

UN Global Reporting Initiative (GRI) 4 report for 2018

Index	Description	Information (document or web link)	Pages
<b>Strategy and analysis</b>			
G4-1	Statement from the most senior decision maker of the organisation.	<b>Integrated report 2018:</b> Chairman's statement CEO statement <b>Report of the Social and Ethics Committee 2018:</b> CEO statement	IR pg 04-05 IR pg 06-07 SE pg 02
G4-2	Description of key impacts, risks and opportunities.	<b>Integrated report 2018:</b> Our principal risks	IR pg 62-65
<b>Organisational profile</b>			
G4-3	Name of the organisation.	<b>Integrated report 2018:</b> Cover	
G4-4	Primary brands, products and or services.	<b>Integrated report 2018:</b> What we offer	IR pg 03
G4-5	Location of organisation's headquarters.	<b>Integrated report 2018:</b> Corporate information	IR pg 82
G4-6	Number of countries where organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	<b>Integrated report 2018:</b> Where we operate	IR pg 02-03
G4-7	Nature of ownership and legal form.	<b>Integrated report 2018:</b> Corporate information	IR pg 82
G4-8	Markets served (including geographic breakdown, sectors served and types of customers/beneficiaries).	<b>Integrated report 2018:</b> Where we operate What we offer	IR pg 02 - pg 03
G4-9	Scale of the reporting organisation.	<b>Integrated report 2018:</b> CFO's review <b>Online 2018:</b> Value added statement	IR pg 38 - pg 53
G4-10	Number of employees by employment contract and gender	<b>Report of the Social and Ethics Committee 2018:</b> Investing in our people	SE pg
G4-11	Percentage of total employees covered by collective bargaining agreements.	<b>Report of the Social and Ethics Committee 2018:</b> Investing in our people	SE pg 34
G4-12	Describe the organization's supply chain.	<b>Report of the Social and Ethics Committee 2018:</b> Ensuring business integrity Good jobs and economic growth	SE pg 28 SE pg 11-13
G4-13	Significant changes in the reporting period regarding size, structure or ownership	<b>Online 2018:</b> Interest in subsidiaries and joint ventures	
<b>Commitments to external initiatives</b>			
G4-14	How the precautionary approach/principle is addressed	Vodacom is aligned to its parent Vodafone, which supports the application of the European Commission's framework for a precautionary approach as contained in the 2000 EC Communication on Precaution.	
G4-15	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses.	<b>Report of the Social and Ethics Committee 2018:</b> <b>Sustainability, governance and management</b>	SE pg 02-04,41
G4-16	Memberships of associations (such as industry associations) and/or national/international advocacy organisations in which the organisation:  <ul style="list-style-type: none"> <li>• Holds a position on the governance body;</li> <li>• Participates in projects or committees;</li> <li>• Provides substantive funding beyond routine membership dues; or</li> <li>• Views membership as strategic.</li> </ul>	Our key memberships include:  <ul style="list-style-type: none"> <li>• The GSM Association</li> <li>• The South African Cellular Telecommunications Association</li> <li>• The Institute of Electrical and Electronics Engineers</li> <li>• Direct Marketing Association of South Africa</li> <li>• The Marketing Association of South Africa</li> <li>• Point-of-Purchase Advertising International</li> <li>• The South African Reward Association</li> <li>• National Business Initiative</li> <li>• Green Building Council of South Africa</li> <li>• Corporate Leaders' Group on Climate Change</li> <li>• Worldwide Fund for Nature</li> <li>• Association of Corporate Treasurers of Southern Africa</li> <li>• Institute of Directors</li> <li>• Association of Fraud Examiners SA</li> <li>• Institute of Risk Management South Africa</li> <li>• Corporate Governance Framework Research Institute</li> <li>• Business Continuity Institute in the UK</li> <li>• Business Leadership South Africa</li> <li>• Business Unity South Africa</li> <li>• South African Chamber of Commerce and Industry</li> </ul>	

