

GRI Content Index 2017

The index below references our responses to GRI G4 Standard Disclosures and related sections of Barloworld's 2017 integrated reporting which includes the 2017 Barloworld integrated report and supplementary documents. These documents are available on our website (www.barloworld.com).

G4	GRI description	GRI 4 response	Integrated report	Annual general meeting booklet	Consolidated financial statements
GENERAL STANDARD DISCLOSURES					
STRATEGY AND ANALYSIS					
G4 – 1	Statement from the most senior decision maker of the organisation (such as CEO, chair or equivalent senior position) about the relevance of sustainability to the organisation and the organisation's strategy for addressing sustainability.	Response	12, 16, 26, 28	-	-
G4 – 2	Description of key impacts, risks and opportunities.	Response	3, 6, 7, 8, 12, 16, 20, 26, 28, 32, 33, 41, 42, 43, 44, 45, 46, 47, 49, 50, 51, 52, 55, 56, 56, 57, 60, 61, 62, 64, 68, 73, 75, 82, 86, 91, 93	-	77
ORGANISATIONAL PROFILE					
G4 – 3	Name of the organisation.	Response	IFC, 136	-	IBC
G4 – 4	Primary brands, products and services.	Response	6, 40, 48, 53, 54, 57, 64, 65, 91	IFC	IFC
G4 – 5	Location of organisation's headquarters.	Response	136	1, 4, 13	IFC, IBC
G4 – 6	Number of countries where the organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Response	4, 5, 41, 49, 55	IFC	-
G4 – 7	Nature of ownership and legal form.	Response	119, 136	7	13, 13, 13, 98
G4 – 8	Markets served (including geographic breakdown, sectors served and types of customers/beneficiaries).	Response	4, 5, 6, 40, 41, 48, 49, 54, 55	IFC	IFC, 32, 134

G4	GRI description	GRI 4 response	Integrated report	Annual general meeting booklet	Consolidated financial statements
G4 – 9	Scale of the reporting organisation, including a minimum total number of employees, total number of operations, net sales (for private sector organisations), total capitalisation broken down in terms of debt and equity (for private sector organisations), quantity of product or services provided.	Response	3, 4, 6, 41, 49, 55	IFC	IFC, 32
G4 – 10	Workforce breakdown.	Response	3, 4, 5, 41, 49, 55, 78, 79	-	-
G4 – 11	Percentage of employees covered by collective bargaining agreements.	Response	75	-	-
G4 – 12	Describe the organisation's supply chain.	Response	6, 8, 14, 33, 68, 70, 83, 85	IFC	IFC
G4 – 13	Significant changes during the reporting period regarding size, structure, ownership or its supply chain.	Response	IFC, 13, 15, 16, 28, 119, 130	7, 13	14, 18, 30, 58, 86
G4 – 14	Explanation of whether and how the precautionary approach or principle is addressed by the organisation.	Response	-	-	-
G4 – 15	Externally developed economic, environmental and social charters, principles or other initiatives to which the organisation subscribes or endorses.	Response	IFC, IFC, IFC, IFC, 7, 78, 83, 89, 99, 133, 135	1, 1, 4, 6, 7	2, 5, 11, 15
G4 – 16	Memberships in associations (such as industry associations) and/or national/international advocacy organisations.	Response	-	-	-
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES					
G4 – 17	Operational structure of the organisation, including main divisions, operating companies, subsidiaries and joint ventures.	Response	IFC, 5, 6, 8, 41, 49, 55, 131	IFC, 13	IFC, 18, 51, 96
G4 – 18	Process for defining report content.	Response	IFC, IFC, IFC, IFC, IFC, 7	-	-
G4 – 19	List all the material aspects identified in the process for defining report content.	Response	IFC, IFC, 7, 12, 16, 28, 60, 64, 68, 75, 82, 93, 28, 98	-	-

