

# GLOSSARY

TERM	DEFINITION
Anzen Leader	Safety Leader
ASM	Annual Supplier Meet
BCM	Business Communication Meeting
EMR	Environment Management Representative
ESCO	Energy Saving Company
Gemba	Japanese term for identification of problems and finding a solution to it at site
Genchi Genbutsu	Japanese term for going to the source to make correct decisions
GPG	Green Purchasing Guidelines
Jidoka	Built in Quality
Jiritsuka	Japanese term for Self Reliance
JIT	Just in Time
Kaizen	Japanese term for Continuous Improvement
Kiken Yochi	Danger Prediction
KIADB	Karnataka Industrial Area Development Board
KPI	Key Performance Indicator
KSPCB	Karnataka State Pollution Control Board
Monozukuri	Japanese term for Manufacturing
Muda	Un-necessary movement
MBR	Membrane Bio-Reactor
OECD	Organization for Economic Co-operation and Development
OSS	On Site Suppliers
PDCA	Plan Do Check Act
RO	Reverse Osmosis
RLNG	Regasified Liquefied Natural Gas
SINE QUA NON	An indispensable condition, element or factor
SOC	Substance's Of Concern
SSC	Supplier Support Centre
TKSA	Toyota Kirloskar Supplier Association
TMAP	Toyota Motor Asia Pacific
TMAP-EM	Toyota Motor Asia Pacific - Environment Management
TMC	Toyota Motor Corporation
UNEP	United Nations Environment Programme
VOC	Volatile Organic Compound
Yokoten	Best practices sharing

# GRI G4 CONTENT INDEX

GENERAL STANDARD DISCLOSURES	DISCLOSURE	REPORTED	CHAPTER NAME
<b>STRATEGY AND ANALYSIS</b>			
G4-1	A statement from the most senior decision-maker of the organization about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability	Fully	Message from the Managing Director, Message from Vice Chairman
G4-2	Description of key impacts, risks and opportunities.	Fully	Stakeholder Engagement & Materiality
<b>ORGANIZATIONAL PROFILE</b>			
G4-3	Name of the organization.	Fully	Company Profile
G4-4	Primary brands, products, and/or services	Fully	Company Profile
G4-5	Location of the organization's headquarters	Fully	Company Profile
G4-6	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report	Fully	Company Profile
G4-7	Nature of ownership and legal form	Fully	Company Profile
G4-8	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries)	Fully	Company Profile
G4-9	Scale of the reporting organization	Fully	Company Profile
G4-10	Total number of employees by employment contract and gender	Fully	Our Stakeholders - Partners in Growth: Employees
G4-11	Percentage of total employees covered by collective bargaining agreements	Fully	Our Stakeholders - Partners in Growth: Employees
G4-12	Organization's supply chain	Fully	Our Stakeholders - Partners in Growth: Suppliers
G4-13	Significant changes during the reporting period regarding size, structure, ownership or its supply chain	Fully	No significant changes in the reporting period
G4-14	Whether and how the precautionary approach or principle is addressed by the organization	Fully	Company Profile
G4-15	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses	Fully	Company Profile
G4-16	Memberships of associations (such as industry associations) and national or international advocacy organizations	Fully	Company Profile
<b>IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES</b>			
G4-17	All entities included in the organization's consolidated financial statements or equivalent documents	Fully	Company Profile
G4-18	Process for defining the report content and the Aspect Boundaries	Partially	Stakeholder Engagement & Materiality
G4-19	All Material Aspects identified in the process for defining report content	Fully	Stakeholder Engagement & Materiality
G4-20	For each material Aspect, the Aspect Boundary within the organization	Fully	Stakeholder Engagement & Materiality
G4-21	For each material Aspect, the Aspect Boundary outside the organization	Fully	Stakeholder Engagement & Materiality

