

Table of Comparisons with Guidelines

The table below shows the pages in this report containing the information relevant to each of the required disclosures under the GRI Sustainability Reporting Guidelines Version 4 and ISO 26000.

Category (G4)	Aspect (G4)	Core option requirement	Indicator	G4	ISO26000	Relevant pages
General Standard Disclosures		✓	Disclosures required for the Core "in accordance" option			
	Strategy and Analysis	✓	a. Provide a statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability.	G4-1	4.7 6.2 7.4.2	3-4
			a. Provide a description of key impacts, risks, and opportunities.	G4-2		5-6, 17
Organizational Profile		✓	a. Report the name of the organization.	G4-3		11
		✓	a. Report the primary brands, products, and services.	G4-4		12
		✓	a. Report the location of the organization's headquarters.	G4-5		11
		✓	a. Report the 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.	G4-6		11, 13
		✓	a. Report the nature of ownership and legal form.	G4-7		11
		✓	a. Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	G4-8		12
		✓	a. Report the 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	G4-9		11
		✓	a. Report the total number of employees by employment contract and gender. b. Report the total number of permanent employees by employment type and gender. c. Report the total workforce by employees and supervised workers and by gender. d. Report the total workforce by region and gender. e. Report whether 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. f. Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries).	G4-10	6.3.10 6.4.1-6.4.2 6.4.3 6.4.4 6.4.5 6.8.5 7.8	83
		✓	a. Report the percentage of total employees covered by collective bargaining agreements.	G4-11		93
		✓	a. Describe the organization's supply chain.	G4-12		111
		✓	a. Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain, including: · Changes in the location of, or changes in, operations, including facility openings, closings, and expansions · Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations) · Changes in the location of suppliers, the structure of the supply chain, or in relationships with suppliers, including selection and termination	G4-13		N/A
		✓	a. Report whether and how the precautionary approach or principle is addressed by the organization.	G4-14		105-108
		✓	a. List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	G4-15		15-19
		✓	a. 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.	G4-16		77, 122-123
	Identified Material Aspects and Boundaries		✓	a. List all entities included in the organization's consolidated financial statements or equivalent documents. b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	G4-17	
		✓	a. Explain the process for defining the report content and the Aspect Boundaries. b. Explain how the organization has implemented the Reporting Principles for Defining Report Content.	G4-18		1, 15-17, 22-23
		✓	a. List all the material Aspects identified in the process for defining report content.	G4-19		17
		✓	a. For each material Aspect, report the Aspect Boundary within the organization, as follows: · Report whether the Aspect is material within the organization. · If the Aspect is not material for all entities within the organization (as described in G4-17), select one of the following two approaches and report either: -The list of entities or groups of entities included in G4-17 for which the Aspect is not material or; -The list of entities or groups of entities included in G4-17 for which the Aspect is material. · Report any specific limitation regarding the Aspect Boundary within the organization.	G4-20	5.2 7.3.2 7.3.3 7.3.4	1
		✓	a. For each material Aspect, report the Aspect Boundary outside the organization, as follows: · Report whether the Aspect is material outside of the organization. · If the Aspect is material outside of the organization, identify the entities, groups of entities or elements for which the Aspect is material. In addition, describe the geographical location where the Aspect is material for the entities identified. · Report any specific limitation regarding the Aspect Boundary outside the organization.	G4-21		1
		✓	a. Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	G4-22		N/A
		✓	a. Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	G4-23		56, 79
Stakeholder Engagement		✓	a. Provide a list of stakeholder groups engaged by the organization.	G4-24		22-23
		✓	a. Report the basis for identification and selection of stakeholders with whom to engage.	G4-25		22-23
		✓	a. Report 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.	G4-26	5.3	22-23, 29-30, 77-78, 85-86, 113-114
		✓	a. Report 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.	G4-27		21, 23, 25, 29, 34, 54, 85-86, 91-92, 94-95, 109, 111-112, 114

*1 Securities Report (Japanese only)
<http://www.mazda.com/ja/investors/library/s-report/>

