

JSR CSR Report 2015 GRI Guidelines G4 Content Index

This report contains Standard Disclosures from the GRI Sustainability Reporting Guidelines.

Those sections with ✕ can be found at JSR Group's web site.

GENERAL STANDARD DISCLOSURES

Strategy and Analysis

Section	Indicator	Relevant Section of JSR CSR Report 2015	
		Web Site (Heading)	Report (page)
1	Statement from the most senior decision-maker about the relevance of sustainability to the organization and the organization's strategy	Executive Commitment	P3-4
2	Description of key impacts, risks and opportunities	Executive Commitment, Risk Management, JSR Group CSR Priority Issues	P3-4, P5-6, P13-14, P15-16, P17-18

Organizational Profile

Section	Indicator	Relevant Section of JSR CSR Report 2015	
		Web Site (Heading)	Report (page)
3	Name of the organization	About the JSR Group	Cover page
4	Primary brands, products, and services	JSR Group's Product Introduction Corporate Profile✕, Business Overview✕, Product Information✕	P26
5	Location of the organization's headquarters	About the JSR Group	P26
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	About the JSR Group Global Operations (Map)✕, Main Group Enterprises✕	P26
7	Nature of ownership and legal form	About the JSR Group	P26
8	Markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries)	Global Operations (Map)✕, Main Group Enterprises✕	P26
9	Scale of the organization, including: • Total number of employees • Total number of operations • 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) • Quantity of products or services provided	Investor Relations>Supplementary Data✕ Investor Relations>Business Results and Financial Highlights✕ IR Library✕	—
10	• Total number of employees by employment contract and gender • Total number of permanent employees by employment type and gender • Total workforce by employees and supervised workers and by gender • Total workforce by region and gender • A substantial portion of the organization's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors • Any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries).	Communication with stakeholders Employees Basic Policies	—
11	Percentage of total employees covered by collective bargaining agreements	Investor Relations>Supplementary Data✕	—
12	Describe the organization's supply chain.	Communication with stakeholders Customers / Business Partners	P17
13	Any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain	Investor Relations>Supplementary Data✕	—
	Whether and how the precautionary approach or principle is addressed by the organization	RC (Management)	P2
15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses	CSR Management	P2, P9-10
16	List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization: • Holds a position on the governance body • Participates in projects or committees • Provides substantive funding beyond routine membership dues • Views membership as strategic This refers primarily to memberships maintained at the organizational level.	—	—

Identified Material Aspects and Boundaries

Section	Indicator	Relevant Section of JSR CSR Report 2015	
		Web (Heading)	Report (page)
17	List all entities included in the organization's consolidated financial statements or equivalent documents Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	About the JSR Group	P26
18	Explain the process for defining the report content and the Aspect Boundaries Explain how the organization has implemented the Reporting Principles for Defining Report Content	—	—
19	List all the material Aspects identified in the process for defining report content	JSR Group CSR Priority Issues	P19-20, P21-22, P23-24
20	For each material Aspect, report the Aspect Boundary within the organization	—	—
21	For each material Aspect, report the Aspect Boundary outside the organization	—	—
22	Effect of any restatements of information provided in previous reports, and the reasons for such restatements	—	—
23	Significant changes from previous reporting periods in the Scope and Aspect Boundaries.	JSR Group CSR Priority Issues	P19-20, P21-22, P23-24

Stakeholder Engagement

Section	Indicator	Relevant Section of JSR CSR Report 2015	
		Web Site (Heading)	Report (page)
24	List of stakeholder groups engaged by the organization.	Corporate Mission and CSR Philosophy Essential Elements, Corporate Governance>Corporate Governance Report (P8-9)✕	P7, P17-18
25	Basis for identification and selection of stakeholders with whom to engage	Corporate Mission and CSR Philosophy Essential Elements	P7-8
26	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	JSR Group CSR Priority Issues	P19-20
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	Safety and Disaster Prevention Key Issues, Energy Saving, Resource Saving, and Climate Change Countermeasures TOPICS, Sustainable Society where people can enjoy health and longevity TOPICS	P5-6, P13-14, P15-16, P17-18