GENERAL STANDARD DISCLOSURES	DISCLOSURE	REPORTED	CHAPTER NAME
G4-22	Effect of any restatements of information provided in previous reports, and the reasons for such restatement	Fully	No such restatements are provided
G4-23	Significant changes from previous reporting periods in the Scope and Aspect Boundaries.	Fully	No significant changes from previous reporting period
G4-24	List of stakeholder groups engaged by the organization	Fully	Stakeholder Engagement & Materiality
G4-25	Basis for identification and selection of Stakeholders with whom to engage	Fully	Stakeholder Engagement & Materiality
G4-26	Organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group	Fully	Stakeholder Engagement & Materiality
G4-27	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns	Fully	Stakeholder Engagement & Materiality
REPORT PROFILE			
G4-28	Reporting period (such as fiscal or calendar year) for information provided	Fully	About the report
G4-29	Date of most recent previous report (if any)	Fully	About the report
G4-30	Reporting cycle (such as annual, biennial)	Fully	About the report
G4-31	Contact point for questions regarding the report or its contents	Fully	About the report, Message from the Editor's desk
G4-32	The 'in accordance' option the organization has chosen	Fully	About the report
G4-33	Organization's policy and current practice with regard to seeking external assurance for the report	Partially	Our Environment
GOVERNANCE			
G4-34	Governance structure of the organization, including committees of the highest governance body	Fully	Corporate Governance
G4-35	Process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	Fully	Corporate Governance
G4-36	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	Fully	Corporate Governance
G4-37	Processes for consultation between Stakeholders and the highest governance body on economic, environmental and social topics	Fully	Corporate Governance
G4-38	Composition of the highest governance body and its committees	Fully	Corporate Governance
G4-39	Whether the Chair of the highest governance body is also an executive officer.	Fully	Corporate Governance
G4-40	Nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members	Partially	Corporate Governance
G4-41	Processes for the highest governance body to ensure conflicts of interest are avoided and managed	Partially	Corporate Governance
G4-42	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	Fully	Corporate Governance
G4-43	Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics	Fully	Corporate Governance
G4-44	Processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics	Fully	Corporate Governance

GENERAL STANDARD DISCLOSURES	DISCLOSURE	REPORTED	CHAPTER NAME
G4-45	Highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities	Fully	Corporate Governance
G4-46	Highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics	Fully	Corporate Governance
G4-47	Frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities	Not Reported	
G4-48	Highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material Aspects are covered	Fully	Corporate Governance
G4-49	Process for communicating critical concerns to the highest governance body	Fully	Corporate Governance
G4-50	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	Partially	Corporate Governance
G4-51	Remuneration policies for the highest governance body and senior executives	Partially	Corporate Governance
G4-52	Process for determining remuneration	Fully	Corporate Governance
G4-53	How Stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals	Fully	Corporate Governance
G4-54	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 in the same country	Not Reported	
G4-55	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 in the same country	Not Reported	
<b>ETHICS AND INTEGRITY</b>			
G4-56	Organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics	Fully	Corporate Governance
G4-57	Internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as help lines or advice lines	Fully	Corporate Governance
G4-58	Internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistle blowing mechanisms or hotlines	Fully	Corporate Governance

# SPECIFIC STANDARD DISCLOSURES

## DISCLOSURE ON MANAGEMENT APPROACH

SPECIFIC STANDARD DISCLOSURES	DISCLOSURE	REPORTED	CHAPTER NAME
<b>DISCLOSURE ON MANAGEMENT APPROACH- EC</b>			
Aspects	Economic performance	Fully	Economic performance
	Market presence	Fully	Economic performance
	Indirect economic impacts	Fully	Our Stakeholders - Partners in Growth Community
	Procurement practices	Partially	Our Stakeholders - Partners in Growth: Suppliers

