

Furukawa Electric Group Sustainability Report


2015

CSR Data Book




Occupational Health and Safety

[Achievement]  : Achieved  : Partially achieved  : Not achieved

FY 2014			FY 2015
Targets	Results / Achievement	Achievement	Targets
Reduce number of accidents requiring leave to one or fewer	Two accidents requiring leave		Reduce number of accidents requiring leave to one or fewer

Social Contribution

[Achievement]  : Achieved  : Partially achieved  : Not achieved

FY 2014			FY 2015
Targets	Results / Achievement	Achievement	Targets
Implementation of new programs for which activity can be continued	Implemented a new program "Private Sector Training for Teachers" ^(note)		Investigation of programs for which activity can be continued

^(note) Sponsored by Keizai Koho Center (the Japan Institute for Social and Economic Affairs).

Employee Data Book

Furukawa Electric Data

Employee turnover rate by gender (Unit: %)

	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014
Male	0.71	0.93	0.52	1.68	1.09
Female	3.08	3.68	1.35	3.18	1.48
Total	0.88	1.13	0.58	1.80	1.12

Recruitment figures by gender

		FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015
Specialized staff	Male	84	79	73	66	49	26	21	28
	Female	17	13	9	12	10	6	5	7
	Total	101	92	82	78	59	32	26	35
	Foreign nationals	1	4	4	2	3	0	1	1
Professional staff	Male	86	44	15	21	2	0	0	0
	Female	1	0	0	1	0	0	0	0
	Total	87	44	15	22	2	0	0	0

Average pay by gender (Unit: Yen)

	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014
Male	7,130,016	7,148,857	6,922,703	7,164,395	7,348,581
Female	4,708,913	4,591,206	4,554,577	4,802,456	4,805,946
Average	6,929,268	6,747,553	6,570,185	6,851,869	7,133,241

Ratio of labor union membership (Unit: %)

	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014
Male	99.68	99.75	99.67	99.72	99.82
Female	97.11	98.23	98.62	98.07	96.36
Total	99.45	99.61	99.57	99.57	99.48

Overtime (Unit: Average hours per month)

	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014
Direct work	24.15	23.84	24.33	26.17	24.78
Indirect work	17.03	17.45	18.14	19.27	20.28
Average	19.72	19.85	20.46	21.83	22.77

Regular annual leave

Item	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	Unit
Days carried over per person (A)	22.0	22.6	21.8	22.1	22.6	Days
Days granted per person (B)	23.9	23.9	23.6	23.7	23.9	Days
Days acquired per person (C)	13.3	13.1	13.0	14.1	13.8	Days
Acquisition rate (C÷B)	55.6	54.8	55.1	59.5	57.7	%

(note 1) Regular annual leave is calculated as leave taken between September 16 and September 15 of the following year.

(note 2) Figures for fiscal 2014 are not calculated, since it has not yet concluded.

People taking volunteer leave

	FY 2011	FY 2012	FY 2013	FY 2014
Female	0	0	0	0
Male	1	5	5	3
Total	1	5	5	3

People taking refresh leave

	2011 年	2012 年	2013 年	2014 年
Female	1	4	2	2
Male	63	77	74	54
Total	64	81	76	56

(note 1) Refresh leave is calculated on a calendar basis (January 1 to December 31)

(note 2) Refresh leave is a system that accords employees, who have worked for 25 years, continuous leave of between 14 and 31 days.

People taking maternity/paternity leave

	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014
Female	35	35	33	22	16
Ratio of employees returning to work (%)	97.1	97.1	97.0	95.5	100.0
Male	4	10	7	5	9
Ratio of employees returning to work (%)	100.0	100.0	100.0	100.0	100.0
Total	39	45	40	27	25
Ratio of employees returning to work (%)	97.4	97.8	97.5	96.3	100.0

People taking nursing care leave

	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014
Female	0	0	0	0	0
Ratio of employees returning to work (%)	-	-	-	-	-
Male	1	2	2	0	1
Ratio of employees returning to work (%)	100.0	100.0	100.0	-	100.0
Total	1	2	2	0	1

