



Overview of GRI Guidelines

GRI Sustainability Reporting Guidelines 2006 (G3) ----- 260

GRI Sustainability Reporting Guidelines 2006 (G3)

► See [Data](#), environmental performance information and social performance indicators can be found here. (Page 243)

| Indicators | | GC Principle | WEB |
|---------------------------------|---|--------------|--------------------------------------|
| 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. | | ► Chairman's Message |
| 1.2 | Description of key impacts, risks, and opportunities. | | |
| 2.Organizational Profile | | | |
| 2.1 | Name of the organization. | | ► Daikin's CSR |
| 2.2 | Primary brands, products, and/or services. | | |
| 2.3 | Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures. | | |
| 2.4 | Location of organization's headquarters. | | |
| 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. | | |
| 2.6 | Nature of ownership and legal form. | | |
| 2.7 | Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries). | | |
| 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. | | |
| 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. | | |
| 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) | | |
| 3.3 | Reporting cycle (annual, biennial, etc.) | | |
| 3.4 | Contact point for questions regarding the report or its contents. | | |

| Indicators | | GC Principle | WEB |
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| 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. | | |
| 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. | | ▶ Calculation standard |
| 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. | | - |
| GRI Content Index | | | |
| 3.12 | Table identifying the location of the Standard Disclosures in the report. | | This page |
| Assurance | | | |
| 3.13 | Policy and current practice with regard to seeking external assurance for the report. If not included 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). | | ▶ Independent Opinions |
| 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. | | |
| 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). | | ▶ CSR Management |
| 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. | | |
| 4.4 | Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body. | | ▶ Corporate Governance |
| | | | ▶ Responsibility to Shareholders and Investors |
| | | | ▶ Labor Management Relations |
| 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). | | - |

| Indicators | | GC Principle | WEB |
|-------------------------------------|---|--------------|--|
| Governance | | | |
| 4.6 | Processes in place for the highest governance body to ensure conflicts of interest are avoided. | | ▶ CSR Management |
| 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 Philosophy |
| 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 |
| 4.10 | Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance. | | - |
| Commitments to External Initiatives | | | |
| 4.11 | Explanation of whether and how the precautionary approach or principle is addressed by the organization. | | ▶ Compliance and Risk Management |
| | | | ▶ Product Quality and Safety |
| 4.12 | Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses. | | ▶ Participation in the Global Compact |
| 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. | | ▶ Feature1: The Quest for Next-Generation Refrigerants ▶ Daikin Cooperates in Formation of Environmental Policy |
| Stakeholder Engagement | | | |
| 4.14 | List of stakeholder groups engaged by the organization. | | ▶ Responsibility to Stakeholders |
| 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. | | |
| 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. | | |

| Indicators | | | GC Principle | WEB |
|--|--|---|---------------------|--|
| 5. Management Approach and Performance Indicators * | | | | |
| * See Data , environmental performance information and social performance indicators can be found here. (Page 243) | | | | |
| Economic | | | | |
| Management Approach | | | | |
| | Goals and Performance | | | ▶ For Shareholders |
| | Policy | | | ▶ Information Disclosure Policy |
| | Additional Contextual Information | | | ▶ Investor Relations |
| Economic Performance | | | | |
| Core Indicators | 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. | | ▶ For Shareholders |
| | EC2. | Financial implications and other risks and opportunities for the organization's activities due to climate change. | GC principles 7,8 | ▶ Chairman's Message |
| | | | | ▶ Environmental Accounting |
| | EC3. | Coverage of the organization's defined benefit plan obligations. | | - |
| EC4. | Significant financial assistance received from government. | | - | |
| Market Presence | | | | |
| Additional Indicators | EC5. | Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation. | GC principle 6 | - |
| Core Indicators | EC6. | Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation. | | ▶ Responsibility to Business Partners |
| | EC7. | Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation. | GC principle 6 | ▶ Promotion of Local Personnel at Overseas Bases |
| Indirect Economic Impacts | | | | |
| Core Indicators | EC8. | Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement. | | ▶ Charitable Activities |
| | EC9. | Understanding and describing significant indirect economic impacts, including the extent of impacts. | | ▶ Environmental Accounting |
| Environmental | | | | |
| Management Approach | | | | |
| | Goals and Performance | | GC principles 7,8,9 | ▶ Environmental Action Targets and Achievements |

