

PINNACLE
HOLDINGS

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GRI-4 index

MMXIV
2014



GRI-4 Index 2014

In 2014, Pinnacle has for the first time reported on its sustainability in terms of the Global Reporting Initiative's (GRI) guidelines. The Core Option of the GRI-4 sustainability guidelines was adopted. This option contains the essential elements of sustainability reporting and provides the background against which an organisation communicates the impacts of its economic, environmental, social and governance performance. The guidelines are effective for reports published after 31 December 2015 and Pinnacle's early adoption of these guidelines illustrates its commitment to the sustainability reporting process to the benefit of its stakeholders.

This table provides for cross-references to where GRI-4 performance indicators are discussed in Pinnacle's Annual, Corporate Governance and Sustainability reports. These three reports are available on Pinnacle's website: <http://www.pinnacleholdings.co.za/index.php/investor-relations/download-reports>. References to these three reports are indicated with the relevant page numbers as indicated below. Square brackets "[]" in the body text of the three reports refer back to the GRI-4 index below.

Where Pinnacle did not report on a GRI indicator, it could be that the aspect is not material to Pinnacle's operations. Non-reporting could also be due to the fact that sustainability reporting is in the process of being refined and such the difficulty in gathering information. Ongoing efforts will be made to ensure that material elements will receive the necessary consideration in daily operations as well as to improve indicator coverage and data collection going forward.

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GRI indicator	Description	Reference / Section	Page no.
STRATEGY AND ANALYSIS			
G4-1	Overall vision and strategy for the short term, medium term, and long term, with regard to managing the significant economic, environmental and social impacts that the organization causes and contributes to, or the impacts that can be linked to its activities as a result of relationships with others (such as suppliers, people or organizations in local communities).	Annual report Sustainability report	10 3, 20, 25, 38
ORGANIZATIONAL PROFILE			
G4-3	Name of the organization.	Annual report Corporate Governance report Sustainability report	1 1 1
G4-4	Primary brands, products, and services.	Annual report Sustainability report	9 13, 23
G4-5	Location of the organization's headquarters.	Annual report Sustainability report	9, 28, 104 12, 13
G4-6	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.	Sustainability report	14, 15
G4-7	Nature of ownership and legal form.	Annual report Sustainability report	104 12
G4-8	Markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	Annual report Sustainability report	1, 9 13, 14, 15
G4-9	Scale of the organization.	Annual report Sustainability report	3, 36, 37 15
G4-10	Total number of employees by employment contract and gender.	Sustainability report	11, 25, 26
G4-11	Percentage of total employees covered by collective bargaining agreements.	Sustainability report	27
G4-12	The organization's supply chain.	Annual report Sustainability report	9 13, 15
G4-13	Significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain.	Annual report	38, 94
G4-14	Whether and how the precautionary approach or principle is addressed by the organization.	Sustainability report	7
G4-15	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	Sustainability report	4
G4-16	Memberships of associations.	Not reported in current year.	-

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GRI indicator	Description	Reference / Section	Page no.
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES			
G4-17	List of all entities included in the organization's consolidated financial statements or equivalent documents.	Annual report Sustainability report	59 2
G4-18	The process for defining the report content and the Aspect Boundaries. Explanation of how the organization has implemented the Reporting Principles for Defining Report Content.	Sustainability report	3, 17
G4-19	Material aspects identified in the process for defining report content.	Sustainability report	3, 7
G4-20	For each material Aspect, the Aspect Boundary within the organization, and whether the Aspect is material within the organization.	Sustainability report	3, 6, 7, 8
G4-21	For each material Aspect, the Aspect Boundary outside the organization, as follows: • Whether the Aspect is material outside of the organization.	Not reported in current year.	-
G4-22	The effect of any restatements of information provided in previous reports, and the reasons for such restatements.	Not applicable.	-
G4-23	Significant changes from previous reporting periods in the Scope and Aspect Boundaries.	Sustainability report	17
STAKEHOLDER ENGAGEMENT			
G4-24	List of stakeholder groups engaged by the organization.	Sustainability report	19
G4-25	The basis for identification and selection of stakeholders with whom to engage.	Sustainability report	19
G4-26	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.	Not reported in current year.	-
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, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	Not reported in current year.	-
REPORT PROFILE			
G4-28	Reporting period (such as fiscal or calendar year) for information provided.	Annual report Sustainability report	2 18, 25
G4-29	Date of most recent previous report (if any).	Not reported in current year.	
G4-30	Reporting cycle (such as annual, biennial).	Annual report Sustainability report	2 18, 25
G4-31	Contact point for questions regarding the report or its contents.	Annual report	104
G4-32	Report on the 'in accordance' option the organization has chosen.	Sustainability report	3
G4-33	The organization's policy and current practice with regard to seeking external assurance for the report.	Sustainability report	17
GOVERNANCE			
G4-34	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 report	4, 5, 14
ETHICS AND INTEGRITY			
G4-56	The organization's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics.	Corporate Governance report Sustainability report	4, 5, 12, 13, 14, 19 5, 6