G4	GRI description	GRI 4 response	Integrated report	Annual general meeting booklet	Consolidated financial statements
G4 – 20	For each material aspect, report the aspect boundary within the organisation.	Response	IFC, IFC	-	18, 51, 96
G4 – 21	For each material aspect, report the aspect boundary outside the organisation.	Response	IFC, IFC	-	18, 51, 96
G4 – 22	Explanation of the effect of any restatements of information provided in earlier reports and the reasons for such restatement.	Response	IFC, IFC, 130	-	14, 58, 86, 105
G4 – 23	Significant changes from previous reporting periods in the scope, boundary, measurement methods applied and aspect boundaries in the report.	Response	IFC, IFC, 130	-	14, 30, 31, 58, 86
STAKEHOLDER ENGAGEMENT					
G4 – 24	List of stakeholder groups engaged by the organisation.	Response	IFC, IFC, IFC, IFC, 7, 8, 14, 14, 60, 64, 68, 75, 82, 93, 118	1	Response
G4 – 25	Basis for identification and selection of stakeholders with whom to engage.	Response	IFC, IFC, 8, 7, 14, 14, 28, 60, 64, 68, 75, 82, 93, 118	-	Response
G4 – 26	Approaches 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.	Response	IFC, 60, 64, 68, 75, 82, 93, 118	1, 11	Response
G4 – 27	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation 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.	Response	IFC, 60, 64, 68, 75, 82, 93, 118	-	Response
REPORT PROFILE					
G4 – 28	Reporting period (eg fiscal/calendar year) for information provided.	Response	IFC	11	5
G4 – 29	Date of most recent previous report (if any).	Response	-	-	-
G4 – 30	Reporting cycle (annual, biennial etc).	Response	IFC	-	5

G4	GRI description	GRI 4 response	Integrated report	Annual general meeting booklet	Consolidated financial statements
G4 – 31	Contact point for questions regarding the report or its contents.	Response	IFC, 136	13	IBC
G4 – 32	Table identifying the location of the Standard Disclosures in the report.	Response	IFC	-	-
G4 – 33	Policy and current practice with regard to seeking external assurance for the report.	Response	IFC, 103, 105, 133, 135	5	5, 6, 11
GOVERNANCE					
G4 – 34	Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight. Identify any committees responsible for decision making on economic, environmental and social dimensions.	Response	13, 14, 15, 99, 100, 102, 102, 104, 105	1, 2	13
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.	Response	7, 13, 14, 15, 99, 105	-	-
G4 – 36	Report whether the organisation 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.	Response	20, 102, 110	-	-
G4 – 37	Mechanisms for shareholders and employees to provide recommendations or direction to 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.	Response	IFC, IFC, 75, 76, 93	1, 4, 9, 10, 11, 12, 13	IBC
G4 – 38	Composition of the highest governance body and its committees.	Response	100, 102, 102, 102, 104	2	13
G4 – 39	Indicate whether the chair of the highest governance body is also an executive (and, if so, his or her function within the organisation's management and the reasons for this arrangement).	Response	100, 102, 102, 103, 104	2	13

G4	GRI description	GRI 4 response	Integrated report	Annual general meeting booklet	Consolidated financial statements
G4 – 40	Process for determining the composition, qualifications and expertise of the members of the highest governance body and its committees for guiding the organisation’s strategy on economic, environmental and social topics, including any consideration of gender and other indicators of diversity.	Response	102 , 102 , 103 , 103 , 103 , 105	4	-
G4 – 41	Processes for the highest governance body to ensure conflicts of interest are avoided and managed. Report whether conflicts of interest are disclosed to stakeholders.	Response	-	-	-
G4 – 42	Report the highest governance body’s and senior executives’ roles in the development, approval and updating of the organisation’s purpose, value or mission statements, strategies, policies and goals related to economic, environmental and social impacts.	Response	13 , 14 , 15 , 99 , 100 , 102 , 104 , 105	-	-
G4 – 43	Report the measures taken to develop and enhance the highest governance body’s collective knowledge of economic, environmental and social topics.	Response	103 , 103 , 105	-	-
G4 – 44	Processes for evaluating the highest governance body’s own performance, particularly with respect to economic, environmental and social performance. Report whether such evaluation is independent or not, and its frequency. Report whether such evaluation is a self-assessment. 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 organisational practice.	Response	103 , 107 , 110 , 113	5	88
G4 – 45	Procedures of the highest governance body for overseeing the organisation’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. Include the highest governance body’s role in the implementation of due diligence processes. 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.	Response	13 , 14 , 15 , 99 , 100 , 102 , 105	-	77

