
Aspect: Human Rights Grievance Mechanisms		
G4-HR12	<p>NUMBER OF GRIEVANCES ABOUT HUMAN RIGHTS IMPACTS FILED, ADDRESSED, AND RESOLVED THROUGH FORMAL GRIEVANCE MECHANISMS</p> <ol style="list-style-type: none"> Report the total number of grievances about human rights impacts 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 human rights impacts filed prior to the reporting period that were resolved during the reporting period. 	<p>Human Rights Grievance Mechanisms</p>

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 	Local Communities Data summary (Local Communities)(495KB) PDF
Aspect: Anti-corruption		
G4-SO3	<p>TOTAL NUMBER AND PERCENTAGE OF OPERATIONS ASSESSED FOR RISKS RELATED TO CORRUPTION AND THE SIGNIFICANT RISKS IDENTIFIED</p> <p>a. Report the total number and percentage of operations assessed for risks related to corruption.</p> <p>b. Report the significant risks related to corruption identified through the risk assessment.</p>	Data summary (Anti-corruption)(495KB) PDF
G4-SO4	<p>COMMUNICATION AND TRAINING ON ANTI-CORRUPTION POLICIES AND PROCEDURES</p> <p>a. Report the total number and percentage of governance body members that the organization's anti-corruption policies and procedures have been communicated to, broken down by region.</p> <p>b. Report the total number and percentage of employees that the organization's anti-corruption policies and procedures have been communicated to, broken down by employee category and region.</p> <p>c. Report the total number and percentage of</p>	Data summary (Anti-corruption)(495KB) PDF

Index		Page to refer
	<p>business partners that the organization's anti-corruption policies and procedures have been communicated to, broken down by type of business partner and region.</p> <p>d. Report the total number and percentage of governance body members that have received training on anti-corruption, broken down by region.</p> <p>e. Report the total number and percentage of employees that have received training on anti-corruption, broken down by employee category and region.</p>	
G4-SO5	<p>CONFIRMED INCIDENTS OF CORRUPTION AND ACTIONS TAKEN</p> <p>a. Report the total number and nature of confirmed incidents of corruption.</p> <p>b. Report the total number of confirmed incidents in which employees were dismissed or disciplined for corruption.</p> <p>c. Report the total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption.</p> <p>d. Report public legal cases regarding corruption brought against the organization or its employees during the reporting period and the outcomes of such cases.</p>	Data summary (Anti-corruption)(495KB) PDF
Aspect: Public Policy		
G4-SO6	<p>TOTAL VALUE OF POLITICAL CONTRIBUTIONS BY COUNTRY AND RECIPIENT/BENEFICIARY</p> <p>a. Report the total monetary value of financial and in-kind political contributions made directly and indirectly by the organization by country and recipient/beneficiary.</p> <p>b. Report how the monetary value of in-kind contributions was estimated, if applicable.</p>	—
Aspect: Anti-competitive Behavior		
G4-SO7	<p>TOTAL NUMBER OF LEGAL ACTIONS FOR ANTI-COMPETITIVE BEHAVIOR, ANTI-TRUST, AND MONOPOLY PRACTICES AND THEIR OUTCOMES</p> <p>a. Report the total number of legal actions pending or completed during the reporting period regarding anti-competitive behavior and violations of anti-trust and monopoly legislation in which the organization has been identified as a participant.</p> <p>b. Report the main outcomes of completed legal actions, including any decisions or judgments.</p>	Compliance (Fair Operating Practices) (495KB) PDF
Aspect: Compliance		
G4-SO8	<p>MONETARY VALUE OF SIGNIFICANT FINES AND TOTAL NUMBER OF NON-MONETARY SANCTIONS FOR NON-COMPLIANCE WITH LAWS AND REGULATIONS</p> <p>a. Report significant fines and non-monetary sanctions in terms of:</p> <ul style="list-style-type: none"> ■ Total monetary value of significant fines ■ Total number of non-monetary sanctions ■ Cases brought through dispute resolution mechanisms 	Compliance (Fair Operating Practices) (495KB) PDF