Category (G4)	Aspect (G4)	Core option requirement	Indicator	G4	ISO26000	Relevant pages
General Standard Disclosures		✓	Disclosures required for the Core "in accordance" option			
Report Profile		✓	a. Reporting period (such as fiscal or calendar year) for information provided.	G4-28		1
		✓	a. Date of most recent previous report (if any).	G4-29		1
			a. Reporting cycle (such as annual, biennial).	G4-30		1
		✓	a. Provide the contact point for questions regarding the report or its contents.	G4-31		1
		✓	a. Report the "in accordance" option the organization has chosen. b. Report the GRI Content Index for the chosen option (see tables below). c. Report the reference to the External Assurance Report, if the report has been externally assured. (GRI recommends the use of external assurance but it is not a requirement to be "in accordance" with the Guidelines.)	G4-32	7.5.3 7.6.2	130-135
		✓	a. Report the organization's policy and current practice with regard to seeking external assurance for the report. b. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided. c. Report the relationship between the organization and the assurance providers. d. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report.	G4-33		128-129
Governance		✓	a. Report 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.	G4-34		16, 102-103
			a. Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	G4-35		16, 102-103
			a. Report 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.	G4-36		16, 102-103
			a. Report 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.	G4-37		16, 102-103
			Report the composition of the highest governance body and its committees by: • Executive or non-executive • Independence • Tenure on the governance body • Number of each individual's other significant positions and commitments, and the nature of the commitments • Gender • Membership of under-represented social groups • Competences relating to economic, environmental and social impacts • Stakeholder representation	G4-38		Securities Report *1
			a. Report 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).	G4-39		Corporate Governance Report *2
			Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members, including: • Whether and how diversity is considered • Whether and how independence is considered • Whether and how expertise and experience relating to economic, environmental and social topics are considered • Whether and how stakeholders (including shareholders) are involved	G4-40		Corporate Governance Report *2
			a. Report 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: • Cross-board membership • Cross-shareholding with suppliers and other stakeholders • Existence of controlling shareholder • Related party disclosures	G4-41	6.2 7.4.3 7.7.5	Corporate Governance Report *2
			a. Report the 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.	G4-42		Corporate Governance Report *2
			a. Report the measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.	G4-43		16
			a. Report the 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. b. 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 organizational practice.	G4-44		Corporate Governance Report *2
			a. Report the 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. b. 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.	G4-45		Corporate Governance Report *2
			a. Report the highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.	G4-46		15-17, 105
			a. Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.	G4-47		15-17, 105
			a. Report the highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material Aspects are covered.	G4-48		15-17
		a. Report the process for communicating critical concerns to the highest governance body.	G4-49		Corporate Governance Report *2	
		a. 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.	G4-50		Corporate Governance Report *2	