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GRI indicator	Description	Reference / Section	Page no.
CATEGORY: ECONOMIC			
ASPECT: ECONOMIC PERFORMANCE			
G4-EC1 Direct economic value generated and distributed	The direct economic value generated and distributed (EVG&D) on an accruals basis including the basic components for the organization's global operations.	Sustainability report	18, 19
G4-EC2 Financial implications and other risks and opportunities for the organization's activities due to climate change	Risks and opportunities posed by climate change that have the potential to generate substantive changes in operations, revenue or expenditure.	Not material.	-
G4-EC3 Coverage of the organization's defined benefit plan obligations	Estimated value of liabilities.	Not applicable.	-
G4-EC4 Financial assistance received from government	Total monetary value of financial assistance received by the organization from governments during the reporting period.	Sustainability report	32
ASPECT: MARKET PRESENCE			
G4-EC5 Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	Minimum wage rules.	Not reported in current year.	-
G4-EC6 Proportion of senior management hired from the local community at significant locations of operation	The percentage of senior management at significant locations of operation that are hired from the local community.	Not reported in current year.	-
ASPECT: INDIRECT ECONOMIC IMPACTS			
G4-EC7 Development and impact of infrastructure investments and services supported	The extent of development of significant infrastructure investments and services supported.	Not material.	-
G4-EC8 Significant indirect economic impacts, including the extent of impacts	Significant identified positive and negative indirect economic impacts the organization has.	Not reported in current year.	-
ASPECT: PROCUREMENT PRACTICES			
G4-EC9 Proportion of spending on local suppliers at significant locations of operation	The percentage of the procurement budget used for significant locations of operation spent on suppliers local to that operation (such as percentage of products and services purchased locally).	Not reported in current year.	-

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GRI indicator	Description	Reference / Section	Page no.
CATEGORY: ENVIRONMENTAL			
ASPECT: MATERIALS			
G4-EN1 Materials used by weight or volume	Total weight or volume of materials that are used to produce and package the organization's primary products and services during the reporting period.	Sustainability report	21
G4-EN2 Percentage of materials used that are recycled input materials	Percentage of recycled input materials used to manufacture the organization's primary products and services.	Sustainability report	21
ASPECT: ENERGY			
G4-EN3 Energy consumption within the organization	Total fuel consumption; Electricity consumption.	Sustainability report	22, 24
G4-EN4 Energy consumption outside of the organization	Energy consumed outside of the organization, in joules.	Not applicable.	-
G4-EN5 Energy intensity	Report the energy intensity ratio.	Not material.	-
G4-EN6 Reduction of energy consumption	Amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives, in joules or multiples.	Sustainability report	22
G4-EN7 Reductions in energy requirements of products and services	The reductions in the energy requirements of sold products and services achieved during the reporting period.	Not reported in current year.	-
ASPECT: WATER			
G4-EN8 Total water withdrawal by source	Total volume of water withdrawn.	Not material.	-
G4-EN9 Water sources significantly affected by withdrawal of water	The total number of water sources significantly affected by withdrawal by type.	Sustainability report	22
G4-EN10 Percentage and total volume of water recycled and reused	Total volume of water recycled and reused by the organization.	Sustainability report	22
ASPECT: BIODIVERSITY			
G4-EN11 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Sustainability report	22
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	The nature of significant direct and indirect impacts on biodiversity.	Sustainability report	22
G4-EN13 Habitats protected or restored	The size and location of all habitat protected areas or restored areas, and whether the success of the restoration measure was or is approved by independent external professionals.	Sustainability report	22

