

# Furukawa Electric Group Sustainability Report

2016

# **CSR Data Book**



## **Employee Data Book**

## **Furukawa Electric Data**

#### Employee turnover rate by gender (Unit: %)

	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015
Male	0.71	0.93	0.52	1.68	1.09	2.10
Female	3.08	3.68	1.35	3.18	1.48	1.08
Total	0.88	1.13	0.58	1.80	1.12	2.00

#### Recruitment figures by gender (Number of employees)

		FY 2010	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016
	Male	73	66	49	26	21	28	45
Specialized	Female	9	12	10	6	5	8	15
staff	Total	82	78	59	32	26	36	60
Stan	Foreign nationals	4	2	3	0	1	0	0
Professional	Male	15	21	2	0	0	0	0
staff	Female	0	1	0	0	0	0	0
	Total	15	22	2	0	0	0	0

### Average pay by gender (Unit: Yen)

	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015
Male	7,130,016	7,148,857	6,922,703	7,164,395	7,348,581	7,412,935
Female	4,708,913	4,591,206	4,554,577	4,802,456	4,805,946	4,815,940
Average	6,929,268	6,747,553	6,570,185	6,851,869	7,133,241	7,193,171

## Ratio of labor union membership (Unit: %)

	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015
Male	99.68	99.75	99.67	99.72	99.82	99.90
Female	97.11	98.23	98.62	98.07	96.36	97.56
Total	99.45	99.61	99.57	99.57	99.48	99.65

#### Overtime (Unit: Average hours per month)

	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015
Direct work	24.15	23.84	24.33	26.17	24.78	24.85
Indirect work	17.03	17.45	18.14	19.27	20.28	19.40
Average	19.72	19.85	20.46	21.83	22.77	22.30

#### Regular annual leave (Number of employees)

Item	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014	Unit
Days carried over per person (A)	22.0	22.6	21.8	22.1	22.6	22.6	Days
Days granted per person (B)	23.9	23.9	23.6	23.7	23.9	24.0	Days
Days acquired per person (C)	13.3	13.1	13.0	14.1	13.8	13.7	Days
Acquisition rate (C÷B)	55.6	54.8	55.1	59.5	57.7	57.1	%

(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 2015 are calculated for the annual leave year that has not yet concluded.

#### People taking volunteer leave (Number of employees)

	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015
Female	0	0	0	0	0
Male	1	5	5	3	1
Total	1	5	5	3	1

#### People taking refresh leave (Number of employees)

	2011	2012	2013	2014	2015
Female	1	4	2	2	10
Male	63	77	74	54	90
Total	64	81	76	56	100

(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 (Number of employees)

	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015
Female	35	35	33	22	16	22
Ratio of employees returning to work (%)	97.1	97.1	97.0	95.5	100.0	100.0
Male	4	10	7	5	9	3
Ratio of employees returning to work (%)	100.0	100.0	100.0	100.0	100.0	100.0
Total	39	45	40	27	25	25
Ratio of employees returning to work (%)	97.4	97.8	97.5	96.3	100.0	100.0

#### People taking nursing care leave (Number of employees)

	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015
Female	0	0	0	0	0	0
Ratio of employees returning to work (%)	-	-	-	-	-	-
Male	1	2	2	0	1	1
Ratio of employees returning to work (%)	100.0	100.0	100.0	-	100.0	100.0
Total	1	2	2	0	1	1

#### Environmental conservation costs

(Unit: million yen)

	Koy optivity and	Furukawa	a Electric	Affiliated companies		
Category	Key activity and the outcome	Total cost	Year on year	Total costs	Year on year	
1. Business area costs	Pollution prevention (air pollution, etc). energy conservation, waste disposal, etc.	936	-286	961	441	
2. Upstream/ downstream costs	Recovery of packaging, drums, etc.	189	-18	110	-148	
3. Administration costs	Environmental management system auditing, environmental impact monitoring, etc.	331	-14	102	-6	
4. Research and development costs	Dvelopment of environmentaly friendry products, research into alternatives for harmful substances	338	-304	84	12	
5. Social activity costs	Tree planting, local community cleaning activities, donations, etc.	2	1	6	3	
6. Environmental remediation costs	Environmental impact assessments, cleanup of polluted soil, etc.	1	0	4	4	
	Total	1,797	-621	1,268	307	

