

CSR Report:

GRI Content Index (CSR Report 2009)

This report uses GRI Sustainability Reporting Guidelines 2006 (G3) as a reference.

As a participant of UN Global Compact (GC), Toshiba joined the advisor panel of GC-GRI connection tool, "Making the connection."

The number(s) of related GC principle(s) is/are shown in the column "GC Principle(s)" in this list.

Section	Indicator	GC Principle(s)	Pages in Toshiba CSR Report 2008 and Website
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.		P5-6 (Executive Commitment)
1.2	Description of key impacts, risks, and opportunities.		P5-6 (Executive Commitment) P23-24 (2007 Targets & Results and 2008 Targets & Plans)

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Section	Indicator	GC Principle(s)	Pages in Toshiba CSR Report 2008 and Website
2.Organizational Profile			
2.1	Name of the organization.		P7 (Toshiba Group Business Overview)
2.2	Primary brands, products, and/or services.		P7-8 (Toshiba Group Business Overview)
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.		Website (Corporate Data)
2.4	Location of organization's headquarters.		P7 (Toshiba Group Business Overview)
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.		P7 (Toshiba Group Business Overview) P22 (Major Stakeholders and Toshiba Group's Responsibilities)
2.6	Nature of ownership and legal form.		P7 (Toshiba Group Business Overview)
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).		P7 (Toshiba Group Business Overview)
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.		P7 (Toshiba Group Business Overview)

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).		Not Applicable
2.10	Awards received in the reporting period.		P26 (Outside Ratings for Toshiba Group CSR) P32 (Good Design Gold Prize 2007 for Peruru mammography system) P34 (Toshiba PC ranked 1st in overall customer satisfaction in the Client Personal Computer category of an annual customer satisfaction survey by Nikkei Computer magazine (Japan)) P37 (IR Awards) P40 (Next Generation Support Certification Label) P40 (Nikkei Kosodate ("Child-Rearing") Award) P56 (Awards for Environmental Technologies) <u>Website (Evaluations by Outside Parties)</u>

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Section	Indicator	GC Principle(s)	Pages in Toshiba CSR Report 2008 and Website
3.Report Parameters			
Report Profile			
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.		P4 (CSR Reporting 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.		Back cover (Contacts)
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.		P3-4 (CSR Reporting Policy)
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.		P4 (CSR Reporting Policy)
3.7	State any specific limitations on the scope or boundary of the report.		P4 (CSR Reporting Policy)
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.		Not Applicable

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.		P7 (Distribution of Economic Value to Stakeholders) P48 (Environmental Performance: Targets and Results) P49 (Environmental Impacts at a Glance) P53 (Toshiba Group's Factor (Factor T))
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).		Not Applicable
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.		Not Applicable

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3.12	Table identifying the location of the Standard Disclosures in the report.		Website (GRI Content Index)
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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).		P57 (Third-Party Comments on the CSR Report)
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Section	Indicator	GC Principle(s)	Pages in Toshiba CSR Report 2008 and Website
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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.		P27 (Corporate Governance) Website (Corporate Governance)
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).		P27 (Corporate Governance) Website (Corporate Governance) Website (Executives)
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.		P27 (Corporate Governance) Website (Corporate Governance)
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.		P27 (Corporate Governance) P37 (Increasing opportunities for shareholders communication) P39 (Ensuring rights of labor)
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).		P27 (Compensation for Directors and Executive Officers) Website (Compensation for Directors and Executive Officers)

4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.		P27 (Corporate Governance) Website (Corporate Governance)
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.		P27 (Corporate Governance) Website (Corporate Governance)
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.		P23-24 (2007 Targets & Results and 2008 Targets & Plans) Website (Toshiba Group Standards of Conduct)
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.		P27 (Corporate Governance) Website (Corporate Governance)
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.		Website (Corporate Governance)

Commitments to External Initiatives

4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.		P28-29 (Risk Management and Compliance) P35-36 (Ensuring Product Safety) Website (Eco Products : Environmentally Conscious Products)
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.		P7 (International Charters/guidelines) P16 (CSR-oriented Management in Compliance with UN Global Compact) Website (UN 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.		P7 (CSR-related organization of which Toshiba is a member)

Stakeholder Engagement

4.14	List of stakeholder groups engaged by the organization.		P22 (Major Stakeholders and Toshiba Group's Responsibilities)
4.15	Basis for identification and selection of stakeholders with whom to engage.		P22 (Major Stakeholders and Toshiba Group's Responsibilities)
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.		P3-4 (CSR Reporting Policy) P31-32, P45-46 (Stakeholder Engagement Highlights) P33-34 (Social Performance (reports about each stakeholder)) P55 (Environmental Communication) Website (Stakeholder Engagement)
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those		P3-4 (CSR Reporting Policy) P31-32, P45-46 (Stakeholder Engagement Highlights)

key topics and concerns, including through its reporting.