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*2 Corporate Governance Report
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General Standard Disclosures		✓	Disclosures required for the Core "in accordance" option				
Governance			a. Report the remuneration policies for the highest governance body and senior executives for the below types of remuneration: <ul style="list-style-type: none"> -Fixed pay and variable pay: -Performance-based pay -Equity-based pay -Bonuses -Deferred or vested shares 	G4-51	6.2, 7.4.3 7.7.5	Corporate Governance Report *2	
			b. Report how performance criteria in the remuneration policy relate to the highest governance body's and senior executives' economic, environmental and social objectives.				
			a. 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 organization.	G4-52		Corporate Governance Report *2	
			a. Report how stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable.	G4-53		102	
			a. Report the 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.	G4-54		Corporate Governance Report *2	
Ethics and Integrity		✓	a. Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	G4-56	4.4, 6.6.3	109	
			a. Report the internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines.	G4-57		109	
			a. Report the 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.	G4-58		109	
Specific Standard Disclosures		●	Important issues specified by Mazda				
Economic	Economic Performance	●	DMA			3-4	
			Direct economic value generated and distributed	G4-EC1	6.8.1-6.8.2 6.8.3, 6.8.7 6.8.9	84, 99, 114	
			Financial implications and other risks and opportunities for the organization's activities due to climate change	G4-EC2	6.5.5	Securities Report *1	
			Coverage of the organization's defined benefit plan obligations	G4-EC3	6.8.7	Securities Report *1	
	Financial assistance received from government	G4-EC4	—	Securities Report *1			
	Market Presence	●	DMA				18
			Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	G4-EC5	6.3.7, 6.3.10 6.4.3, 6.4.4 6.8.1-6.8.2	—	
			Proportion of senior management hired from the local community at significant locations of operation	G4-EC6	6.4.3 6.8.1-6.8.2 6.8.5, 6.8.7	82	
	Indirect Economic Impacts	●	DMA				19, 38
			Development and impact of infrastructure investments and services supported	G4-EC7	6.3.9 6.8.1-6.8.2 6.8.7, 6.8.9	44	
		Significant indirect economic impacts, including the extent of impacts	G4-EC8	6.3.9, 6.6.6 6.6.7, 6.7.8 6.8.1-6.8.2 6.8.5, 6.8.7 6.8.9	19		
Procurement Practices	●	DMA				111	
		Proportion of spending on local suppliers at significant locations of operation	G4-EC9	6.4.3, 6.6.6 6.8.1-6.8.2 6.8.7	111		
Environmental	Materials	●	DMA			51-52	
			Materials used by weight or volume	G4-EN1	6.5.4	79	
			Percentage of materials used that are recycled input materials	G4-EN2	6.5.4	—	
	Energy	●	DMA				5-6 51-52
			Energy consumption within the organization	G4-EN3	6.5.4	55, 57, 66-67, 79	
			Energy consumption outside of the organization	G4-EN4	6.5.4	57	
			Energy intensity	G4-EN5	6.5.4	—	
			Reduction of energy consumption	G4-EN6	6.5.4, 6.5.5	66	
			Reductions in energy requirements of products and services	G4-EN7	6.5.4, 6.5.5	57-62	
	Water	●	DMA				51-52
Total water withdrawal by source			G4-EN8	6.5.4	70, 79		

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Specific Standard Disclosures		✓	Disclosures required for the Core "in accordance" option				
Environmental	Water	●	Water sources significantly affected by withdrawal of water	G4-EN9	6.5.4	70	
			Percentage and total volume of water recycled and reused	G4-EN10	6.5.4	—	
	Biodiversity	●	DMA				51-52
			Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	G4-EN11	6.5.6	—	
			Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	G4-EN12	6.5.6	76	
			Habitats protected or restored	G4-EN13	6.5.6	—	
	Emissions	●	DMA				5-6 51-52
			Direct greenhouse gas (GHG) emissions (Scope 1)	G4-EN15	6.5.5	66, 79	
			Indirect greenhouse gas (GHG) emissions (Scope 2)	G4-EN16	6.5.5	66, 79	
			Other indirect greenhouse gas (GHG) emissions (Scope 3)	G4-EN17	6.5.5	79	
			Greenhouse gas (GHG) emissions intensity	G4-EN18	6.5.5	66	
			Reduction of greenhouse gas (GHG) emissions	G4-EN19	6.5.5	66	
			Emissions of ozone-depleting substances (ODS)	G4-EN20	6.5.3, 6.5.5	79	
	Effluents and Waste	●	DMA				51-52
			Total water discharge by quality and destination	G4-EN22	6.5.3, 6.5.4	72	
			Total weight of waste by type and disposal method	G4-EN23	6.5.3	79	
			Total number and volume of significant spills	G4-EN24	6.5.3	N/A	
			Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention2 ANNEX I, II, III, and VIII, and percentage of transported waste shipped internationally	G4-EN25	6.5.3	—	
			Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff	G4-EN26	6.5.3, 6.5.4 6.5.6	—	
	Products and Services	●	DMA				51-52
Extent of impact mitigation of environmental impacts of products and services			G4-EN27	6.5.3, 6.5.4 6.5.5, 6.7.5	51-52		
Compliance	●	DMA				51-52	
		Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	G4-EN29	4.6	54		
Transport	●	DMA				51-52	
		Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce	G4-EN30	6.5.4, 6.6.6	67-68		
Overall	●	DMA				47-48	
		Total environmental protection expenditures and investments by type	G4-EN31	6.5.1-6.5.2	56		
Supplier Environmental Assessment	●	DMA				111	
		Percentage of new suppliers that were screened using environmental criteria	G4-EN32	6.3.5, 6.6.6 7.3.1	—		
Environmental Grievance Mechanisms	●	DMA				47-48	
		Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	G4-EN34	6.3.6	54		
Labor Practices and Decent Work	Employment	●	DMA			18	
			Total number and rates of new employee hires and employee turnover by age group, gender and region	G4-LA1	6.4.3	83	
			Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	G4-LA2	6.4.4, 6.8.7	87, 89	
	Return to work and retention rates after parental leave, by gender	G4-LA3	6.4.4	87			
Labor/Management Relations	●	DMA				18	
		Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	G4-LA4	6.4.3, 6.4.5	93		