Index		Page to refer
	<ul style="list-style-type: none"> b. If the organization has not identified any non-compliance with laws or regulations, a brief statement of this fact is sufficient. c. Report the context against which significant fines and non-monetary sanctions were incurred. 	
Aspect: Supplier Assessment for Impacts on Society		
G4-SO9	<p>PERCENTAGE OF NEW SUPPLIERS THAT WERE SCREENED USING CRITERIA FOR IMPACTS ON SOCIETY</p> <ul style="list-style-type: none"> a. Report the percentage of new suppliers that were screened using criteria for impacts on society. 	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> <ul style="list-style-type: none"> a. Report the number of suppliers subject to assessments for impacts on society. b. Report the number of suppliers identified as having significant actual and potential negative impacts on society. c. Report the significant actual and potential negative impacts on society identified in the supply chain. d. Report the percentage of suppliers identified as having significant actual and potential negative impacts on society with which improvements were agreed upon as a result of assessment. e. Report the percentage of suppliers identified as having significant actual and potential negative impacts on society with which relationships were terminated as a result of assessment, and why. 	Supplier Assessment for Impacts on Society Data summary (Supplier Assessment for Impacts on Society)(495KB) 

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> <p>a. Report the total number of grievances about impacts on society 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 impacts on society filed prior to the reporting period that were resolved during the reporting period.</p>	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> <p>a. Report the percentage of significant product and service categories for which health and safety impacts are assessed for improvement.</p>	Customer Health and Safety Data summary (Customer Health and Safety) (495KB)
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> <p>a. Report the total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services within the reporting period, by:</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>	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> <p>a. Report whether the following product and service information is required by the organization's procedures for product and service information and labeling:</p> <ul style="list-style-type: none"> ■ The sourcing of components of the product or service 	Data summary (Product and Service Labeling) (495KB)

Index		Page to refer
	<ul style="list-style-type: none"> ■ 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) <p>b. Report the percentage of significant product or service categories covered by and assessed for compliance with such procedures.</p>	
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> <p>a. Report the total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, 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>	Product and Service Labeling
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) (495KB) 
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>	Marketing Communications Data summary (Marketing Communications)(495KB) 
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 	Marketing Communications

Index		Page to refer
	<p>resulting in a warning</p> <ul style="list-style-type: none"> ■ 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>	
Aspect: Customer Privacy		
G4-PR8	<p>TOTAL NUMBER OF SUBSTANTIATED COMPLAINTS REGARDING BREACHES OF CUSTOMER PRIVACY AND LOSSES OF CUSTOMER DATA</p> <p>a. Report the total number of substantiated complaints received concerning breaches of customer privacy, categorized by:</p> <ul style="list-style-type: none"> ■ Complaints received from outside parties and substantiated by the organization ■ Complaints from regulatory bodies <p>b. Report the total number of identified leaks, thefts, or losses of customer data.</p> <p>c. If the organization has not identified any substantiated complaints, a brief statement of this fact is sufficient.</p>	Customer Privacy
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)

Editorial Policy for CSR Website

Message From The President
Yokohama Rubber's Important Issues
Business and CSR Integration
Fiscal Year 2016 Activity Report
Site Data
Related Information on CSR Report
Response to Third-Party Opinion
Reference Table for GRI Guidelines
Editorial Policy for CSR Website
PDF Downloads/Previous Reports
Company Overview / CSR Management
What's New

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 2016 (from January 2016 to December 2016).

* It contains the status until July 2017 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 31 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 12 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

December, 2017 (once a year)

* The previous time was in August, 2016.

* The next time is scheduled for August, 2018.

Editor contact of this report

Corporate Social Responsibility Planning Department

Contact

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

Corporate Social Responsibility Planning Department: +81-3-5400-4705

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 2017), 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.