P33-34 (Social Performance)
P55 (Environmental Communication)
[Website \(Stakeholder Engagement\)](#)

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Section	Indicator	GC Principle(s)	Pages in Toshiba CSR Report 2008 and Website
5. Performance index			
Economic			
Management Approach.			
	Goals and Performance.		Website (Investor Relations)
	Policy		Website (Investor Relations)
	Additional Contextual Information		Website (Investor Relations)
Economic Performance			
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.		P7 (Distribution of Economic Value to Stakeholders)
EC2.*	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Principle 7	P10-15 (Special Feature I: Environmental Vision 2050)
EC3.*	Coverage of the organization's defined benefit plan obligations.		
EC4.*	Significant financial assistance received from government.		
Market Presence			
EC5.	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	Principle 1	
EC6.*	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.		P7 (Distribution of Economic Value to Stakeholders) P38 (Suppliers)
EC7.*	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.	Principle 6	P16-20 (Special Feature II: CSR-oriented Management Worldwide)
Indirect Economic Impacts			
EC8.*	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.		P42-44 (Local Communities) Website (Corporate Citizenship Activities)
EC9.	Understanding and describing significant indirect economic impacts, including the extent of impacts.		Website (Environmental Accounting)
Environmental			
Management approach			
	Management approach		P47 (Environmental Management)
	Goals and Performance.		P48 (Targets and Results)

	Policy		P47 (Environmental Management Website (Basic Policy for the Environment))
	Organizational Responsibility		P47 (Environmental Management Structure Website (Environmental Management structure))
	Training and Awareness		P55 (Enhancing Environmental Awareness) Website (Environmental education)
	Monitoring and Follow-up		P47 (Environmental Audit System) Website (Environmental Management Audit System)
	Additional Contextual Information		P47-56 (Environmental Performance) Website (Environmental Management)

Materials

EN1.*	Materials used by weight or volume.	Principle 8	P49-50 (Environmental Impacts at a Glance)
EN2.*	Percentage of materials used that are recycled input materials.	Principles 8, 9	Website (Increasing the Amount of End-of-Use Products Recycled)

Energy

EN3.*	Direct energy consumption by primary energy source.	Principle 8	P49-50 (Environmental Impacts at a Glance)
EN4.*	Indirect energy consumption by primary source.	Principle 8	P49-50 (Environmental Impacts at a Glance)
EN5.	Energy saved due to conservation and efficiency improvements.	Principles 8, 9	P48 (Targets and Results) P53-54 (Environmental Activities)
EN6.	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Principles 8, 9	P11-14 (Energy Approach and Eco Products Approach) P51-52 (Reducing Environmental Impacts throughout Notebook PC Life Cycle) P53-54 (Environmental Activities) Website (Eco Products : Environmentally Conscious Products)
EN7.	Initiatives to reduce indirect energy consumption and reductions achieved.	Principles 8, 9	P15 (Eco Process) P53 (Mitigation of Climate Change) Website (Eco Process : Business Activities)

Water

EN8.*	Total water withdrawal by source.	Principle 8	P49 (Environmental Impacts at a Glance) Website (Optimizing the Use of Water Resources)
EN9.	Water sources significantly affected by withdrawal of water.	Principle 8	Website (Optimizing the Use of Water Resources)
EN10.	Percentage and total volume of water recycled and reused.	Principles 8, 9	P49 (Environmental Impacts at a Glance)

Biodiversity

EN11.*	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Principle 8	
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EN12. *	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Principle 8	
EN13.	Habitats protected or restored.	Principle 8	Website (Efforts to Conserve Biodiversity)
EN14.	Strategies, current actions, and future plans for managing impacts on biodiversity.	Principle 8	Website (Efforts to Conserve 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.	Principle 8	