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GRI indicator	Description	Reference / Section	Page no.
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	Total number of IUCN Red List species and national conservation list species with habitats in areas affected by the operations of the organization, by level of extinction risk:	Not applicable.	-
ASPECT: EFFLUENTS AND WASTE			
G4-EN22 Total water discharge by quality and destination	The total volume of planned and unplanned water discharges.	Not applicable.	-
G4-EN23 Total weight of waste by type and disposal method	The total weight of hazardous and non-hazardous waste.	Sustainability report	22, 23
G4-EN24 Total number and volume of significant spills	Total number and total volume of recorded significant spills.	Sustainability report	23
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	Total weight for each of the following: <ul style="list-style-type: none"> • Hazardous waste transported • Hazardous waste imported • Hazardous waste exported • Hazardous waste treated 	Sustainability report	23
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	Water bodies and related habitats that are significantly affected by water discharges based on the criteria described in the Compilation section below.	Not applicable.	-
ASPECT: PRODUCTS AND SERVICES			
G4-EN27 Extent of impact mitigation of environmental impacts of products and services	Quantitative data covering the extent to which environmental impacts of products and services have been mitigated during the reporting period.	Not reported in current year.	-
G4-EN28 Percentage of products sold and their packaging materials that are reclaimed by category	The percentage of reclaimed products and their packaging materials for each product category.	Not reported in current year.	-
ASPECT: COMPLIANCE			
G4-EN29 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	Significant fines and non-monetary sanctions in terms of: <ul style="list-style-type: none"> • Total monetary value of significant fines • Total number of non-monetary sanctions • Cases brought through dispute resolution mechanisms 	Sustainability report	24

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GRI indicator	Description	Reference / Section	Page no.
ASPECT: TRANSPORT			
G4-EN30 Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce. Where quantitative data is not provided, report the reason.	Sustainability report	24
ASPECT: OVERALL			
G4-EN31 Total environmental protection expenditures and investments by type	Total environmental protection expenditures by: • Waste disposal, emissions treatment, and remediation costs • Prevention and environmental management costs	Not reported in current year.	-
ASPECT: SUPPLIER ENVIRONMENTAL ASSESSMENT			
G4-EN32 Percentage of new suppliers that were screened using environmental criteria	The percentage of new suppliers that were screened using environmental criteria.	Not reported in current year.	-
G4-EN33 Significant actual and potential negative environmental impacts in the supply chain and actions taken	The number of suppliers subject to environmental impact assessments.	Not reported in current year.	-
CATEGORY: SOCIAL			
SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK			
ASPECT: EMPLOYMENT			
G4-LA1 Total number and rates of new employee hires and employee turnover by age group, gender and region	The total number and rate of new employee hires during the reporting period, by age group, gender and region. The total number and rate of employee turnover during the reporting period, by age group, gender and region.	Sustainability report	25, 27
G4-LA2 Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	Benefits which are standard for full-time employees of the organization but are not provided to temporary or part-time employees, by significant locations of operation.	Sustainability report	35
G4-LA3 Return to work and retention rates after parental leave, by gender	Total number of employees that were entitled to parental leave, by gender. The total number of employees that took parental leave, by gender.	Sustainability report	25, 27, 35
ASPECT: LABOR/MANAGEMENT RELATIONS			
G4-LA4 Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	The minimum number of weeks' notice typically provided to employees and their elected representatives prior to the implementation of significant operational changes that could substantially affect them. Whether the notice period and provisions for consultation and negotiation are specified in collective agreements.	Sustainability report	28