Report Profile

Section	Indicator	Relevant Section of JSR CSR Report 2015	
		Web Site (Heading)	Report (page)
28	Reporting period (such as fiscal or calendar year) for information provided	Editorial Policy	P2
29	Date of most recent previous report (if any)	Editorial Policy	P2
30	Reporting cycle (such as annual, biennial)	Editorial Policy	P2
31	Contact point for questions regarding the report or its contents	HOME	Back cover
GRI Content Index			
32	<ul style="list-style-type: none"> Report the 'in accordance' option the organization has chosen Report the GRI Content Index for the chosen option (see tables below) Report the reference to the External Assurance Report, if the report has been externally assured 	GRI Sustainability Reporting Guidelines, Third Party Opinion/Independent Review	P25
ASSURANCE			
33	<ul style="list-style-type: none"> Report the organization's policy and current practice with regard to seeking external assurance for the report If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided Report the relationship between the organization and the assurance providers Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report. 	Third Party Opinion/Independent Review	P25

Governance

Section	Indicator	Relevant Section of JSR CSR Report 2015	
		Web Site (Heading)	Report (page)
GOVERNANCE STRUCTURE AND COMPOSITION			
34	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	—
35	Process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees	Corporate Governance, CSR Management	—
36	Whether the organization 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	Corporate Governance, CSR Management	—
37	Processes for consultation between stakeholders and 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	Communication with Stakeholders, JSR Group CSR Priority Issues	P19-20
38	Composition of the highest governance body and its committees	Corporate Governance	—
39	Whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the organization's management and the reasons for this arrangement)	Corporate Governance	—
40	Nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members	—	—
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, including, as a minimum: <ul style="list-style-type: none"> Cross-board membership Cross-shareholding with suppliers and other stakeholders Existence of controlling shareholder Related party disclosures 	Corporate Profile > Corporate Governance Investor Relations > Supplementary Data	—
HIGHEST GOVERNANCE BODY'S ROLE IN SETTING PURPOSE, VALUES, AND STRATEGY			
42	Highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.	CSR Management, Executive Commitment, Corporate Mission and CSR Philosophy	P3-4, P7-8
HIGHEST GOVERNANCE BODY'S COMPETENCIES AND PERFORMANCE EVALUATION			
43	Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.	—	—
44	<ul style="list-style-type: none"> Processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics. Report whether such evaluation is independent or not, and its frequency. Report whether such evaluation is a self-assessment 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 organizational practice. 	—	—
HIGHEST GOVERNANCE BODY'S ROLE IN RISK MANAGEMENT			
45	<ul style="list-style-type: none"> Highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities. 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. 	JSR Group CSR Priority Issues, Investor Relations > Supplementary Data	—
46	Highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics	—	—
47	Frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities	Risk Management	—
HIGHEST GOVERNANCE BODY'S ROLE IN SUSTAINABILITY REPORTING			
48	Highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material Aspects are covered	CSR Management	—
HIGHEST GOVERNANCE BODY'S ROLE IN EVALUATING ECONOMIC, ENVIRONMENTAL AND SOCIAL PERFORMANCE			
49	Process for communicating critical concerns to the highest governance body	Corporate Governance	—
50	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.	—	—
REMUNERATION AND INCENTIVES			
51	Remuneration policies for the highest governance body and senior executives	Investor Relations > Supplementary Data Corporate Governance	—
52	Process for determining remuneration	Investor Relations > Supplementary Data	—
53	How stakeholders' views are sought and taken into account regarding remuneration	—	—
54	Ratio of the annual total compensation for the organization'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	—	—
55	Ratio of percentage increase in annual total compensation for the organization'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	—	—

Ethics and Integrity

Section	Indicator	Relevant Section of JSR CSR Report 2015	
		Web Site (Heading)	Report (page)
56	Organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	Corporate Mission and CSR Philosophy, Essential Elements, Compliance	—
57	Internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines	Compliance	—
58	Internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines	Compliance	—

SPECIFIC STANDARD DISCLOSURES

Economic

Section	Indicator	Relevant Section of JSR CSR Report 2015	
		Web Site (Heading)	Report (page)
Aspect: Economic Performance			
EC1	Direct economic value generated and distributed	—	—
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	Financial assistance received from government	—	—
Aspect: Market Presence			
EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	—	—
EC6	Proportion of senior management hired from the local community at significant locations of operation	—	—
Aspect: Indirect Economic Impacts			
EC7	Development and impact of infrastructure investments and services supported	—	—
EC8	Significant indirect economic impacts, including the extent of impacts	—	—
Aspect: Procurement Practices			
EC9	Proportion of spending on local suppliers at significant locations of operation	—	—