Environmental conservation costs

(Unit: million yen)

Category	Key activity and the outcome	Furukawa Electric		Affiliated companies
		Total cost	Year on year	Total costs
1. Business area costs	Pollution prevention (air pollution, etc). energy conservation, waste disposal, etc.	1,222	42	520
2. Upstream/downstream costs	Recovery of packaging, drums, etc.	207	- 139	258
3. Administration costs	Environmental management system auditing, environmental impact monitoring, etc.	345	- 15	108
4. Research and development costs	Development of environmentally friendly products, research into alternatives for harmful substances	642	- 385	72
5. Social activity costs	Tree planting, local community cleaning activities, donations, etc.	1	- 1	3
6. Environmental remediation costs	Environmental impact assessments, cleanup of polluted soil, etc.	1	- 0	0
Total		2,418	- 497	961

(note) Affiliated companies with environmental conservation costs (24 companies) differ from those the preceding fiscal year, so the comparison with the preceding fiscal year was not calculated

Economic benefits associated with environmental conservation activities

(Unit: million yen)

Details of benefits	Total benefit	
	Furukawa Electric	Affiliated companies
Revenue from recycling	220	487
Reduction in waste disposal costs	- 13	39
Reduction in energy costs	1,778	- 284
Reduction in water purchase costs	53	- 23
Total	2,037	220

(note) Minus figures indicate an increase

Environmental conservation benefits

Emissions causing environmental impact	Unit	Furukawa Electric		Affiliated companies
		Amount of environmental burden	Reduction	Reduction
Volume of industrial waste disposal processed (note 1)	tons	208	91	235
Energy consumption (crude oil equivalent)	1,000KL	119	19	1
Water consumption	1,000 tons	19,133	- 772	- 72
Emissions of volatile organic chemical compounds	tons	152	40	4
CO ₂ emissions	1,000 tons-CO ₂	218	30	3
SO _x emissions	tons	27	19	1
NO _x emissions	tons	104	- 5	-0
Soot emissions	tons	4	1	0

(note1) Excluding recycled wastes
(note) Minus figures indicate an increase

Investment and research costs

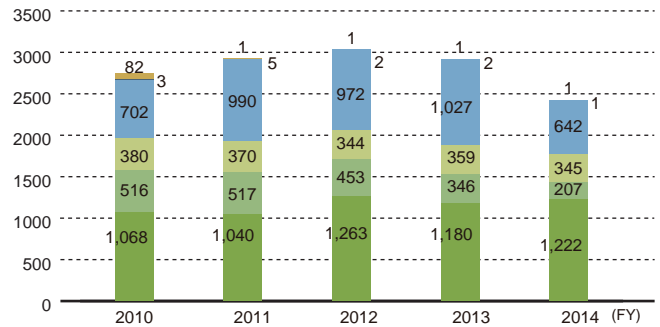
(Unit: million yen)

Investment and research costs	Total costs	
	Furukawa Electric	Affiliated companies
Environment-related investment	327	345
Total investment	11,198	3,922
Total research costs	7,240	2,481

Environmental conservation costs (Furukawa Electric)

■ Business area costs ■ Upstream/downstream costs
■ Administration costs ■ Research and development costs
■ Social activity costs ■ Environmental remediation costs

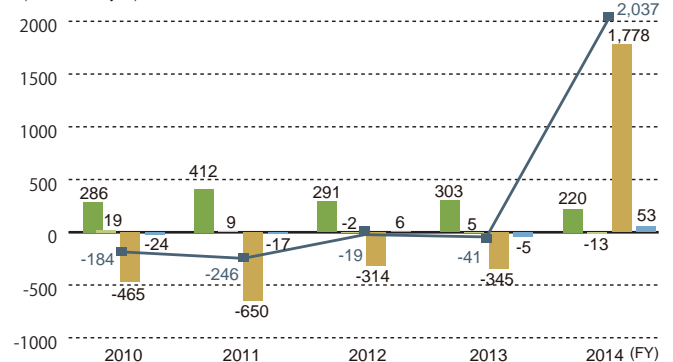
(Unit: million yen)



