

## G4 Sustainability Reporting Guidelines Content Index

Red frame: Core Disclosures		Corresponding Web Page
Items	Indicators	
<b>GENERAL STANDARD DISCLOSURES</b>		
<b>Strategy and Analysis</b>		
G4-1	Provide a statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability.	Message from Management
G4-2	Provide a description of key impacts, risks, and opportunities.	Risk Management Shin-Etsu Chemical Top > Financial & IR Information > IR Library > Annual Securities Report FY2016 (only Japanese available)
<b>Organizational Profile</b>		
G4-3	Report the name of the organization.	Shin-Etsu Chemical Top > Corporate Information > Company Profile
G4-4	Report the primary brands, products, and services.	Shin-Etsu Chemical Top > Corporate Information > Company Profile
G4-5	Report the location of the organization's headquarters.	Shin-Etsu Chemical Top > Corporate Information > Company Profile
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.	Shin-Etsu Chemical Top > Corporate Information > Major Bases of Operation / Worldwide Network
G4-7	Report the nature of ownership and legal form.	Shin-Etsu Chemical Top > Corporate Information > Company Profile
G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	Shin-Etsu Chemical Top > Corporate Information > Company Profile
G4-9	Report the scale of the organization, including: -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	ESG Data Shin-Etsu Chemical Top > Financial & IR Information > IR Library > Financial Data Shin-Etsu Chemical Top > Financial & IR Information > IR Library > Annual Securities Report FY2016 (only Japanese available)
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).	ESG Data
G4-11	Report the percentage of total employees covered by collective bargaining agreements.	-
G4-12	Describe the organization's supply chain.	CSR Key Issues 4
G4-13	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain, including: -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	NA

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<b>Commitments to External Initiatives</b>		
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.	Shin-Etsu Group Key CSR Issues
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	Message from Management About CSR Site
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization: -Holds a position on the governance body -Participates in projects or committees -Provides substantive funding beyond routine membership dues -Views membership as strategic	About CSR Site
<b>Identified Material Aspects and Boundaries</b>		
G4-17	a. List all entities included in the organization's consolidated financial statements or equivalent documents. b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	Shin-Etsu Chemical Top > Financial & IR Information > IR Library > Annual Securities Report FY2016 (only Japanese available)
G4-18	a. Explain the process for defining the report content and the Aspect Boundaries. b. Explain how the organization has implemented the Reporting Principles for Defining Report Content.	Message from Management Specifying Shin-Etsu Group Key CSR Issues
G4-19	List all the material Aspects identified in the process for defining report content.	Message from Management Shin-Etsu Group Key CSR Issues
G4-20	For each material Aspect, report the Aspect Boundary within the organization, as follows: -Report whether the Aspect is material within the organization -If the Aspect is not material for all entities within the organization (as described in G4-17), select one of the following two approaches and report either: -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	Message from Management Shin-Etsu Group Key CSR Issues
G4-21	For each material Aspect, report the Aspect Boundary outside the organization, as follows: -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	-
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	NA
G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	NA
<b>Stakeholder Engagement</b>		
G4-24	Provide a list of stakeholder groups engaged by the organization.	Shin-Etsu Group Key CSR Issues
G4-25	Report the basis for identification and selection of stakeholders with whom to engage.	Shin-Etsu Group Key CSR Issues

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Items	Indicators	
G4-26	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.	Shin-Etsu Group Key CSR Issues
G4-27	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.	Shin-Etsu Group Key CSR Issues

<b>Report Profile</b>		
G4-28	Reporting period (such as fiscal or calendar year) for information provided.	About CSR Site
G4-29	Date of most recent previous report (if any).	About CSR Site
G4-30	Reporting cycle (such as annual, biennial).	About CSR Site
G4-31	Provide the contact point for questions regarding the report or its contents.	Shin-Etsu Chemical CSR Site Questionnaire

<b>GRI Content Index</b>		
G4-32	a. Report the 'in accordance' option the organization has chosen. b. Report the GRI Content Index for the chosen option (see tables below). c. Report the reference to the External Assurance Report, if the report has been externally assured. GRI recommends the use of external assurance but it is not a requirement to be 'in accordance' with the Guidelines.	About CSR Site G4 Sustainability Reporting Guidelines Comparison Table

<b>Assurance</b>		
G4-33	a. Report the organization's policy and current practice with regard to seeking external assurance for the report. b. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided. c. Report the relationship between the organization and the assurance providers. d. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report.	Responsible Care Audit of the Report

<b>Governance</b>		
G4-34	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
G4-35	Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	-
G4-36	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.	Shin-Etsu Chemical website > Corporate Information > Organization > Board of Directors
G4-37	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 CSR Key Issues 5 CSR Key Issues 8