# Economic benefits associated with environmental conservation activities

(Unit: million yen)

	Total I	benefit
Details of benefits	Furukawa Electric	Affiliated companies
Revenue from recycling	199	304
Reduction in waste disposal costs	18	18
Reduction in energy costs	1,499	607
Reduction in water purchase costs	-15	-7
Total	1,701	922

(note) Minus figures indicate an increase

#### Environmental conservation benefits

Emissions causing	Unit	Furukawa	Affiliated companies	
environmental impact		Amount of environmental burden	Reduction	Reduction
Volume of indusrial waste disposal processed (note 1)	tons	115	93	376
Energy consumption (crude oil equivalent)	1,000KL	126	-7	13
Water onsumption	1,000 tons	18,384	749	114
Emissions of volatile orgainc chemical compounds	tons	172	-20	-2
CO <sub>2</sub> emissions	1,000 tons-CO <sub>2</sub>	219	-1	31
SO <sub>x</sub> emissions	tons	46	-19	-0
NO <sub>x</sub> emissions	tons	220	-116	0
Soot emissions	tons	10	-6	-0

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

## Investment and research costs

(Unit: million yen)

	Total costs		
Investment and research costs	Furukawa Electric	Affiliated companies	
Environment-related investment	304	669	
Total investment	6,394	2,592	
Total research costs	7,520	594	

#### **Environmental conservation costs (Furukawa Electric)**

(Unit: million yen) 3.500 1 1 1 3,000 2 2 5 1 972 2,500 990 1,027 1 642 2.000 2 344 370 359 338 345 1,500 453 346 207 517 331

1,180

2013

■ Environmental remediation costs

■ Social activity costs

Research and development costs

Administration costs

189

936

2015 (FY)

1,222

2014

Upstream/downstream costs

■ Business area costs

# Economic benefits associated with environmental conservation activities (Furukawa Electric)

1,263

2012

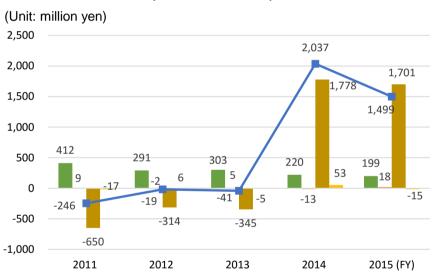
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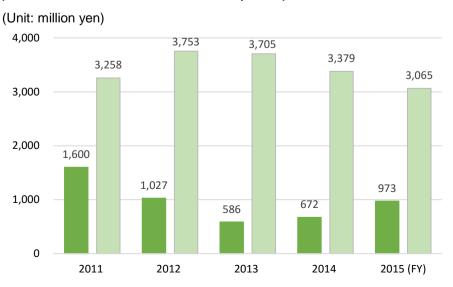
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2011





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



InvestmentExpenditures

## List of PRTR compatible materials (Furukawa Electric Group)

(Unit: Tons)