Economic benefits associated with environmental conservation activities (Furukawa Electric)

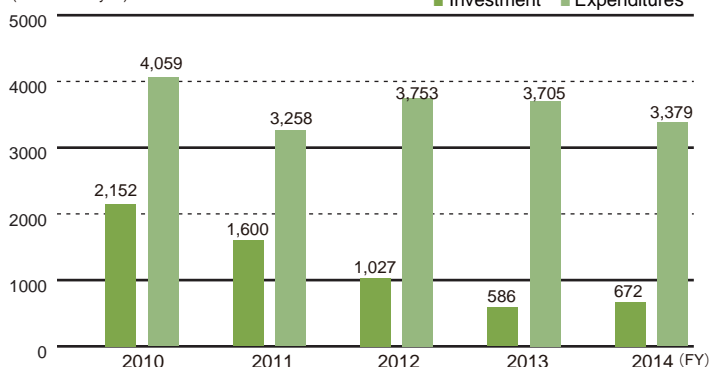
■ Revenue from recycling ■ Reduction in waste disposal costs
■ Reduction in energy costs ■ Reduction in water purchase costs
■ Total revenue and expenditure

(Unit: million yen)



Environment-Related Investment and Expenditures (Furukawa Electric and Affiliated Companies)

(Unit: million yen)



List of PRTR compatible materials (Furukawa Electric Group)

(Unit: Tons)

Substance No.	Substance	Volume handled	Volume released	Volume transferred	Volume contained in products/ disappeared by combustion
1	Zinc and its compounds	3.6	0.0	0.4	3.2
31	Antimony and its compounds	389.3	44.0	89.8	255.5
53	Ethylbenzene	4.9	0.1	0.2	4.6
71	Ferric chlorides	38.4	0.0	17.1	21.3
75	Cadmium and its compounds	95.6	0.0	3.4	92.2
80	Xylene	17.4	2.5	0.6	14.3
82	Silver and its water-soluble compounds	11.9	0.0	0.0	11.9
86	Cresol	137.8	0.2	6.7	131.0
87	Chromium and trivalent chromium compounds	13.6	0.0	0.1	13.5
88	Hexavalent chromium compounds	4.8	0.0	3.8	1.0
132	Cobalt and its compounds	3.1	0.0	0.1	3.0
144	Inorganic cyanide compounds (Excluding complex salt and cyanate)	21.0	0.0	1.7	19.2
213	N,N-dimethylacetamide	188.0	0.1	9.4	178.5
232	N,N-dimethylformamide	18.7	0.1	0.9	17.7
239	Organotin compound	1.8	0.0	0.0	1.8
255	Decabromodiphenyl ether	289.7	0.2	0.5	289.0
272	Copper salts (water-soluble)	10,378.7	0.1	36.7	10,341.9
296	1,2,4-trimethylbenzene	18.5	0.1	0.0	18.4
297	1,3,5-trimethylbenzene	1.2	0.2	0.1	1.0
300	Toluene	214.3	112.1	31.6	70.5
305	Lead compounds	27,634.9	0.1	4.1	27,630.7
308	Nickel	589.6	0.0	6.9	582.7
309	Nickel compounds	104.9	0.0	14.6	90.2
332	Arsenic and its inorganic compounds	10.4	0.0	0.0	10.4
333	Hydrazine	5.2	0.0	0.0	5.2
349	Phenol	102.1	0.1	5.0	97.0
355	Bis (2-ethylhexyl) phthalate	198.7	0.0	0.2	198.5
374	Hydrogen fluoride and its water-soluble compounds	7.3	0.0	5.6	1.7
384	N-propyl bromide	2.6	2.6	0.0	0.0
392	N-hexane	2.0	0.1	0.4	1.6
405	Boron and its compounds	2.4	0.8	0.5	1.1
412	Manganese and its compounds	8.2	0.0	0.0	8.2
438	Methylnaphthalene	68.9	0.3	0.0	68.5
Total		40,589.5	163.9	240.5	40,185.2

(note) This list is target for substances with a transaction volume of 1 tons or more (0.5 tons or more for Class 1 Designated Chemical Substances) for the entire Group.