G4	GRI description	GRI 4 response	Integrated report	Annual general meeting booklet	Consolidated financial statements
G4 – 46	Report the highest governance body’s role in reviewing the effectiveness of the organisation’s risk management processes for economic, environmental and social topics.	Response	98, 105, 135	-	77
G4 – 47	Report the frequency of the highest governance body’s review of economic, environmental and social impacts, risks and opportunities.	Response	104	-	77
G4 – 48	Report the highest committee or position that formally reviews and approves the organisation’s sustainability report and ensures that all material aspects are covered.	Response	IFC, 7, 105	-	-
G4 – 49	Report the process for communicating critical concerns to the highest governance body.	Response	IFC, IFC, 75, 76, 93	1, 4, 9, 10, 11, 12, 13	IBC
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.	Response	-	-	-
G4 – 51	Linkage between compensation for members of the highest governance body, senior managers and executives (including departure arrangements), and the organisation’s performance (including social and environmental performance).	Response	106	5	88
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 organisation.	Response	106	-	88
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.	Response	106, 112	1, 4, 9, 10, 11, 12, 13	-
G4 – 54	Report the ratio of the annual total compensation for the organisation’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.	Response	106	-	-

G4	GRI description	GRI 4 response	Integrated report	Annual general meeting booklet	Consolidated financial statements
G4 – 55	Report the ratio of percentage increase in annual total compensation for the organisation’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.	Response	106, 113	-	-
ETHICS AND INTEGRITY					
G4 – 56	Describe the organisation’s values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics.	Response	2, 8, 12, 29, 30, 98	-	15-23
G4 – 57	Report the internal and external mechanisms for seeking advice on ethical and lawful behaviour and matters related to organisational integrity, such as helplines or advice lines.	Response	98, 118	-	-
G4 – 58	Report the internal and external mechanisms for reporting concerns about unethical or unlawful behaviour and matters related to organisational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.	Response	98, 118	-	-
SPECIFIC STANDARD DISCLOSURES					
ECONOMIC					
ECONOMIC PERFORMANCE					
Management approach					
G4 – EC1	Direct economic value generated and distributed (EVG&D), including revenues, operating costs, employee compensation, donations and other community investments, retained earnings and payments to capital providers and governments. To better assess local economic impacts, report EVG&D separately at country, regional, or market levels, where significant. Report the criteria used for defining significance.	Response	3, 4, 41, 49, 55, 61, 62, 64, 75, 82, 93, 122	-	32, 36, 36, 38, 68, 116
G4 – EC2	Financial implications and other risks and opportunities for the organisation’s activities due to climate change.	Response	32, 33, 64, 65, 87, 91, 91	-	-
G4 – EC3	Coverage of the organisation’s defined benefit plan obligations.	Response	34	-	19, 64