| Indicators | | | GC Principle | WEB |
|-----------------------|--|--|---------------------|---|
| Environmental | | | | |
| Management Approach | | | | |
| | | Policy | GC principles 7,8,9 | ▶ Towards an Environmentally Advanced Company ▶ Environmental Philosophy |
| | | Organizational Responsibility | GC principles 7,8,9 | ▶ Environmental Management System |
| | | Training and Awareness | GC principles 7,8,9 | ▶ Environmental Education |
| | | Monitoring and Follow-up | GC principles 7,8,9 | ▶ Environmental Audits |
| | | Additional Contextual Information | GC principles 7,8,9 | - |
| Materials | | | | |
| Core Indicators | EN1. | Materials used by weight or volume. | GC principle 8 | ▶ Overview of Environmental Impact |
| | EN2. | Percentage of materials used that are recycled input materials. | GC principles 8,9 | - |
| Energy | | | | |
| Core Indicators | EN3. | Direct energy consumption by primary energy source. | GC principles 8 | ▶ Overview of Environmental Impact |
| | EN4. | Indirect energy consumption by primary source. | GC principles 8 | |
| Additional Indicators | EN5. | Energy saved due to conservation and efficiency improvements. | GC principles 8,9 | ▶ Daikin Eco-products |
| | EN6. | Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives. | GC principles 8,9 | ▶ Feature 2: Solutions for Curbing Global Warming |
| | | | | ▶ Daikin Eco-Products |
| | | | | ▶ Promoting the Use of Inverter Products |
| EN7. | Initiatives to reduce indirect energy consumption and reductions achieved. | GC principles 8,9 | - | |

| Indicators | | | GC Principle | WEB |
|---------------------------------|-------|---|-------------------|--|
| Environmental | | | | |
| Water | | | | |
| Core Indicators | EN8. | Total water withdrawal by source. | GC principles 8 | ▶ Overview of Environmental Impact |
| Additional Indicators | EN9. | Water sources significantly affected by withdrawal of water. | GC principles 8 | - |
| | EN10. | Percentage and total volume of water recycled and reused. | GC principles 8,9 | - |
| Biodiversity | | | | |
| Core Indicators | EN11. | Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas. | GC principles 8 | - |
| | EN12. | Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas. | GC principles 8 | ▶ Protecting Biodiversity |
| Additional Indicators | EN13. | Habitats protected or restored. | GC principles 8 | ▶ Protecting Biodiversity |
| | EN14. | Strategies, current actions, and future plans for managing impacts on biodiversity. | GC principles 8 | ▶ Protecting Biodiversity |
| | EN15. | Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk. | GC principles 8 | - |
| Emissions, Effluents, and Waste | | | | |
| Core Indicators | EN16. | Total direct and indirect greenhouse gas emissions by weight. | GC principles 8 | ▶ Overview of Environmental Impact ▶ Preventing Global Warming - Production, Transportation |
| | EN17. | Other relevant indirect greenhouse gas emissions by weight. | GC principles 8 | |
| Additional Indicators | EN18. | Initiatives to reduce greenhouse gas emissions and reductions achieved. | GC principles 8,9 | ▶ Preventing Global Warming - Production, Transportation |

| Indicators | | | GC Principle | WEB |
|---------------------------------|--|---|---|--|
| Environmental | | | | |
| Emissions, Effluents, and Waste | | | | |
| Core Indicators | EN19. | Emissions of ozone-depleting substances by weight. | GC principles 8 | ▶ Overview of Environmental Impact ▶ Preventing Global Warming - Production, Transportation ▶ Recovering and Destroying Fluorocarbons from Customers' Air Conditioners |
| | EN20. | NO, SO, and other significant air emissions by type and weight. | GC principles 8 | ▶ Overview of Environmental Impact |
| | EN21. | Total water discharge by quality and destination. | GC principles 8 | |
| | EN22. | Total weight of waste by type and disposal method. | GC principles 8 | ▶ Overview of Environmental Impact |
| | | | | ▶ Reducing Waste and Water |
| EN23. | Total number and volume of significant spills. | GC principles 8 | ▶ Environmental Risk Management | |
| Additional Indicators | 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. | GC principles 8 | - |
| | 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. | GC principles 8 | - |
| Products and Services | | | | |
| Core Indicators | EN26. | Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation. | GC principles 8,9 | ▶ Low-Impact Products |
| | EN27. | Percentage of products sold and their packaging materials that are reclaimed by category. | GC principles 8,9 | ▶ 3R & Repair |
| Compliance | | | | |
| Core Indicators | EN28. | Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with environmental laws and regulations. | GC principles 8 | ▶ Environmental Risk Management |