ENVIRONMENTAL

Section	Indicator	Relevant Section of JSR CSR Report 2015	
		Web Site (Heading)	Report (page)
Aspect: Materials			
EN1	Materials used by weight or volume	Energy Saving, Resource Saving, and Climate Change Countermeasures The Environment (Environmental Impact)	—
EN2	Percentage of materials used that are recycled input materials	Energy Saving, Resource Saving, and Climate Change Countermeasures The Environment (Resource Circulation)	—
Aspect: Energy			
EN3	Energy consumption within the organization	Energy Saving, Resource Saving, and Climate Change Countermeasures The Environment (Initiatives to Prevent Global Warming)	—
EN4	Energy consumption outside of the organization	—	—
EN5	Energy intensity	Energy Saving, Resource Saving, and Climate Change Countermeasures The Environment (Initiatives to Prevent Global Warming)	—
EN6	Reduction of energy consumption	Energy Saving, Resource Saving, and Climate Change Countermeasures The Environment (Initiatives to Prevent Global Warming)	—
EN7	Reductions in energy requirements of products and services	Energy Saving, Resource Saving, and Climate Change Countermeasures The Environment (Initiatives to Prevent Global Warming)	—
Aspect: Water			
EN8	Total water withdrawal by source	Energy Saving, Resource Saving, and Climate Change Countermeasures The Environment (Environmental Impact)	—
EN9	Water sources significantly affected by withdrawal of water	—	—
EN10	Percentage and total volume of water recycled and reused	Energy Saving, Resource Saving, and Climate Change Countermeasures The Environment (Resource Circulation)	—
Aspect: Biodiversity			
EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Energy Saving, Resource Saving, and Climate Change Countermeasures Biodiversity Conservation	—
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	Energy Saving, Resource Saving, and Climate Change Countermeasures Biodiversity Conservation	—
EN13	Habitats protected or restored	—	—
EN14	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk	—	—
Aspect: Emissions			
EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	Energy Saving, Resource Saving, and Climate Change Countermeasures The Environment (Initiatives to Prevent Global Warming)	—
EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	Energy Saving, Resource Saving, and Climate Change Countermeasures The Environment (Initiatives to Prevent Global Warming)	—
EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	Energy Saving, Resource Saving, and Climate Change Countermeasures The Environment (Initiatives to Prevent Global Warming)	—
EN18	Greenhouse gas (GHG) emissions intensity	Energy Saving, Resource Saving, and Climate Change Countermeasures The Environment (Initiatives to Prevent Global Warming)	—
EN19	Reduction of greenhouse gas (GHG) emissions	Energy Saving, Resource Saving, and Climate Change Countermeasures The Environment (Initiatives to Prevent Global Warming)	—
EN20	Emissions of ozone-depleting substances (ODS)	—	—
EN21	NOX, SOX, and other significant air emissions	Energy Saving, Resource Saving, and Climate Change Countermeasures Environment and Safety (Related Data)	—

Aspect: Effluents and Waste		
EN22	Total water discharge by quality and destination	Energy Saving, Resource Saving, and Climate Change Countermeasures The Environment (Resource Circulation)
EN23	Total weight of waste by type and disposal method	Energy Saving, Resource Saving, and Climate Change Countermeasures The Environment (Resource Circulation)
EN24	Total number and volume of significant spills	Not Applicable
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	Energy Saving, Resource Saving, and Climate Change Countermeasures The Environment (Resource Circulation), Energy Saving, Resource Saving, and Climate Change Countermeasures Environment and Safety (Related Data)
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	—
Aspect: Products and Services		
EN27	Extent of impact mitigation of environmental impacts of products and services	Energy Saving, Resource Saving, and Climate Change Countermeasures TOPICS
EN28	Percentage of products sold and their packaging materials that are reclaimed by category	Energy Saving, Resource Saving, and Climate Change Countermeasures The Environment (Resource Circulation)
Aspect: Compliance		
EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	Not Applicable
Aspect: Transport		
EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce	Energy Saving, Resource Saving, and Climate Change Countermeasures The Environment (Initiatives to Prevent Global Warming)
Aspect: Overall		
EN31	Total environmental protection expenditures and investments by type	Energy Saving, Resource Saving, and Climate Change Countermeasures Environment and Safety (Related Data)
Aspect: Supplier Environmental Assessment		
EN32	Percentage of new suppliers that were screened using environmental criteria	—
EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	—
Aspect: Environmental Grievance Mechanisms		
EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	Energy Saving, Resource Saving, and Climate Change Countermeasures Environment and Safety (Related Data)