G4	GRI description	GRI 4 response	Integrated report	Annual general meeting booklet	Consolidated financial statements
G4 – EC4	Significant financial assistance received from government.	Response	-	-	-
MARKET PRESENCE					
Management approach					
G4 – EC5	Range of ratios of standard entry-level wage by gender compared to local minimum wage at significant locations of operation.	Response	77, 78	-	-
G4 – EC6	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Response	73, 73, 78, 80, 111	-	-
INDIRECT ECONOMIC IMPACTS					
Management approach					
G4 – EC7	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Response	71, 83, 83, 85	-	-
G4 – EC8	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Response	3, 4, 41, 49, 55, 61, 62, 64, 75, 82, 93, 122	-	116
PROCUREMENT PRACTICES					
Management approach					
G4 – EC9	Policy, practices and proportion of spending on locally-based suppliers at significant locations of operation.	Response	19, 68, 71, 71, 72, 73, 73, 73	-	-
ENVIRONMENTAL					
MATERIALS					
Management approach					
G4 – EN1	Materials used by weight or volume.	Response	-	-	-
G4 – EN2	Percentage of materials used that are recycled input materials.	Response	91	-	-

G4	GRI description	GRI 4 response	Integrated report	Annual general meeting booklet	Consolidated financial statements
ENERGY					
Management approach					
G4 – EN3	Direct energy consumption by primary energy source.	Response	3, 41, 49, 55, 88	-	-
G4 – EN4	Energy consumption outside of the organisation.	Response	3, 41, 49, 55, 90	-	-
G4 – EN5	Energy intensity.	Response	87, 88	-	-
G4 – EN6	Energy saved due to conservation and efficiency improvements.	Response	57, 87, 87, 88, 91	-	-
G4 – EN7	Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions in energy requirements as a result of these initiatives.	Response	33, 57, 65, 82, 91, 91	-	-
WATER					
Management approach					
G4 – EN8	Total water withdrawal by source.	Response	3, 41, 49, 55, 87, 90	-	-
G4 – EN9	Water sources significantly affected by withdrawal of water.	Response	90	-	-
G4 – EN10	Percentage and total volume of water recycled and reused.	Response	90	-	-
BIODIVERSITY					
Management approach					
G4 – EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Response	-	-	-
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.	Response	-	-	-
G4 – EN13	Habitats protected or restored.	Response	-	-	-

G4	GRI description	GRI 4 response	Integrated report	Annual general meeting booklet	Consolidated financial statements
G4 – EN14	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Response	-	-	-
EMISSIONS					
Management approach					
G4 – EN15	Total direct greenhouse gas (GHG) emissions by mass.	Response	3, 41, 49, 55, 87, 88, 89, 91	-	-
G4 – EN16	Total indirect GHG emissions by mass.	Response	3, 41, 49, 55, 87, 88, 89, 91	-	-
G4 – EN17	Other relevant indirect GHG emissions by mass.	Response	90	-	-
G4 – EN18	GHG emissions intensity.	Response	89, 91	-	-
G4 – EN19	Initiatives to reduce GHG emissions and reductions achieved.	Response	87, 88, 91	-	-
G4 – EN20	Emissions of ozone-depleting substances by mass.	Response	-	-	-
G4 – EN21	NO _x , SO _x and other significant air emissions by type and mass.	Response	-	-	-
EFFLUENTS AND WASTE					
Management approach					
G4 – EN22	Total water discharge by quality and destination.	Response	90	-	-
G4 – EN23	Total mass of waste by type and disposal method.	Response	91, 91	-	-
G4 – EN24	Total number and volume of significant spills.	Response	-	-	-
G4 – EN25	Mass 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.	Response	-	-	-
G4 – EN26	Identity, size, protected status and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation's discharges of water and runoff.	Response	-	-	-

G4	GRI description	GRI 4 response	Integrated report	Annual general meeting booklet	Consolidated financial statements
PRODUCTS AND SERVICES					
Management approach					
G4 – EN27	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Response	88, 91, 91	-	-
G4 – EN28	Percentage of products sold and their packaging materials that are reclaimed by category.	Response	-	-	-
COMPLIANCE					
Management approach					
G4 – EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Response	37	-	-
TRANSPORT					
Management approach					
G4 – EN30	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce.	Response	-	-	-
OVERALL					
Management approach					
G4 – EN31	Total environmental protection expenditures and investments by type.	Response	-	-	-
SUPPLIER ENVIRONMENTAL ASSESSMENT					
Management approach					
G4 – EN32	Percentage of new suppliers that were screened using environmental criteria.	Response	83, 86	-	-
G4 – EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken.	Response	83, 86	-	-