| Indicators | | | GC Principle | WEB |
|---------------------------------|-------|---|-------------------|--|
| Transport | | | | |
| Additional Indicators | EN29. | Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce. | GC principles 8 | <ul style="list-style-type: none"> ▶ Overview of Environmental Impact ▶ Preventing Global Warming - Production, Transportation |
| Overall | | | | |
| Additional Indicators | EN30. | Total environmental protection expenditures and investments by type. | GC principles 8 | ▶ Environmental Accounting |
| Social | | | | |
| Labor Practices and Decent Work | | | | |
| Management Approach | | | | |
| | | Goals and Performance | GC principles 3,6 | - |
| | | Policy | GC principles 3,6 | <ul style="list-style-type: none"> ▶ Employee Evaluation and Treatment Policy ▶ Workplace Diversity Policy ▶ Work-Life Balance Policy ▶ Labor Management Relations Policy ▶ Occupational Safety and Health Policy ▶ Fostering Human Resources Philosophy |
| | | Organizational Responsibility | GC principles 3,6 | - |
| | | Training and Awareness | GC principles 3,6 | <ul style="list-style-type: none"> ▶ Fostering Human Resources ▶ Occupational Safety and Health |
| | | Monitoring and Follow-Up | GC principles 3,6 | - |
| | | Additional Contextual Information | GC principles 3,6 | - |

| Indicators | | | GC Principle | WEB |
|---------------------------------|-------|---|-------------------|--|
| Social | | | | |
| Labor Practices and Decent Work | | | | |
| Employment | | | | |
| Core Indicators | LA1. | Total workforce by employment type, employment contract, and region. | | ▶ Daikin's CSR |
| | LA2. | Total number and rate of employee turnover by age group, gender, and region. | GC principles 6 | ▶ Workplace Diversity |
| Additional Indicators | LA3. | Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. | GC principles 6 | - |
| Labor/Management Relations | | | | |
| Core Indicators | LA4. | Percentage of employees covered by collective bargaining agreements. | GC principles 1,3 | ▶ Labor Management Relations |
| | LA5. | Minimum notice period (s) regarding operational changes, including whether it is specified in collective agreements. | GC principles 3 | - |
| Occupational Health and Safety | | | | |
| Additional Indicators | LA6. | 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. | | - |
| Core Indicators | LA7. | Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region. | | ▶ Occupational Safety and Health |
| | LA8. | Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases. | | - |
| Additional Indicators | LA9. | Health and safety topics covered in formal agreements with trade unions. | | - |
| Training and Education | | | | |
| Core Indicators | LA10. | Average hours of training per year per employee by employee category. | | ▶ Fostering Human Resources |
| Additional Indicators | LA11. | Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings. | | ▶ Fostering Human Resources |
| | LA12. | Percentage of employees receiving regular performance and career development reviews. | | |
| Diversity and Equal Opportunity | | | | |
| Core Indicators | LA13. | Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity. | GC principles 1,6 | - |
| | LA14. | Ratio of basic salary of men to women by employee category. | GC principles 1,6 | - |

| Indicators | | | GC Principle | WEB |
|--|------|--|-------------------------|---|
| Social | | | | |
| Human Rights | | | | |
| Management Approach | | | | |
| | | Goals and Performance | GC principles 1,2,4,5,6 | - |
| | | Policy | GC principles 1,2,4,5,6 | ▶ Respect for Human Rights |
| | | Organizational Responsibility | GC principles 1,2,4,5,6 | ▶ Compliance and Risk Management ▶ Respect for Human Rights |
| | | Training and Awareness | GC principles 1,2,4,5,6 | ▶ Respect for Human Rights |
| | | Monitoring and Follow-Up | GC principles 1,2,4,5,6 | ▶ Compliance and Risk Management ▶ Suppliers Must Be in Legal Compliance |
| | | Additional Contextual Information | GC principles 1,2,4,5,6 | - |
| Investment and Procurement Practices | | | | |
| Core Indicators | HR1. | Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening. | GC principles 1,2,4,5,6 | - |
| | HR2. | Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken. | GC principles 1,2,4,5,6 | ▶ Suppliers Must Be in Legal Compliance |
| Additional Indicators | 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. | GC principles 1,4,5 | ▶ Respect for Human Rights |
| Non-Discrimination | | | | |
| Core Indicators | HR4. | Total number of incidents of discrimination and actions taken. | GC principles 1,6 | ▶ Legal Compliance Audits. Compliance |
| Freedom of Association and Collective Bargaining | | | | |
| Core Indicators | 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. | GC principles 1,3 | - |
| Child Labor | | | | |
| Core Indicators | HR6. | Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor. | GC principles 1,5 | ▶ Compliance and Risk Management ▶ Respect for Human Rights |