GRI Guideline Table of Contents

No.	Indicators	Page
1. Strategy and Analysis		
1.1	Statement from the most senior decision-maker of the organization (e.g., CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy.	Top Message
1.2	Description of key impacts, risks, and opportunities.	Top Message Risk Management

No.	Indicators	Page
2. Organizational Profile		
2.1	Name of the organization.	Company Profile
2.2	Primary brands, products, and/or services.	Company Profile Business Report
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Global Network
2.4	Location of organization's headquarters.	Company Profile
2.5	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.	Global Network
2.6	Nature of ownership and legal form.	Company Profile
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Global Network
2.8	Scale of the reporting organization, including: Number of employees; 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); and Quantity of products or services provided.	Company Profile Financial and Non-financial Highlights
2.9	Significant changes during the reporting period regarding size, structure, or ownership including: The location of, or changes in operations, including facility openings, closings, and expansions; and Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations).	-
2.10	Awards received in the reporting period.	-

No.	Indicators	Page
3. Report Parameters		
Report Profile		
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Editorial Policy
3.2	Date of most recent previous report (if any).	Editorial Policy
3.3	Reporting cycle (annual, biennial, etc.)	Editorial Policy
3.4	Contact point for questions regarding the report or its contents.	Editorial Policy
Report Scope and Boundary		
3.5	Process for defining report content, including: Determining materiality; Prioritizing topics within the report; and Identifying stakeholders the organization expects to use the report.	Editorial Policy

3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Editorial Policy
3.7	State any specific limitations on the scope or boundary of the report.	-
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	-
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report.	-
3.10.	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	-
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	No significant changes
GRI Content Index		
3.12	Table identifying the location of the Standard Disclosures in the report.	GRI Guideline Table of Contents
Assurance		
3.13	Policy and current practice with regard to seeking in the assurance report accompanying the sustainability report, explain the scope and basis of any external assurance provided. Also explain the relationship between the reporting organization and the assurance provider(s).	Third-Party Opinion

No.	Indicators	Page
4. Governance, Commitments and Engagement		
Governance		
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Corporate Governance CSR Management/CSR Promotion Framework
4.2	Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organization's management and the reasons for this arrangement).	Corporate Governance
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Corporate Governance
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Corporate Governance Improving the Working Environment through Labor-Management Opinion Exchanges
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Corporate Governance
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Corporate Governance
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.	-
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	CSR Management/Group Philosophy, Basic Policy and CSR Code of Conduct
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	CSR Management/CSR Promotion Framework Corporate Governance

4.10.	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Corporate Governance
Commitments to External Initiatives		
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Risk Management/Overview of the Risk Management Structure Compliance Environmental Risk Management
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	-
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: Has positions in governance bodies; Participates in projects or committees; Provides substantive funding beyond routine membership dues; or Views membership as strategic.	-
Stakeholder Engagement		
4.14	List of stakeholder groups engaged by the organization.	CSR Management/Stakeholder Relations
4.15	Basis for identification and selection of stakeholders with whom to engage.	-
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	CSR Management/Stakeholder Relations
4.17	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.	-

No.	Indicators	Page
5. Management Approach and Performance Indicators		
Economic		
Management Approach		
Economic Performance		
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.	Financial and Non-financial Highlights
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	-
EC3	Coverage of the organization's defined benefit plan obligations.	-
EC4	Significant financial assistance received from government.	-
Aspect: Market Presence		
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	-
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	-
EC7	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.	-
Aspect: Indirect Economic Impacts		
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in kind, or pro bono engagement.	Initiatives for Society/Activities in Each Region
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	-
Environmental		