G4	GRI description	GRI 4 response	Integrated report	Annual general meeting booklet	Consolidated financial statements
ENVIRONMENTAL GRIEVANCE MECHANISMS					
Management approach					
G4 – EN34	Number of grievances about environmental impacts filed, addressed and resolved through formal grievance mechanisms.	Response	-	-	-
LABOUR PRACTICES AND DECENT WORK					
EMPLOYMENT					
Management approach					
G4 – LA1	Total number and rate of new employee hires, employee turnover by age group, gender and region.	Response	-	-	-
G4 – LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation.	Response	-	-	-
G4 – LA3	Return to work and retention rates after parental leave, by gender.	Response	-	-	-
LABOUR/MANAGEMENT RELATIONS					
Management approach					
G4 – LA4	Minimum notice periods regarding significant operational changes, including whether it is specified in collective agreements.	Response	112	-	-
OCCUPATIONAL HEALTH AND SAFETY					
Management approach					
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 programmes.	Response	-	-	-
G4 – LA6	Rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities by region and by gender.	Response	3, 14, 18, 31, 36, 41, 49, 55, 80, 86	-	-

G4	GRI description	GRI 4 response	Integrated report	Annual general meeting booklet	Consolidated financial statements
G4 – LA7	Education, training, counselling, prevention and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases.	Response	80	-	-
G4 – LA8	Health and safety topics covered in formal agreements with trade unions.	Response	-	-	-
TRAINING AND EDUCATION					
Management approach					
G4 – LA9	Average hours of training per year per employee by gender and employee category.	Response	31, 75, 77, 79	-	-
G4 – LA10	Programmes for skills management and lifelong learning that support the continued employability of employees and assists them in managing career endings.	Response	31, 75, 77, 79	-	-
G4 – LA11	Percentage of employees receiving regular performance and career development reviews.	Response	-	-	-
DIVERSITY AND EQUAL OPPORTUNITY					
Management approach					
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.	Response	31, 37, 78, 100, 102, 102, 102, 103, 104	2	
EQUAL REMUNERATION FOR WOMEN AND MEN					
Management approach					
G4 – LA13	Ratio of basic salary of men to women by employee category by significant locations of operation.	Response	78, 78	-	-
SUPPLIER ASSESSMENT FOR LABOUR PRACTICES					
Management approach					
G4 – LA14	Percentage of new suppliers that were screened using labour practices criteria.	Response	83, 86	-	-

G4	GRI description	GRI 4 response	Integrated report	Annual general meeting booklet	Consolidated financial statements
G4 – LA15	Significant actual and potential negative impacts for labour practices in the supply chain and actions taken.	Response	83, 86	-	-
LABOR PRACTICES GRIEVANCE MECHANISMS					
Management approach					
G4 – LA16	Number of grievances about labour practices filed, addressed and resolved through formal grievance mechanisms.	Response	-	-	-
HUMAN RIGHTS					
INVESTMENT					
Management approach					
G4 – HR1	Percentage and total number of significant investment agreements and contracts that include human rights clauses or that have undergone human rights screening.	Response	-	-	-
G4 – HR2	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.	Response	-	-	-
NON – DISCRIMINATION					
Management approach					
G4 – HR3	Total number of incidents of discrimination and corrective actions taken.	Response	-	-	-
FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING					
Management approach					
G4 – HR4	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	Response	75	-	-