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Items	Indicators	
G4-38	Report the composition of the highest governance body and its committees by: -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	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	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.	Corporate Governance
G4-41	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.	Corporate Governance Shin-Etsu Chemical Top > Financial & IR Information > IR Library > Annual Securities Report FY2016 (only Japanese available)
G4-42	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.	Message from Management Shin-Etsu Group Corporate Mission Statement/Basic CSR Policy
G4-43	Report the measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.	-
G4-44	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. 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.	Corporate Governance
G4-45	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. 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.	Specifying Shin-Etsu Group Key CSR Issues Shin-Etsu Chemical Top > Financial & IR Information > IR Library > Annual Securities Report FY2016 (only Japanese available)
G4-46	Report the highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.	-
G4-47	Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.	-
G4-48	Report the highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material Aspects are covered.	-
G4-49	Report the process for communicating critical concerns to the highest governance body.	Corporate Governance The cornerstone of all activities
G4-50	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.	-

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Items	Indicators	
G4-51	a. Report the remuneration policies for the highest governance body and senior executives for the below types of remuneration. b. Report how performance criteria in the remuneration policy relate to the highest governance body's and senior executives' economic, environmental and social objectives.	Corporate Governance Corporate Governance Report Shin-Etsu Chemical Top > Financial & IR Information > IR Library > Annual Securities Report FY2016 (only Japanese available)
G4-52	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 Corporate Governance Report Shin-Etsu Chemical Top > Financial & IR Information > IR Library > Annual Securities Report FY2016 (only Japanese available)
G4-53	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	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	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	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	Shin-Etsu Group Corporate Mission Statement/Basic CSR Policy
G4-57	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.	The cornerstone of all activities
G4-58	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.	The cornerstone of all activities

SPECIFIC STANDARD DISCLOSURES		
Generic Disclosures on Management Approach		
G4-DMA	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: -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	Message from Management Specifying Shin-Etsu Group Key CSR Issues

CATEGORY: ECONOMIC		
Aspect: Economic Performance		
G4-EC1	Direct economic value generated and distributed	Shin-Etsu Chemical Top > Financial & IR Information > IR Library > Financial Data
G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	Shin-Etsu Group's products which contribute to the solution of the UN "Sustainable Development Goals" (SDGs) CSR Key Issues 2 > Response to climate change CSR Key Issues 2 > Environmental Accounting Shin-Etsu Chemical Top > Financial & IR Information > IR Library > Annual Securities Report FY2016 (only Japanese available)
G4-EC3	Coverage of the organization's defined benefit plan obligations	NA

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Items	Indicators	
G4-EC4	Financial assistance received from government	NA
<b>Aspect: Market Presence</b>		
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	-
G4-EC6	Proportion of senior management hired from the local community at significant locations of operation	-
<b>Aspect: Indirect Economic Impacts</b>		
G4-EC7	Development and impact of infrastructure investments and services supported	-
G4-EC8	Significant indirect economic impacts, including the extent of impacts	-
<b>Aspect: Procurement Practices</b>		
G4-EC9	Proportion of spending on local suppliers at significant locations of operation	-
<b>CATEGORY: ENVIRONMENTAL</b>		
<b>Aspect: Materials</b>		
G4-EN1	Materials used by weight or volume	-
G4-EN2	Percentage of materials used that are recycled input materials	-
<b>Aspect: Energy</b>		
G4-EN3	Energy consumption within the organization	CSR Key Issues 2 > Response to climate change Environmental Data
G4-EN4	Energy consumption outside of the organization	-
G4-EN5	Energy intensity	CSR Key Issues 2 > Response to climate change Environmental Data
G4-EN6	Reduction of energy consumption	CSR Key Issues 2 > Response to climate change Environmental Data
G4-EN7	Reductions in energy requirements of products and services	-
<b>Aspect: Water</b>		
G4-EN8	Total water withdrawal by source	CSR Key Issues 2 > Environment Management CSR Key Issues 2 > Water resource conservation, water pollutant elimination ESG Data
G4-EN9	Water sources significantly affected by withdrawal of water	-
G4-EN10	Percentage and total volume of water recycled and reused	CSR Key Issues 2 > Water resource conservation, water pollutant elimination Environmental Data
<b>Aspect: Biodiversity</b>		
G4-EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	-
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	CSR Key Issues 2 > Conservation of biodiversity initiatives, pollutant countermeasures
G4-EN13	Habitats protected or restored	-
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	-

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Items	Indicators	
<b>Aspect: Emissions</b>		
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	CSR Key Issues 2 > Environment Management CSR Key Issues 2 > Response to climate change Environmental Data
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	CSR Key Issues 2 > Environment Management CSR Key Issues 2 > Response to climate change Environmental Data
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	CSR Key Issues 2 > Response to climate change Environmental Data
G4-EN18	Greenhouse gas (GHG) emissions intensity	CSR Key Issues 2 > Response to climate change Environmental Data
G4-EN19	Reduction of greenhouse gas (GHG) emissions	CSR Key Issues 2 > Response to climate change Environmental Data
G4-EN20	Emissions of ozone-depleting substances (ODS)	Environmental Data
G4-EN21	NOx, SOx, and other significant air emissions	CSR Key Issues 2 > Response to climate change CSR Key Issues 2 > Conservation of biodiversity initiatives, pollutant countermeasures ESG Data Environmental Data
<b>Aspect: Effluents and Waste</b>		
G4-EN22	Total water discharge by quality and destination	CSR Key Issues 2 > Environment Management CSR Key Issues 2 > Water resource conservation, water pollutant elimination Environmental Data
G4-EN23	Total weight of waste by type and disposal method	CSR Key Issues 2 > Waste reduction Environmental Data
G4-EN24	Total number and volume of significant spills	CSR Key Issues 2 > Water resource conservation, water pollutant elimination
G4-EN25	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the basel convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally	-
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	-
<b>Aspect: Products and Services</b>		
G4-EN27	Extent of impact mitigation of environmental impacts of products and services	-
G4-EN28	Percentage of products sold and their packaging materials that are reclaimed by category	-
<b>Aspect: Compliance</b>		
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	ESG Data
<b>Aspect: 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	CSR Key Issues 2 > Response to climate change
<b>Aspect: Overall</b>		
G4-EN31	Total environmental protection expenditures and investments by type	CSR Key Issues 2 > Environmental Accounting
<b>Aspect: Supplier Environmental Assessment</b>		
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	-
G4-EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	CSR Key Issues 4