SPECIFIC STANDARD DISCLOSURES	DISCLOSURE	REPORTED	CHAPTER NAME
<b>DISCLOSURE ON MANAGEMENT APPROACH- EN</b>			
Aspects	Materials	Fully	Our Environment
	Energy	Fully	Our Environment
	Water	Fully	Our Environment
	Biodiversity	Partially	Our Environment
	Emissions, effluents and waste	Fully	Our Environment
	Products and services	Fully	Our Environment
	Compliance	Fully	Our Environment
	Transport	Fully	Our Environment
	Overall	Fully	Our Environment
	Supplier environmental assessment	Fully	Our Environment
	Environmental grievance mechanisms	Fully	Our Environment
<b>DISCLOSURE ON MANAGEMENT APPROACH -LA</b>			
Aspects	Employment	Fully	Our Stakeholders - Partners in Growth: Employees
	Labor/management relations	Fully	Our Stakeholders - Partners in Growth: Employees
	Occupational health and safety	Fully	Our Stakeholders - Partners in Growth: Employees
	Training and education	Fully	Our Stakeholders - Partners in Growth: Employees
	Diversity and equal opportunity	Fully	Our Stakeholders - Partners in Growth: Employees
	Equal remuneration for women and men	Fully	Our Stakeholders - Partners in Growth: Employees
	Supplier assessment for labor practices	Fully	Our Stakeholders - Partners in Growth: Suppliers
	Labor practices grievance mechanisms	Partially	Our Stakeholders - Partners in Growth: Suppliers
<b>DISCLOSURE ON MANAGEMENT APPROACH-HR</b>			
Aspects	Investment and procurement practices	Fully	Our Stakeholders - Partners in Growth: Employees
	Non-discrimination	Fully	Our Stakeholders - Partners in Growth: Employees
	Freedom of association and collective bargaining	Fully	Our Stakeholders - Partners in Growth: Suppliers
	Child labor	Fully	Our Stakeholders - Partners in Growth: Suppliers
	Prevention of forced and compulsory labor	Fully	Our Stakeholders - Partners in Growth: Suppliers
	Security practices	Fully	Our Stakeholders - Partners in Growth: Employees
	Indigenous rights	Fully	Our Stakeholders - Partners in Growth: Employees
	Assessment	Partially	Our Stakeholders - Partners in Growth: Employees
	Supplier human rights assessment	Fully	Our Stakeholders - Partners in Growth: Employees
	Human rights grievance mechanisms	Fully	Our Stakeholders - Partners in Growth: Employees
<b>DISCLOSURE ON MANAGEMENT APPROACH - PR</b>			
Aspects	Customer health and safety	Fully	Our Stakeholders - Partners in Growth: Customers
	Product and service labeling	Fully	Our Stakeholders - Partners in Growth: Customers
	Marketing communications	Fully	Our Stakeholders - Partners in Growth: Customers
	Customer privacy	Fully	Our Stakeholders - Partners in Growth: Customers
	Compliance	Fully	Our Stakeholders - Partners in Growth: Customers

# SPECIFIC STANDARD DISCLOSURES

## PERFORMANCE INDICATORS

### CATEGORY: ECONOMIC

#### DISCLOSURE ON MANAGEMENT APPROACH -SO

Aspects	Local communities	Fully	Our Stakeholders - Partners in Growth: Community
	Anti-Corruption	Fully	Our Stakeholders - Partners in Growth: Community
	Public policy	Fully	Our Stakeholders - Partners in Growth: Community
	Anti-competitive behavior	Fully	Our Stakeholders - Partners in Growth: Community
	Compliance	Fully	Our Stakeholders - Partners in Growth: Community
	Supplier assessment for impacts on society	Not Reported	
	Grievance mechanisms for impacts on society	Fully	Our Stakeholders - Partners in Growth: Community

#### Economic performance

G4-EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments	Fully	Economic Performance
G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	Fully	Economic Performance
G4-EC3	Coverage of the organization's defined benefit plan obligations	Fully	Our Stakeholders - Employees
G4-EC4	Financial assistance received from government	Fully	Economic Performance

#### Market Presence

G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	Not Reported	
G4-EC6	Proportion of senior management hired from the local community at significant locations of operation	Partially	Local referring to India operations

#### Market Presence

G4-EC7	Development and impact of infrastructure investments and services supported	Fully	Our Stakeholders -Partners in Growth: Community
G4-EC8	Significant indirect economic impacts, including the extent of impacts	Partially	Our Stakeholders -Partners in Growth: Community

#### Procurement Practices

G4-EC9	Proportion of spending on local suppliers at significant locations of operation.	Partially	Local referring to India operations
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### CATEGORY: ENVIRONMENTAL

#### Materials

G4-EN1	Materials used by weight or volume.	Fully	Our Environment
G4-EN2	Percentage of materials used that are recycled input materials.	Fully	Our Environment

#### Energy

G4-EN3	Energy consumption within the organization	Partially	Our Environment
G4-EN4	Energy consumption outside of the organization	Fully	Our Environment
G4-EN5	Energy intensity.	Partially	Our Environment