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GRI indicator	Description	Reference / Section	Page no.
ASPECT: OCCUPATIONAL HEALTH AND SAFETY			
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	The level at which each formal joint management-worker health and safety committee typically operates within the organization. The percentage of the total workforce represented in formal joint management-worker health and safety committees.	Sustainability report	28
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	Types of injury, injury rate (IR), occupational diseases rate (ODR), lost day rate (LDR), absentee rate (AR) and work-related fatalities, for the total workforce.	Sustainability report	28, 29
G4-LA7 Workers with high incidence or high risk of diseases related to their occupation	High risk of specific diseases.	Sustainability report	29
G4-LA8 Health and safety topics covered in formal agreements with trade unions	Formal agreements with trade unions covering health and safety.	Sustainability report	28
ASPECT: TRAINING AND EDUCATION			
G4-LA9 Average hours of training per year per employee by gender, and by employee category	The average hours of training that the organization's employees have undertaken during the reporting period, by: • Gender • Employee category	Sustainability report	30, 31
G4-LA10 Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Type and scope of programs implemented and assistance provided to upgrade employee skills.	Sustainability report	30
G4-LA11 Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	The percentage of total employees by gender and by employee category who received a regular performance and career development review during the reporting period.	Sustainability report	30, 31
ASPECT: DIVERSITY AND EQUAL OPPORTUNITY			
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	The percentage of individuals within the organization's governance bodies.	Sustainability report	32, 33, 38
ASPECT: EQUAL REMUNERATION FOR WOMEN AND MEN			
G4-LA13 Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	The ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation.	Not reported in current year.	-

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GRI indicator	Description	Reference / Section	Page no.
ASPECT: SUPPLIER ASSESSMENT FOR LABOR PRACTICES			
G4-LA14 Percentage of new suppliers that were screened using labour practices criteria	The percentage of new suppliers that were screened using labour practices criteria.	Not reported in current year.	-
G4-LA15 Significant actual and potential negative impacts for labour practices in the supply chain and actions taken	The number of suppliers subject to impact assessments for labour practices. The number of suppliers identified as having significant actual and potential negative impacts for labour practices.	Not reported in current year.	-
ASPECT: LABOR PRACTICES GRIEVANCE MECHANISMS			
G4-LA16 Number of grievances about labour practices filed, addressed, and resolved through formal grievance mechanisms	Grievances about labour practices filed through formal grievance mechanisms during the reporting period.	Sustainability report	36, 38
SUB-CATEGORY: HUMAN RIGHTS			
ASPECT: INVESTMENT			
G4-HR1 Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening. Definition of 'significant investment agreements' used by the organization.	Not material.	-
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	Training on human rights policies or procedures.	Not material.	-
ASPECT: NON-DISCRIMINATION			
G4-HR3 Total number of incidents of discrimination and corrective actions taken	Incidents of discrimination during the reporting period.	Sustainability report	39
ASPECT: 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	Employee rights to exercise freedom of association or collective bargaining.	Sustainability report	39
ASPECT: CHILD LABOR			
G4-HR5 Operations and suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour	Operations and suppliers considered to have significant risk for incidents of: • Child labour • Young workers exposed to hazardous work	Not reported in current year.	-

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GRI indicator	Description	Reference / Section	Page no.
ASPECT: FORCED OR COMPULSORY LABOR			
G4-HR6 Operations and suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour	Operations and suppliers considered to have significant risk for incidents of forced or compulsory labour.	Not reported in current year.	-
ASPECT: SECURITY PRACTICES			
G4-HR7 Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations	Security personnel who have received formal training in the organization's human rights policies or specific procedures and their application to security.	Sustainability report	37
ASPECT: INDIGENOUS RIGHTS			
G4-HR8 Total number of incidents of violations involving rights of indigenous peoples and actions taken	Violations involving the rights of indigenous peoples during the reporting period.	Not applicable.	-
ASPECT: ASSESSMENT			
G4-HR9 Total number and percentage of operations that have been subject to human rights reviews or impact assessments	Number and percentage of operations that have been subject to human rights reviews or human rights impact assessments, by country.	Not applicable.	-
ASPECT: SUPPLIER HUMAN RIGHTS ASSESSMENT			
G4-HR10 Percentage of new suppliers that were screened using human rights criteria	New suppliers that were screened using human rights criteria.	Sustainability report	38
G4-HR11 Significant actual and potential negative human rights impacts in the supply chain and actions taken	Suppliers subject to human rights impact assessments.	Not reported in current year.	-
ASPECT: HUMAN RIGHTS GRIEVANCE MECHANISMS			
G4-HR12 Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	Grievances about human rights impacts filed through formal grievance mechanisms.	Sustainability report	39
SUB-CATEGORY: SOCIETY			
ASPECT: LOCAL COMMUNITIES			
G4-SO1 Percentage of operations with implemented local community engagement, impact assessments, and development programs	Operations with implemented local community engagement, impact assessments, and development programs.	Not material.	-
G4-SO2 Operations with significant actual and potential negative impacts on local communities	Operations with significant actual and potential negative impacts on local communities.	Not material.	-