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Items	Indicators	
<b>Aspect: Environmental Grievance Mechanisms</b>		
G4-EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	NA
<b>CATEGORY: SOCIAL</b>		
<b>SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK</b>		
<b>Aspect: Employment</b>		
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	ESG Data Shin-Etsu Chemical website > Recruit-Employment Opportunities > FAQ (only Japanese available)
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or parttime employees, by significant locations of operation	CSR Key Issues 5
G4-LA3	Return to work and retention rates after parental leave, by gender	CSR Key Issues 5
<b>Aspect: Labor/Management Relations</b>		
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	-
<b>Aspect: 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	-
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	-
G4-LA7	Workers with high incidence or high risk of diseases related to their occupation	ESG Data
G4-LA8	Health and safety topics covered in formal agreements with trade unions	-
<b>Aspect: Training and Education</b>		
G4-LA9	Average hours of training per year per employee by gender, and by employee category	-
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	CSR Key Issues 5
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	-
<b>Aspect: 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	-
<b>Aspect: 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	-
<b>Aspect: Supplier Assessment for Labor Practices</b>		
G4-LA14	Percentage of new suppliers that were screened using labor practices criteria	-
G4-LA15	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken	CSR Key Issues 4
<b>Aspect: Labor Practices Grievance Mechanisms</b>		
G4-LA16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	-
<b>SUB-CATEGORY: HUMAN RIGHTS</b>		
<b>Aspect: Investment</b>		
G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	-



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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	-
<b>Aspect: Non-discrimination</b>		
G4-HR3	Total number of incidents of discrimination and corrective actions taken	-
<b>Aspect: Freedom of Association and Collective Bargaining</b>		
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	-
<b>Aspect: Child Labor</b>		
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	CSR Key Issues 4 CSR Key Issues 5
<b>Aspect: Forced or Compulsory Labor</b>		
G4-HR6	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	CSR Key Issues 4 CSR Key Issues 5
<b>Aspect: Security Practices</b>		
G4-HR7	Percentage of security personnel trained in the organization's human rights Policies or procedures that are relevant to operations	-
<b>Aspect: Indigenous Rights</b>		
G4-HR8	Total number of incidents of violations involving rights of indigenous peoples and actions taken	-
<b>Aspect: Assessment</b>		
G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	-
<b>Aspect: Supplier Human Rights Assessment</b>		
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	-
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	CSR Key Issues 4
<b>Aspect: Human Rights Grievance Mechanisms</b>		
G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	-
<b>SUB-CATEGORY: SOCIETY</b>		
<b>Aspect: Local Communities</b>		
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	-
G4-SO2	Operations with significant actual and potential negative impacts on local communities	-
<b>Aspect: Anti-corruption</b>		
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	-
G4-SO4	Communication and training on anti-corruption policies and procedures	The cornerstone of all activities
G4-SO5	Confirmed incidents of corruption and actions taken	ESG Data
<b>Aspect: Public Policy</b>		
G4-SO6	Total value of political contributions by country and recipient/beneficiary	ESG Data
<b>Aspect: Anti-competitive Behavior</b>		
G4-SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	-

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<b>Aspect: Compliance</b>		
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	ESG Data
<b>Aspect: Supplier Assessment for Impacts on Society</b>		
G4-SO9	Percentage of new suppliers that were screened using criteria for impacts on society	-
G4-SO10	Significant actual and potential negative impacts on society in the supply Chain and actions taken	CSR Key Issues 4
<b>Aspect: Grievance Mechanisms for Impacts on Society See references</b>		
G4-SO11	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	-
<b>SUB-CATEGORY: PRODUCT RESPONSIBILITY</b>		
<b>Aspect: Customer Health and Safety</b>		
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	-
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	NA
<b>Aspect: Product and Service Labeling</b>		
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	CSR Key Issues 3
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	NA
G4-PR5	Results of surveys measuring customer satisfaction	-
<b>Aspect: Marketing Communications</b>		
G4-PR6	Sale of banned or disputed products	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
<b>Aspect: Customer Privacy</b>		
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	NA
<b>Aspect: Compliance</b>		
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	NA