G4-EN6	Reduction of energy consumption.	Fully	Our Environment
G4-EN7	Reductions in energy requirements of products and services	Fully	Our Environment
<b>Water</b>			
G4-EN8	Total water withdrawal by source	Fully	Our Environment
G4-EN9	Water sources significantly affected by withdrawal of water	Partially	Our Environment
G4-EN10	Percentage and total volume of water recycled and reused	Fully	Our Environment
<b>Biodiversity</b>			
G4-EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Fully	Our Environment
G4-EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	NA	NA
G4-EN13	Habitats protected or restored	Fully	Our Environment
G4-EN14	Total number of IUCN red list species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Fully	Our Environment
<b>Emissions</b>			
G4-EN15	Direct greenhouse gas (GHG) emissions (scope 1)	Fully	Our Environment
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (scope 2)	Fully	Our Environment
G4-EN17	Other indirect greenhouse gas (GHG) emissions (scope 3)	Not Reported	Our Environment
G4-EN18	Greenhouse gas (GHG) emissions intensity	Not Reported	Our Environment
G4-EN19	Reduction of greenhouse gas (GHG) emissions	Fully	Our Environment
G4-EN20	Emissions of ozone-depleting substances (ODS)	Fully	Our Environment
G4-EN21	NOx, SOx, and other significant air emissions	Fully	Our Environment
<b>Effluents and Waste</b>			
G4-EN22	Total water discharge by quality and destination	Fully	Our Environment
G4-EN23	Total weight of waste by type and disposal method	Partially	Our Environment
G4-EN24	Total number and volume of significant spills	Partially	No significant spills reported
G4-EN25	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel convention 2 annex I, II, III, and VIII, and percentage of transported waste shipped internationally	Partially	Our Environment
G4-EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff	Partially	Our Environment
<b>Products and Services</b>			
G4-EN27	Extent of impact mitigation of environmental impacts of products and services.	Fully	Our Environment
G4-EN28	Percentage of products sold and their packaging materials that are reclaimed by category	Partially	Our Environment
<b>Compliance</b>			
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	Fully	Our Environment
<b>Transport</b>			
G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce	Fully	Our Environment

<b>Overall</b>			
G4-EN31	Total environmental protection expenditures and investments by type	Fully	Our Environment
<b>Supplier Environmental Assessment</b>			
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	Fully	Our Environment
G4-EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	Fully	Our Environment
<b>Environmental Grievance Mechanisms</b>			
G4-EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	Not Reported	
<b>CATEGORY: SOCIAL</b>			
<b>SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK</b>			
<b>Employment</b>			
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	Fully	Our Stakeholders -Partners in Growth: Employees
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part time employees, by significant locations of operation	Fully	Our Stakeholders -Partners in Growth: Employees
G4-LA3	Return to work and retention rates after parental leave, by gender	Not Reported	
<b>Labor/Management Relations</b>			
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	Fully	Our Stakeholders -Partners in Growth: Employees
<b>Occupational Health and Safety</b>			
G4-LA5	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	Fully	Our Stakeholders -Partners in Growth: Employees
G4-LA6	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	Fully	Our Stakeholders -Partners in Growth: Employees
G4-LA7	Workers with high incidence or high risk of diseases related to their occupation	Fully	Our Stakeholders -Partners in Growth: Employees
G4-LA8	Health and safety topics covered in formal agreements with trade unions	Fully	Our Stakeholders -Partners in Growth: Employees
<b>Training and Education</b>			
G4-LA9	Average hours of training per year per employee by gender, and by employee category	Fully	Our Stakeholders -Partners in Growth: Employees -TTTI
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Fully	Our Stakeholders -Partners in Growth: Employees -TTTI
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	Partially	Our Stakeholders -Partners in Growth: Employees
<b>Diversity and Equal Opportunity</b>			
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	Partially	Our Stakeholders -Partners in Growth: Employees
<b>Equal Remuneration for Women and Men</b>			
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	Fully	Our Stakeholders -Partners in Growth: Employees