G4	GRI description	GRI 4 response	Integrated report	Annual general meeting booklet	Consolidated financial statements
CHILD LABOUR					
Management approach					
G4 – HR5	Operations and significant suppliers identified as having significant risk for incidents of child labour and measures taken to contribute to the effective abolition of child labour.	Response	83, 86	-	-
FORCED OR COMPULSORY LABOUR					
Management approach					
G4 – HR6	Operations and significant 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.	Response	83, 86	-	-
SECURITY PRACTICES					
Management approach					
G4 – HR7	Percentage of security personnel trained in the organisation’s policies or procedures concerning aspects of human rights that are relevant to operations.	Response	-	-	-
INDIGENOUS RIGHTS					
Management approach					
G4 – HR8	Total number of incidents of violations involving rights of indigenous people and actions taken.	Response	-	-	-
ASSESSMENT					
Management approach					
G4 – HR9	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments, by country.	Response	76	-	-

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SUPPLIER HUMAN RIGHTS ASSESSMENT					
Management approach					
G4 – HR10	Percentage of significant/new suppliers and contractors and other business partners that have undergone screening on human rights and actions taken.	Response	83, 86	-	-
G4 – HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken.	Response	83, 86	-	-
HUMAN RIGHTS GRIEVANCE MECHANISMS					
Management approach					
G4 – HR12	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	Response	-	-	-
SOCIETY					
LOCAL COMMUNITIES					
Management approach					
G4 – SO1	Percentage of operations with implemented local community engagement, impact assessments and development programmes.	Response	3, 61, 62, 82, 83, 85, 86	-	-
G4 – SO2	Operations with significant potential or actual negative impacts on local communities.	Response	83, 86, 87	-	-
ANTI – CORRUPTION					
Management approach					
G4 – SO3	Percentage and total number of business units analysed for risks related to corruption and the significant risks identified.	Response	98, 118	-	-
G4 – SO4	Percentage of employees trained in organisation’s anti-corruption policies and procedures.	Response	-	-	-
G4 – SO5	Actions taken in response to incidents of corruption.	Response	-	-	-

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PUBLIC POLICY					
Management approach					
G4 – SO6	Total value of financial and in-kind contributions to political parties, politicians and related institutions by country.	Response	-	-	-
ANTI – COMPETITIVE BEHAVIOUR					
Management approach					
G4 – SO7	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes.	Response	37	-	70
COMPLIANCE					
Management approach					
G4 – SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Response	37	-	-
SUPPLIER ASSESSMENT FOR IMPACTS ON SOCIETY					
Management approach					
G4 – SO9	Percentage of new suppliers that were screened using criteria for impacts on society.	Response	83, 86	-	-
G4 – SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken.	Response	83, 86	-	-
GRIEVANCE MECHANISMS FOR IMPACTS ON SOCIETY					
Management approach					
G4 – SO11	Number of grievances about impacts on society filed, addressed and resolved through formal grievance mechanisms.	Response	-	-	-

G4	GRI description	GRI 4 response	Integrated report	Annual general meeting booklet	Consolidated financial statements
CUSTOMER HEALTH AND SAFETY					
Management approach					
G4 – 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.	Response	65	-	-
G4 – 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.	Response	-	-	-
PRODUCT AND SERVICE LABELLING					
Management approach					
G4 – PR3	Type of product and service information required by procedures for product and service information and labelling, and percentage of significant products and services categories subject to such information requirements.	Response	-	-	-
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.	Response	-	-	-
G4 – PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Response	64, 66	-	-
MARKETING COMMUNICATIONS					
Management approach					
G4 – PR6	Sale of banned or disputed products.	Response	-	-	-
G4 – PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship by the following categories and outcomes.	Response	-	-	-

G4	GRI description	GRI 4 response	Integrated report	Annual general meeting booklet	Consolidated financial statements
CUSTOMER PRIVACY					
Management approach					
G4 – PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Response	36	-	-
COMPLIANCE					
Management approach					
G4 – PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Response	37	-	-