					(Unit: Ions)
Substance No.	Substance	Volume handled	Volume released	Volume transferred	Volume contained in products/ disappeared by combustion
1	Zinc and its compounds	3.9	0.0	0.4	3.4
31	Antimony and its compounds	2,709.1	40.2	9.3	2,659.5
53	Ethylbenzene	104.6	0.6	0.0	103.9
71	Ferric chlorides	39.8	0.0	24.0	15.8
75	Cadmium and its compounds	91.0	0.0	19.1	71.9
80	Xylene	116.6	2.2	0.7	113.7
82	Silver and its water-soluble compounds	10.6	0.0	0.8	9.8
86	Cresol	452.8	7.7	0.1	445.0
87	Chromium and trivalent chromium compounds	13.5	0.0	0.0	13.5
88	Hexavalent chromium compounds	5.6	0.0	4.4	1.2
132	Cobalt and its compounds	4.6	0.0	0.3	4.3
144	Inorganic cyanide compounds (Excluding complex salt and cyanate)	16.3	0.0	6.1	10.1
213	N,N-dimethylacetamide	552.0	14.2	0.0	537.8
232	N,N-dimethylformamide	53.8	1.5	0.0	52.3
239	Organotin compound	2.4	0.0	0.0	2.4
255	Decabromodiphenyl ether	302.0	0.1	0.5	301.3
272	Copper salts (water-soluble)	7,144.8	0.1	26.5	7,118.1
296	1,2,4-trimethylbenzene	5.5	0.0	0.0	5.4
297	1,3,5-trimethylbenzene	2.9	0.3	0.0	2.6
300	Toluene	181.8	91.7	22.9	67.2
305	Lead compounds	28,339.4	0.1	4.3	28,335.1
308	Nickel	509.3	0.0	2.4	506.8
309	Nickel compounds	100.2	0.0	16.0	84.1
332	Arsenic and its inorganic compounds	14.5	0.0	0.0	14.5
333	Hydrazine	2.8	0.0	0.0	2.8
349	Phenol	332.2	5.4	0.2	326.6
355	Bis (2-ethylhexyl) phthalate	81.7	0.0	0.2	81.6
374	Hydrogen fluoride and its water-soluble compounds	8.3	0.0	6.3	1.9
384	N-propyl bromide	1.9	1.9	0.0	0.0
392	N-hexane	1.2	0.7	0.0	0.5
405	Boron and its compounds	3.6	0.5	0.5	2.6
412	Manganese and its compounds	7.5	0.0	0.0	7.5
413	Phthalic anhydride	2.2	0.0	0.0	2.2
438	Methylnaphthalene	79.5	0.3	0.0	79.2
453	Molybdenum and its compounds	1.4	0.0	0.2	1.2
Total		41299.1	167.9	145.5	40985.8

(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. St	rategy 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. Or	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. Re	port Parameters			
Repo	t 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		
Repoi	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 C	GRI Content Index			
3.12	Table identifying the location of the Standard Disclosures in the report.	GRI Guideline Table of Contents		
Assura	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. Go	4. Governance, Commitments and Engagement			
Gove	rnance			
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
Comn	nitments 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.	-
Stake	holder 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. Mar	5. Management Approach and Performance Indicators				
Econo	mic				
Manag	ement Approach				
Econo	mic 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.	-			
Aspec	t: 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.	-			
Aspec	Aspect: Indirect Economic Impacts				
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in kind, or probono engagement.	Initiatives for Society/Activities in Each Region			
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	-			
Enviro	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.	-	
Biodive	ersity		
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.	-	
Emissio	ons, 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	

		<u> </u>			
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	-			
Compl	Compliance				
EN28	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with environmental laws and regulations.	-			
Transp	port				
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			
Overal					
EN30	Total environmental protection expenditures and investments by type.	Environmental Management/Environmental Accounting			
Labor	Practices and Decent Work				
Manag	gement Approach				
Emplo	yment				
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			
Occup	ational 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/Healthcare for Employees Working Long Hours			
LA9	Health and safety topics covered in formal agreements with trade unions.	Basic approach to occupational health and safety management			
Trainin	g 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.	-			
Divers	ity 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			
Humar	Human Rights				
Manag	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.	-	
Securi	ty 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.	-	
Public	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-C	Anti-Competitive Behavior		
S07	Total number of legal actions for anticompetitive behavior, anti-trust, and monopoly practices and their outcomes.	-	
Compliance			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations.	-	

Product Responsibility				
Mana	gement 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.	-		
Custo	Customer Privacy			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	-		
Comp	Compliance			
PR9	Monetary value of significant fines for noncompliance with laws and regulations concerning the provision and use of products and services.	-		