Management Approach		
Materials		
EN1	Materials used by weight or volume.	Material Flow
EN2	Percentage of materials used that are recycled input materials.	-
Energy		
EN3	Direct energy consumption by primary energy source.	Material Flow Preventing Global Warming
EN4	Indirect energy consumption by primary source.	Material Flow Preventing Global Warming
EN5	Energy saved due to conservation and efficiency improvements.	Preventing Global Warming
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Financial and Non-financial Highlights Environmentally Friendly Products
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Financial and Non-financial Highlights Preventing Global Warming
Water		
EN8	Total water withdrawal by source.	Material Flow
EN9	Water sources significantly affected by withdrawal of water.	-
EN10	Percentage and total volume of water recycled and reused.	-
Biodiversity		
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	-
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	-
EN13	Habitats protected or restored.	-
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Biodiversity Conservation
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	-
Emissions, Effluents, and Waste		
EN16	Total direct and indirect greenhouse gas emissions by weight.	Preventing Global Warming
EN17	Other relevant indirect greenhouse gas emissions by weight.	Preventing Global Warming
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Preventing Global Warming
EN19	Emissions of ozone-depleting substances by weight.	Preventing Global Warming
EN20	NO, SO, and other significant air emissions by type and weight.	Material Flow Chemical Substance Management
EN21	Total water discharge by quality and destination.	-
EN22	Total weight of waste by type and disposal method.	Material Flow Reducing Waste
EN23	Total number and volume of significant spills.	Environmental Risk Management
EN24	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.	-
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	-
Products and Services		
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Environmentally Friendly Products

EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	-
Compliance		
EN28	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with environmental laws and regulations.	-
Transport		
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Preventing Global Warming
Overall		
EN30	Total environmental protection expenditures and investments by type.	Environmental Management/Environmental Accounting
Labor Practices and Decent Work		
Management Approach		
Employment		
LA1	Total workforce by employment type, employment contract, and region.	Employee Data Book/Group Data (Consolidated)
LA2	Total number and rate of employee turnover by age group, gender, and region.	Employee Data Book/Furukawa Electric Data
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	-
Labor/Management Relations		
LA4	Percentage of employees covered by collective bargaining agreements.	Employee Data Book/Furukawa Electric Data
LA5	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	Work Accident
Occupational Health and Safety		
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advice on occupational health and safety programs.	Employee Data Book/Furukawa Electric Data
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	Occupational Health and Safety/Work Accident Occurrence Status
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Occupational Health and Safety/Educating Employees at "Anzen Dojos" Occupational Health and Safety/Healthcare for Employees Working Long Hours
LA9	Health and safety topics covered in formal agreements with trade unions.	Occupational Health and Safety/Status of Activities and Future Initiatives
Training and Education		
LA10	Average hours of training per year per employee by employee category.	-
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Human Resources Development
LA12	Percentage of employees receiving regular performance and career development reviews.	-
Diversity and Equal Opportunity		
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Employee Data Book/Furukawa Electric Data
LA14	Ratio of basic salary of men to women by employee category.	Employee Data Book/Furukawa Electric Data

Human Rights		
Management Approach		
Investment and Procurement Practices		
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	-
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	Relations with Business Partners/Partners Meeting and Partner Evaluation Scheme
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Compliance/Training and Raising Awareness among Employees
		-
Non-discrimination		
HR4	Total number of incidents of discrimination and actions taken.	-
Freedom of Association and Collective Bargaining		
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	-
Child Labor		
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	-
Forced and Compulsory Labor		
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.	-
Security Practices		
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	-
Indigenous Rights		
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	-
Society		
Management Approach		
Community		
SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	-
Corruption		
SO2	Percentage and total number of business units analyzed for risks related to corruption.	-
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Compliance/Training and Raising Awareness among Employees
SO4	Actions taken in response to incidents of corruption.	Compliance/Non-compliance and corrective action
Public Policy		
SO5	Public policy positions and participation in public policy development and lobbying.	-
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	-
Anti-Competitive Behavior		
SO7	Total number of legal actions for anticompetitive behavior, anti-trust, and monopoly practices and their outcomes.	Compliance/ Non-compliance and corrective action

Compliance		
SO8	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations.	-
Product Responsibility		
Management Approach		
Customer Health and Safety		
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Relations with Customers
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	-
Product and Service Labeling		
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Environmentally Friendly Products
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	-
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Relations with Customers
Marketing Communications		
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	-
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.	-
Customer Privacy		
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	-
Compliance		
PR9	Monetary value of significant fines for noncompliance with laws and regulations concerning the provision and use of products and services.	-