Supplier Assessment for Labor Practices			
G4-LA14	Percentage of new suppliers that were screened using labor practices criteria	Partially	Our Stakeholders - Partners in Growth: Suppliers
G4-LA15	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken	Partially	Our Stakeholders - Partners in Growth: Suppliers
Labor Practices Grievance Mechanisms			
G4-LA16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	Partially	Our Stakeholders - Partners in Growth: Suppliers
SUB-CATEGORY: HUMAN RIGHTS			
Investment			
Employment			
G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Partially	Our Stakeholders - Partners in Growth: Employees
G4-HR2	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	Partially	Our Stakeholders -Partners in Growth: Employees
Non-discrimination			
G4-HR3	Total number of incidents of discrimination and corrective actions taken	Not Reported	Our Stakeholders -Partners in Growth: Employees
Freedom of Association and Collective Bargaining			
G4-HR4	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	Fully	Our Stakeholders -Partners in Growth: Suppliers
Child Labor			
G4-HR5	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	Partially	Our Stakeholders - Partners in Growth Suppliers
Forced or Compulsory Labor			
G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures taken to contribute to the elimination of all forms of forced or compulsory labor	Fully	Our Stakeholders - Partners in Growth: Suppliers
Security Practices			
G4-HR7	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations	Fully	Our Stakeholders - Partners in Growth: Employees
Indigenous Rights			
G4-HR8	Total number of incidents of violations involving rights of indigenous peoples and actions taken	Partially	Our Stakeholders - Partners in Growth: Employees
Assessment			
G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	Partially	Our Stakeholders - Partners in Growth: Employees
Supplier Human Rights Assessment See refer			
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	Not Reported	

<b>Remediation</b>			
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken.	Fully	Our Stakeholders -Partners in Growth: Employees
<b>Human Rights Grievance Mechanisms S</b>			
G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	Fully	Our Stakeholders -Partners in Growth: Employees
<b>SUB-CATEGORY: SOCIETY</b>			
<b>Local Communities</b>			
<b>Employment</b>			
G4-S01	Percentage of operations with implemented local community engagement, impact assessments, and development programs	Fully	Our Stakeholders -Partners in Growth: Community
G4-S02	Operations with significant actual and potential negative impacts on local communities	Fully	Our Stakeholders -Partners in Growth: Community
<b>Anti-corruption</b>			
G4-S03	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	Partially	Our Stakeholders -Partners in Growth: Community
G4-S04	Communication and training on anti-corruption policies and procedures	Partially	Our Stakeholders -Partners in Growth: Community
G4-S05	Confirmed incidents of corruption and actions taken	Partially	Our Stakeholders -Partners in Growth: Community
<b>Public Policy</b>			
G4-S06	Total value of political contributions by country and recipient/beneficiary	Fully	Our Stakeholders -Partners in Growth: Community
<b>Anti-competitive Behavior</b>			
G4-S07	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	Partially	Our Stakeholders -Partners in Growth: Employees
<b>Compliance</b>			
G4-S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Partially	Our Stakeholders -Partners in Growth: Community
<b>Supplier Assessment for Impacts on Society</b>			
G4-S09	Percentage of new suppliers that were screened using criteria for impacts on society	Partially	Our Stakeholders -Partners in Growth: Community
G4-S10	Significant actual and potential negative impacts on society in the supply chain and actions taken	Partially	Our Stakeholders -Partners in Growth: Community
<b>Grievance Mechanisms for Impacts on Society</b>			
G4-S11	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	Partially	Our Stakeholders -Partners in Growth: Community
<b>SUB-CATEGORY: PRODUCT RESPONSIBILITY</b>			
<b>Customer Health and Safety</b>			
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Partially	Our Stakeholders - Partners in Growth: Customers
G4-PR2	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	Fully	Our Stakeholders - Partners in Growth: Customers

Product and Service Labeling			
G4-PR3	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	Fully	Our Stakeholders - Partners in Growth: Customers
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	Fully	Our Stakeholders - Partners in Growth: Customers
G4-PR5	Results of surveys measuring customer satisfaction	Fully	Our Stakeholders - Partners in Growth: Customers
G4-PR6	Sale of banned or disputed products	NA	NA
G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	NA	NA
Customer Privacy			
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Fully	Our Stakeholders - Partners in Growth: Customers
Compliance			
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Fully	Our Stakeholders - Partners in Growth: Customers



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For further information and feedback on this report please contact  
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