Emissions, Effluents, and Waste

EN16. *	Total direct and indirect greenhouse gas emissions by weight.	Principle 8	P49 (Environmental Impacts at a Glance) P53 (Mitigation of Climate Change) Website (Controlling the increase of energy-originated CO2 emissions)
EN17. *	Other relevant indirect greenhouse gas emissions by weight.	Principle 8	Website (Reducing Non-CO2 greenhouse gas emissions)
EN18.	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Principles 7, 8, 9	P10-15 (Special Feature I: Environmental Vision 2050) P53 (Mitigation of Climate Change)
EN19. *	Emissions of ozone-depleting substances by weight.	Principle 8	P49 (Environmental Impacts at a Glance) Website (Management of Ozone-depleting substances)
EN20. *	NO, SO, and other significant air emissions by type and weight.	Principle 8	P49 (Environmental Impacts at a Glance) Website (Preventing Air and Water Pollution)
EN21. *	Total water discharge by quality and destination.	Principle 8	P49 (Environmental Impacts at a Glance) Website (Preventing Air and Water Pollution)
EN22. *	Total weight of waste by type and disposal method.	Principle 8	P49 (Environmental Impacts at a Glance) Website (Reduction in the Total Amount of Waste Generated and Amount of Final Disposal)
EN23. *	Total number and volume of significant spills.	Principle 8	P54 (Management of chemicals in manufacturing processes) Website (Preventing Pollution and Purifying Soil and Groundwater)
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.	Principle 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.	Principle 8	

Products and Services

EN26. *	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Principles 7, 8, 9	P53-54 (Environmental Activities)
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EN27. *	Percentage of products sold and their packaging materials that are reclaimed by category.	Principles 8, 9	P49 (Environmental Impacts at a Glance) P54 (Amount of Materials Recycled from End-of-use Products) Website (Increasing the Amount of End-of-Use Products Recycled)
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Compliance

EN28. *	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with environmental laws and regulations.	Principle 8	
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Transport

EN29.	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Principle 8	P49 (Environmental Impacts at a Glance) Website (Reducing CO2 Emissions Associated with Product Logistics in Japan)
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Overall

EN30.	Total environmental protection expenditures and investments by type.	Principles 7, 8, 9	Website (Environmental Accounting)
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Social

Labor Practices and Decent Work

Management Approach

	Goals and Performance		P23-24 (2007 Targets & Results and 2008 Targets & Plans)
	Policy		P39-41 (Employees) Website (Policy on Prohibition of Discrimination) Website (Human Resources Development Policy) Website (Occupational Health and Safety (OH&S) Policy)
	Organizational Responsibility		Website (Framework for Respecting Employee Human Rights and Prohibition of Discrimination / Promotion Structure)
	Training and Awareness		P39-41(Employees) Website (Education and Training on Respect for Diversity) Website (Education and Training on Nurturing Diversity) Website (Training for Fair Personnel Evaluation and Treatment) Website (Education and Training of Employees) Website (Raising Awareness and Education for Ensuring Employee Health and Safety)
	Monitoring and Follow-Up		P38 (Suppliers) P39-41(Employees) Website (Checks and Audits for Fair Personnel Evaluation and Treatment) Website (Checks and Audits for Development of Employee Capabilities) Website (OH&S Checks and Audits) Website (CSR Procurement Checks and Audits)

	Additional Contextual Information		P39-41(Employees)
Employment			
LA1.*	Total workforce by employment type, employment contract, and region.		P7 (Number of employees by Region) P39 (Number of Regular Employees and Managers)
LA2.*	Total number and rate of employee turnover by age group, gender, and region.	Principle 6	
LA3.	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.		
Labor/Management Relations			
LA4.*	Percentage of employees covered by collective bargaining agreements.	Principles 1, 3	
LA5.*	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	Principle 3	
Occupational Health and Safety			
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.	Principle 1	Website (OH&S Promotion Framework)
LA7.*	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	Principle 1	P41 (Rates of Occurrence of Accidents at Work)
LA8.*	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Principle 1	P41(Occupational Health and Safety) Website (Ensuring Health Management)
LA9.	Health and safety topics covered in formal agreements with trade unions.	Principle 1	Website (OH&S Promotion Framework)
Training and Education			
LA10.*	Average hours of training per year per employee by employee category.		
LA11.	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.		P41 (Development of Employee Capabilities) Website (Education and Training of Employees)
LA12.	Percentage of employees receiving regular performance and career development reviews.		Website (Fair Evaluation and Treatment)
Diversity and Equal Opportunity			
LA13.*	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Principles 1, 6	P39 (Diversity and Inclusion) Website (Diversity and Inclusion)
LA14.*	Ratio of basic salary of men to women by employee category.	Principles 1, 6	
Human Rights			
Management Approach			
	Goals and Performance		P23-24 (2007 Targets & Results and 2008 Targets & Plans)

	Policy		P39 (Respect for Human Rights and Prohibition of Discrimination) Website (Policy on Respect for Human Rights and Diversity)
	Organizational Responsibility		Website (Framework for Respecting Human Rights and Diversity / Promotion Structure)
	Training and Awareness		P39 (Respect for Human Rights and Prohibition of Discrimination) Website (Education on Respect for Human Rights and Diversity) Website (CSR Procurement)
	Monitoring and Follow-Up		P38 (CSR Promotion in the Supply Chain) Website (CSR Procurement Checks and Audits)
	Additional Contextual Information		Website (Human Rights and Diversity)