Category (G4)	Aspect (G4)	Core option requirement	Indicator	G4	ISO26000	Relevant pages	
General Standard Disclosures		●	Important issues specified by Mazda				
Labor Practices and Decent Work	Occupational Health and Safety		DMA			18	
		●	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	G4-LA5	6.4.6	90	
			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	G4-LA6	6.4.6, 6.8.8	90	
			Workers with high incidence or high risk of diseases related to their occupation	G4-LA7	6.4.6, 6.8.8	—	
		Health and safety topics covered in formal agreements with trade unions	G4-LA8	6.4.6	90		
	Training and Education		DMA				18
		●	Average hours of training per year per employee by gender, and by employee category	G4-LA9	6.4.7	84	
			Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	G4-LA10	6.4.7, 6.8.5	83, 87	
		Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	G4-LA11	6.4.7	86		
	Diversity and Equal Opportunity		DMA				18
		●	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	G4-LA12	6.2.3, 6.3.7 6.3.10, 6.4.3	83	
	Equal Remuneration for Women and Men		DMA				94
		●	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	G4-LA13	6.3.7, 6.3.10 6.4.3, 6.4.4	84	
	Supplier Assessment for Labor Practices		DMA				111
		●	Percentage of new suppliers that were screened using labor practices criteria	G4-LA14	6.3.5, 6.4.3 6.6.6, 7.3.1	—	
		Significant actual and potential negative impacts for labor practices in the supply chain and actions taken	G4-LA15	6.3.5, 6.4.3 6.6.6, 7.3.1	112		
	Labor Practices Grievance Mechanisms		DMA				109
			Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	G4-LA16	6.3.6	95, 109	
	Human Rights	Investment		DMA			18
				Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	G4-HR1	6.3.3, 6.3.5 6.6.6	—
		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	G4-HR2	6.3.5	94-96		
Non-discrimination			DMA				94
			Total number of incidents of discrimination and corrective actions taken	G4-HR3	6.3.6, 6.3.7 6.3.10, 6.4.3	—	
Freedom of Association and Collective Bargaining			DMA				94
			Operations and suppliers identified in which the right to exercise freedom of association or collective bargaining may be violated or at significant risk, and measures taken to support these rights	G4-HR4	6.3.3, 6.3.4 6.3.5, 6.3.8 6.3.10, 6.4.5 6.6.6	—	
Child Labor			DMA				94
			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	G4-HR5	6.3.3, 6.3.4 6.3.5, 6.3.7 6.3.10, 6.6.6 6.8.4	94-96, 111-112	
Forced or Compulsory Labor			DMA				94
		●	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor	G4-HR6	6.3.3, 6.3.4 6.3.5, 6.3.10 6.6.6	94-96, 111-112	
Security Practices			DMA				94
			Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations	G4-HR7	6.3.4, 6.3.5 6.6.6	—	
Indigenous Rights			DMA				94
			Total number of incidents of violations involving rights of indigenous peoples and actions taken	G4-HR8	6.3.4, 6.3.6 6.3.7, 6.3.8 6.6.7, 6.8.3	—	
Assessment			DMA				18
		Total number and percentage of operations that have been subject to human rights reviews or impact assessments	G4-HR9	6.3.3, 6.3.4 6.3.5	94-96		
Supplier Human Rights Assessment		DMA				18, 111	
		Percentage of new suppliers that were screened using human rights criteria	G4-HR10	6.3.3, 6.3.4 6.3.5, 6.6.6	—		
	Significant actual and potential negative human rights impacts in the supply chain and actions taken	G4-HR11	6.3.3, 6.3.4 6.3.5, 6.6.6	112			
Human Rights Grievance Mechanisms		DMA				109	
		Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	G4-HR12	6.3.6	95, 109		