| Indicators | | | GC Principle | WEB |
|-----------------------------|------|---|-------------------|---|
| Social | | | | |
| Human Rights | | | | |
| Forced and Compulsory Labor | | | | |
| Core Indicators | 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. | GC principles 1,4 | ▶ Compliance and Risk Management ▶ Respect for Human Rights |
| Security Practices | | | | |
| Additional Indicators | HR8. | Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations. | GC principles 1,2 | - |
| Indigenous Rights | | | | |
| Additional Indicators | HR9. | Total number of incidents of violations involving rights of indigenous people and actions taken. | GC principles 1 | - |
| Society | | | | |
| Management Approach | | | | |
| | | Goals and Performance | GC principles 10 | - |
| | | Policy | GC principles 10 | ▶ Compliance and Risk Management ▶ Group Compliance Guidelines |
| | | Organizational Responsibility | GC principles 10 | ▶ Compliance and Risk Management |
| | | Training and Awareness | GC principles 10 | ▶ Compliance and Risk Management |
| | | Monitoring and Follow-Up | GC principles 10 | ▶ Compliance and Risk Management |
| | | Additional Contextual Information | GC principles 10 | ▶ Compliance and Risk Management |
| Community | | | | |
| Core Indicators | 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. | GC principles 1 | - |
| Corruption | | | | |
| Core Indicators | SO2. | Percentage and total number of business units analyzed for risks related to corruption. | GC principles 10 | ▶ Compliance and Risk Management ▶ Prohibiting Bribes |
| | SO3. | Percentage of employees trained in organization's anti-corruption policies and procedures. | GC principles 10 | |
| | SO4. | Actions taken in response to incidents of corruption. | GC principles 10 | |

| Indicators | | | GC Principle | WEB |
|---------------------------|-----------------------------------|--|------------------|--|
| Social | | | | |
| Society | | | | |
| Public Policy | | | | |
| Core Indicators | SO5. | Public policy positions and participation in public policy development and lobbying. | GC principles 10 | <ul style="list-style-type: none"> ▶ Feature1: The Quest for Next-Generation Refrigerants ▶ Daikin Cooperates in Formation of Environmental Policy |
| Additional Indicators | SO6. | Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country. | GC principles 10 | - |
| Anti-Competitive Behavior | | | | |
| Additional Indicators | SO7. | Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes. | | <ul style="list-style-type: none"> ▶ Compliance and Risk Management ▶ Free Competition and Fair Business Dealings |
| Compliance | | | | |
| Core Indicators | SO8. | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations. | | ▶ Legal Compliance Audits, Compliance |
| Product | | | | |
| Management Approach | | | | |
| | Goals and Performance | | | - |
| | Policy | | | <ul style="list-style-type: none"> ▶ Product Quality and Safety ▶ Product Safety Voluntary Action Guidelines |
| | Organizational Responsibility | | | ▶ Product Quality Management Structure |
| | Training and Awareness | | | ▶ Product Quality and Safety |
| | Monitoring and Follow-Up | | | ▶ Product Quality and Safety |
| | Additional Contextual Information | | | - |

| Indicators | | | GC Principle | WEB |
|------------------------------|------|--|-----------------|---|
| Social | | | | |
| Product | | | | |
| Customer Health and Safety | | | | |
| Core Indicators | 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. | | ▶ Responsibility to Customers ▶ Product Quality and Safety |
| Additional Indicators | 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 | | | | |
| Core Indicators | PR3. | Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements. | GC principles 8 | ▶ Disclosing Product Information |
| Additional Indicators | PR4. | Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes. | GC principles 8 | ▶ Product Quality and Safety |
| | PR5. | Practices related to customer satisfaction, including results of surveys measuring customer satisfaction. | | ▶ Customer Satisfaction |
| Marketing Communications | | | | |
| Core Indicators | PR6. | Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship. | | - |
| Additional Indicators | 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. | | ▶ Product Quality and Safety |
| Customer Privacy | | | | |
| Additional Indicators | PR8. | Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data. | | ▶ Protecting Customer Information |
| Compliance | | | | |
| Core Indicators | PR9. | Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services. | | ▶ Product Quality and Safety |

▶ See [Data](#), environmental performance information and social performance indicators can be found here. (Page 243)