Investment and Procurement Practices

HR1.*	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	Principles 1, 2, 3, 4, 5, 6	
HR2.*	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	Principles 1, 2, 3, 4, 5, 6	Website (CSR Procurement)
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.	Principles 1, 2, 3, 4, 5, 6	Website (Risk Management and Compliance Education)

Non-Discrimination

HR4.*	Total number of incidents of discrimination and actions taken.	Principles 1, 2, 6	Not Applicable Website (Toshiba Group Standards of Conduct / Disciplinary Action)
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Freedom of Association and Collective Bargaining

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.	Principles 1, 2, 3	P38 (CSR Promotion in the Supply Chain) Website (CSR Procurement)
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Child Labor

HR6.*	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	Principles 1, 2, 5	P38 (CSR Promotion in the Supply Chain) Website (CSR Procurement)
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Forced and Compulsory Labor

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.	Principles 1, 2, 4	P38 (CSR Promotion in the Supply Chain) Website (CSR Procurement)
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Security Practices

HR8.	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Principles 1, 2	
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Indigenous Rights

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HR9.	Total number of incidents of violations involving rights of indigenous people and actions taken.	Principles 1, 2	
Society			
Management Approach			
	Goals and Performance		P23-24 (2007 Targets & Results and 2008 Targets & Plans)
	Policy		Website (Corporate citizenship policies related to local communities) Website (Policy on Corporate Citizenship Activities)
	Organizational Responsibility		Website (Corporate Citizenship Implementation Framework)
	Training and Awareness		P28-29 (Risk Management and Compliance Education, Compliance Situation Inspection and Audit)
	Monitoring and Follow-Up		P28-29 (Risk Management and Compliance Education, Compliance Situation Inspection and Audit)
	Additional Contextual Information		P28-29 (Risk Management and Compliance) P42-44 (Local Communities)
Community			
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.		P42 (Communication with Local Communities) Website (Preventing Air and Water Pollution) Website (Preventing Pollution and Purifying Soil and Groundwater)
Corruption			
SO2.*	Percentage and total number of business units analyzed for risks related to corruption.	Principle 10	P28 (Risk Management and Compliance)
SO3.*	Percentage of employees trained in organization's anti-corruption policies and procedures.	Principle 10	P28 (Risk Management and Compliance Education)
SO4.*	Actions taken in response to incidents of corruption.	Principle 10	Website (Toshiba Group Standards of Conduct / Disciplinary Action)
Public Policy			
SO5.*	Public policy positions and participation in public policy development and lobbying.	Principles 1, 2, 3, 4, 5, 6, 7, 8, 9, 10	Website (Recommendations on Public Policies) Website (Promotion of Universal Design)
SO6.	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Principle 10	
Anti-Competitive Behavior			
SO7.	Total number of legal actions for anticompetitive behavior, anti-trust, and monopoly practices and their outcomes.		P28 (Risk Management and Compliance)
Compliance			

SO8.*	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations.		P28 (Risk Management and Compliance) P47 (Violation of law with environmental activities)
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Produce.

Management Approach

	Goals and Performance		P23-24 (2007 Targets & Results and 2008 Targets & Plans)
	Policy.		P35-36 (Quality Control Policy, Basic Policy on Product Safety) Website (Policy on Representation and Information Related to Products)
	Organizational Responsibility		P36 (Structure for Responses to Product Safety Incidents) Website (Quality Promotion Structure)
	Training and Awareness.		Website (Education on Quality Control) (Education on Product Safety)
	Monitoring and Follow-Up		P35-36 (Ensuring Product Safety, Structure for Responses to Product Safety Incidents) Website (Quality Control Checks and Audits) Website (Securing Cooperation from Suppliers to Ensure Quality)
	Additional Contextual Information		Website (Quality Control) Website (Ensuring Product Safety)

Customer Health and Safety

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.	Principle 1	P35-36 (Enhancing Quality from the Customer's Viewpoint, Ensuring Product Safety)
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.	Principle 1	

Product and Service Labeling

PR3.*	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Principle 8	Website (Eco Products : Environmentally Conscious Products)
PR4.	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Principle 8	
PR5.	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.		P33 (VOC Survey) Website (Customer Satisfaction (CS) Survey)

Marketing Communications

PR6.*	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.		Website (Accurate Product Information and Appropriate Advertising)
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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.		
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Customer Privacy

PR8.	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Principle 1	Website (Incidents Related to Personal Data)
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Compliance

PR9.*	Monetary value of significant fines for noncompliance with laws and regulations concerning the provision and use of products and services.		
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