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GRI indicator	Description	Reference / Section	Page no.
ASPECT: ANTI-CORRUPTION			
G4-SO3 Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	Operations assessed for risks related to corruption. Significant risks related to corruption identified through risk assessment.	Annual report Corporate Governance report	20, 21 9, 13, 17, 18, 19
G4-SO4 Communication and training on anti-corruption policies and procedures	Governance body members that the organization's anti-corruption policies and procedures have been communicated to.	Corporate Governance report	9, 13, 17, 18, 19
G4-SO5 Confirmed incidents of corruption and actions taken	Number and nature of confirmed incidents of corruption. Legal cases regarding corruption brought against the organization or its employees during the reporting period and the outcomes of such cases.	Annual report	11, 21, 89
ASPECT: PUBLIC POLICY			
G4-SO6 Total value of political contributions by country and recipient/beneficiary	Monetary value of financial and in-kind political contributions made directly and indirectly by the organization by country and recipient/beneficiary.	Not material.	-
ASPECT: ANTI-COMPETITIVE BEHAVIOR			
G4-SO7 Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	Legal actions pending or completed during the reporting period regarding anti-competitive behaviour and violations of anti-trust and monopoly legislation in which the organization has been identified as a participant.	Not applicable.	-
ASPECT: COMPLIANCE			
G4-SO8 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Significant fines and non-monetary sanctions in terms of: <ul style="list-style-type: none"> • Total monetary value of significant fines • Total number of non-monetary sanctions • Cases brought through dispute resolution mechanisms 	Not material.	-
ASPECT: SUPPLIER ASSESSMENT FOR IMPACTS ON SOCIETY			
G4-SO9 Percentage of new suppliers that were screened using criteria for impacts on society	Percentage of new suppliers that were screened using criteria for impacts on society.	Not material.	-
G4-SO10 Significant actual and potential negative impacts on society in the supply chain and actions taken	Suppliers subject to assessments for impacts on society.	Not material.	-
ASPECT: GRIEVANCE MECHANISMS FOR IMPACTS ON SOCIETY			
G4-SO11 Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	Grievances about impacts on society filed through formal grievance mechanisms during the reporting period.	Not applicable.	-
SUB-CATEGORY: PRODUCT RESPONSIBILITY			
ASPECT: CUSTOMER HEALTH AND SAFETY			
G4-PR1 Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Significant product and service categories for which health and safety impacts are assessed for improvement.	Not material.	-

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GRI indicator	Description	Reference / Section	Page no.
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	Incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services within the reporting period.	Not applicable.	-
ASPECT: PRODUCT AND SERVICE LABELING			
G4-PR3 Type of product and service information required by the organization's procedures for product and service information and labelling, and percentage of significant product and service categories subject to such information requirements	Whether the following product and service information is required by the organization's procedures for product and service information and labelling: <ul style="list-style-type: none"> • The sourcing of components of the product or service • Content, particularly with regard to substances that might produce an environmental or social impact • Safe use of the product or service • Disposal of the product and environmental/social impacts 	Not material.	-
G4-PR4 Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes	Incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling.	Not applicable.	-
G4-PR5 Results of surveys measuring customer satisfaction	Results or key conclusions of customer satisfaction surveys (based on statistically relevant sample sizes) conducted in the reporting period.	Not material.	-
ASPECT: MARKETING COMMUNICATIONS			
G4-PR6 Sale of banned or disputed products	Whether the organization sells products that are: <ul style="list-style-type: none"> • Banned in certain markets • The subject of stakeholder questions or public debate 	Not reported in current year.	-
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	Number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship.	Not applicable.	-
ASPECT: CUSTOMER PRIVACY			
G4-PR8 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Substantiated complaints received concerning breaches of customer privacy, categorized by: <ul style="list-style-type: none"> • Complaints received from outside parties and substantiated by the organization • Complaints from regulatory bodies 	Not applicable.	-
ASPECT: COMPLIANCE			
G4-PR9 Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Not applicable.	-