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General Standard Disclosures		● : Important issues specified by Mazda					
Society	Local Communities	DMA				19	
		●	Percentage of operations with implemented local community engagement, impact assessments, and development programs	G4-SO1	6.3.9 6.5.1-6.5.2 6.5.3, 6.8	98	
			Operations with significant actual and potential negative impacts on local communities	G4-SO2	6.3.9, 6.5.3 6.8	—	
	Anti-corruption	DMA					18, 109
		●	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	G4-SO3	6.6.1-6.6.2 6.6.3	—	
			Communication and training on anti-corruption policies and procedures	G4-SO4	6.6.1-6.6.2 6.6.3, 6.6.6	110	
			Confirmed incidents of corruption and actions taken	G4-SO5	6.6.1-6.6.2 6.6.3	N/A	
	Public Policy	DMA					—
			Total value of political contributions by country and recipient/beneficiary	G4-SO6	6.6.1-6.6.2 6.6.4	—	
	Anti-competitive Behavior	DMA					18, 109
			Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	G4-SO7	6.6.1-6.6.2 6.6.5, 6.6.7	N/A	
	Compliance	DMA					18, 109
		●	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	G4-SO8	4.6	N/A	
	Supplier Assessment for Impacts on Society	DMA					111
●		Percentage of new suppliers that were screened using criteria for impacts on society	G4-SO9	6.3.5 6.6.1-6.6.2 6.6.6 6.8.1-6.8.2 7.3.1	—		
		Significant actual and potential negative impacts on society in the supply chain and actions taken	G4-SO10	6.3.5 6.6.1-6.6.2 6.6.6 6.8.1-6.8.2 7.3.1	112		
Grievance Mechanisms for Impacts on Society	DMA					109	
		Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	G4-SO11	6.3.6 6.6.1-6.6.2 6.8.1-6.8.2	109		
Product Responsibility	Customer Health and Safety	DMA				6, 19	
		●	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	G4-PR1	6.7.1-6.7.2 6.7.4, 6.7.5 6.8.8	39	
		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	G4-PR2	4.6 6.7.1-6.7.2 6.7.4, 6.7.5 6.8.8	34-35		
	Product and Service Labeling	DMA					19
		●	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 information requirements	G4-PR3	6.7.1-6.7.2 6.7.3, 6.7.4 6.7.5, 6.7.9	—	
			Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	G4-PR4	4.6 6.7.1-6.7.2 6.7.3, 6.7.4 6.7.5, 6.7.9	N/A	
			Results of surveys measuring customer satisfaction	G4-PR5	6.7.1-6.7.2 6.7.6	36	
	Marketing Communications	DMA					26
		●	Sale of banned or disputed products	G4-PR6	—	35	
			Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	G4-PR7	4.6 6.7.1-6.7.2 6.7.3	N/A	
	Customer Privacy	DMA					18, 106-107
		●	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	G4-PR8	6.7.1-6.7.2 6.7.7	N/A	
	Compliance	DMA					18, 109
		●	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	G4-PR9	4.6 6.7.1-6.7.2 6.7.6	N/A	