SOCIAL

LABOR PRACTICES AND DECENT WORK

Section	Indicator	Relevant Section of JSR CSR Report 2015	
		Web Site (Heading)	Report (page)
Aspect: Employment			
LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	Communication with stakeholders Employees Basic Policies	—
LA2	Benefits provided to full-time employees that are not provided to Temporary or part-time employees, by significant locations of operation	—	—
LA3	Return to work and retention rates after parental leave, by gender	Communication with stakeholders Employees Work-Life Management	—
Aspect: Labor/Management Relations			
LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	—	—
Aspect: Occupational Health and Safety			
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	—	—
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	Safety and Disaster Prevention Safety (General)	—
LA7	Workers with high incidence or high risk of diseases related to their occupation	—	—
LA8	Health and safety topics covered in formal agreements with trade unions	Communication with stakeholders Employees Work-Life Management	—
Aspect: Training and Education			
LA9	Average hours of training per year per employee by gender, and by employee category	Communication with stakeholders Employees Human Resources	—
LA10	スキPrograms for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Communication with stakeholders Employees Basic Policies	—
LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	—	—
Aspect: Diversity and Equal Opportunity			
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	—	—
Aspect: Equal Remuneration for Women and Men			
LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	—	—
Aspect: Supplier Assessment for Labor Practices			
LA14	Percentage of new suppliers that were screened using labor practices criteria	—	—
LA15	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken	Not Applicable	—
Aspect: Labor Practices Grievance Mechanisms			
LA16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	Not Applicable	—

HUMAN RIGHTS

Section	Indicator	Relevant Section of JSR CSR Report 2015	
		Web Site (Heading)	Report (page)
Aspect: Investment			
HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Not Applicable	—
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	—	—
Aspect: Non-discrimination			
HR3	Total number of incidents of discrimination and corrective actions taken	Not Applicable	—
Aspect: Freedom of Association and Collective Bargaining			
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	Not Applicable	—
Aspect: Child Labor			
HR5	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor	—	—
Aspect: Forced or Compulsory Labor			
HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures taken to contribute to the elimination of all forms of forced or compulsory labor	—	—
Aspect: Security Practices			
HR7	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations	—	—
Aspect: Indigenous Rights			
HR8	Total number of incidents of violations involving rights of indigenous peoples and actions taken	Not Applicable	—
Aspect: Assessment			
HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	—	—
Aspect: Supplier Human Rights Assessment			
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments	—	—
HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	Not Applicable	—
	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	Not Applicable	—

SOCIETY

Section	Indicator	Relevant Section of JSR CSR Report 2015	
		Web Site (Heading)	Report (page)
Aspect: Local Communities			
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	—	—
SO2	Operations with significant actual and potential negative impacts on local communities	Not Applicable	—
Aspect: Anti-corruption			
SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	—	—
SO4	Communication and training on anti-corruption policies and procedures	—	—
SO5	Confirmed incidents of corruption and actions taken	Not Applicable	—
Aspect: Public Policy			
SO6	Total value of political contributions by country and recipient/beneficiary	—	—
Aspect: Anti-competitive Behavior			
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes • Total number of legal actions pending or completed during the reporting period regarding anti-competitive behavior and violations of anti-trust and monopoly legislation in which the organization has been identified as a participant • Report the main outcomes of completed legal actions, including any decisions or judgments.	Not Applicable	—
Aspect: Compliance			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Safety and Disaster Prevention Safety (General)	—
Aspect: Supplier Assessment for Impacts on Society			
SO9	Percentage of new suppliers that were screened using criteria for impacts on society	—	—
SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken	—	—
Aspect: Grievance Mechanisms for Impacts on Society			
SO11	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	Energy Saving, Resource Saving, and Climate Change Countermeasures Environment and Safety (Related Data)	—

PRODUCT RESPONSIBILITY

Section	Indicator	Relevant Section of JSR CSR Report 2015	
		Web Site (Heading)	Report (page)
Aspect: Customer Health and Safety			
PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	—	—
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	Not Applicable	—
Aspect: Product and Service Labeling			
PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements	Communication with stakeholders Customers / Business Partners	—
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	Not Applicable	—
PR5	Results of surveys measuring customer satisfaction	—	—
Aspect: Marketing Communications			
PR6	Sale of banned or disputed products	Not Applicable	—
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	Not Applicable	—
Aspect: Customer Privacy			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	—	—
Aspect: Compliance			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Not Applicable	—