Index	Description	Information (document or web link)	Pages
<b>Identified material aspects and boundaries</b>			
G4-17	Organisational structure	<b>Online 2018:</b> Interest in subsidiaries and joint ventures Annual financial statements 2018	
G4-18	How report content and aspect boundaries are defined and how the organisation has implemented reporting principles	<b>Integrated report 2018:</b> About this report Report of the Social and Ethics Committee 2018: Our approach to reporting	IR pg ifc, ibc SE Contents page
G4-19	List all material aspects identified in the process for defining report content	<b>Integrated report 2018:</b> About this report Report of the Social and Ethics Committee 2018: Our approach to reporting	IR pg ifc, ibc SE Contents page
G4-20	For each material Aspect, report the Aspect Boundary within the organization	<b>Integrated report 2018:</b> About this report Report of the Social and Ethics Committee 2018: Our approach to reporting	IR pg ifc, ibc SE Contents page
G4-21	For each material Aspect, report the Aspect Boundary outside the organization	<b>Integrated report 2018:</b> About this report <b>Report of the Social and Ethics Committee 2018:</b> Our approach to reporting	IR pg ifc SE Contents page
G4-22	Effect of any restatements of information provided in previous reports, and the reasons for such restatements	No significant changes	
G4-23	Significant changes from previous reporting periods in the Scope and Aspect Boundaries	No significant changes	
<b>Stakeholder engagement</b>			
G4-24	List of stakeholder groups engaged by the organization	<b>Integrated report 2018:</b> Our key relationships	IR pg 14-15
G4-25	The basis for identification and selection of stakeholders with whom to engage	<b>Integrated report 2018:</b> Our key relationships	IR pg 14-15
G4-26	Approaches to stakeholder engagement	<b>Report of the Social and Ethics Committee 2018:</b> Engaging our stakeholders	SE pg 22-25 IR pg 14-15
G4-27	Stakeholder concerns and how the organisation has responded. Report the stakeholder groups that raised each concern	<b>Integrated report 2018:</b> <b>Report of the Social and Ethics Committee 2018:</b> Engaging our stakeholders	IR pg 16-17 SE pg 24-25
<b>Report profile</b>			
G4-28	Reporting period	1 April 2017 - 31 March 2018	
G4-29	Date of most recent report	31 March 2018	
G4-30	Reporting cycle	Annual	
G4-31	Contact point	<b>Integrated report 2018:</b> Corporate information	IR pg 82
G4-32	"In accordance" option chosen, GRI content index chosen, external assurance report	<b>Integrated report 2018:</b> About this report In accordance with GRI 4	IR pg IBC
G4-33	Policy and current practice on independent assurance, and whether the highest governance body is involved in seeking assurance for the sustainability report	<b>Integrated report 2018:</b> About this report <b>Report of the Social and Ethics Committee 2018:</b> Independent assurance report	IR pg IBC SE pg 45-47
<b>Governance</b>			
G4-34	Governance structure of the organisation, including committees under the highest governance body responsible for decision-making on economic, environmental and social impacts.	<b>Integrated report 2018:</b> Who governs us Who leads us <b>Online 2018:</b> Corporate governance statement	IR pg 54 IR pg 55
G4-35	Process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	<b>Online 2018:</b> Corporate governance statement	
G4-36	Executive level position/s with responsibility for sustainability topics including reporting lines to highest governance body.	<b>Integrated report 2018:</b>  Who governs us Who leads us <b>Online 2018:</b> Corporate governance statement	IR pg 54 IR pg 55
G4-37	Process for consultation between stakeholders and the highest governance body on sustainability topics.	<b>Report of the Social and Ethics Committee 2018:</b> Driving Accountability across our operations	SE pg 04, 20, 24-25

Index	Description	Information (document or web link)	Pages
G4-38	Composition of the highest governance body (board) and its committees – detailed.	<b>Online 2018:</b> Corporate governance statement	
G4-39	Is chairman of highest governance body also an executive officer?	<b>Online 2018:</b> Corporate governance statement	
G4-40	Nomination and selection process for highest governance body and committees, including criteria such as diversity, independence, and expertise for nominations and selections.	<b>Online 2018:</b> Corporate governance statement	
G4-41	Process followed by the board for managing conflicts of interest.	<b>Online 2018:</b> Corporate governance statement	
G4-42	Highest governance body's role in development, and approval of organisation's value statements, policies and strategies related to sustainability.	<b>Online 2018:</b> Corporate governance statement	
G4-43	Measures taken to develop and enhance board's knowledge of sustainability.	<b>Online 2018:</b> Corporate governance statement	
G4-44	Processes for evaluating board's sustainability performance and actions taken in response to evaluations.	<b>Online 2018:</b> Corporate governance statement	
G4-45	Board's oversight of sustainability.	<b>Report of the Social and Ethics Committee 2018:</b> Message from the CEO <b>Online 2018:</b> Corporate governance statement	SE Pg 02
G4-46	Board's role in reviewing effectiveness of risk management processes.	<b>Online 2018:</b> Corporate governance statement	
G4-47	Report the frequency of the board's review of economic, environmental and social impacts, risks and opportunities.	<b>Online 2018:</b> Corporate governance statement	
G4-48	Highest committee or position that approves sustainability report and ensures all material aspects are covered.	<b>Online 2018:</b> Corporate governance statement	
G4-49	Process for communicating critical concerns to the board.	<b>Online 2018:</b> Corporate governance statement	
G4-50	Nature and number of critical concerns communicated to board, and mechanisms used to resolve.	<b>Online 2018:</b> Corporate governance statement	
G4-51	Report remuneration policies for highest governance body and senior executives, and describe the link between remuneration and leadership performance.	<b>Integrated report 2018:</b> Remuneration report <b>Online 2018:</b> Remuneration report	IR pg 66-77
G4-52	Process for determining remuneration.	<b>Integrated report 2018:</b> Remuneration report <b>Online 2018:</b> Remuneration report	IR pg 66-77
G4-53	How are stakeholders' views taken into account regarding remuneration.	<b>Integrated report 2018:</b> Remuneration report <b>Online 2018:</b> Remuneration report	IR pg 66-77
G4-54	Ratio of total annual compensation for organisation's highest-paid individual in each country to median annual total compensation for all employees (excluding highest paid) in that country.	<b>Report of the Social and Ethics Committee 2018:</b> Engaging our stakeholders	IR pg
G4-55	Ratio of percentage increase in annual total compensation for organisation's highest-paid individual in each country to median percentage increase for all employees (excluding highest paid) in that country.	<b>Report of the Social and Ethics Committee 2018:</b> Engaging our stakeholders	IR pg
<b>Ethics and Integrity</b>			
G4-56	Organisation's values, principles, standards, norms of behaviour and codes of conduct/ethics.	<b>Report of the Social and Ethics Committee 2018:</b> Ensuring business integrity	SE pg 26
G4-57	Internal and external mechanisms for seeking advice on ethical and lawful behaviour.	<b>Report of the Social and Ethics Committee 2018:</b> Ensuring business integrity	SE pg 26
G4-58	Internal and external mechanisms for reporting concerns about unethical or unlawful behaviour, escalations, and whistle-blowing.	<b>Report of the Social and Ethics Committee 2018:</b> Ensuring business integrity	SE pg 27
<b>Category: Economic</b> <b>Aspect: Economic performance</b>			
G4-EC1	Disclosure on management approach  Direct economic value generated and distributed (revenues, operating costs, wages, benefits, loans).	<b>Online 2018:</b> Annual financial statements Value added statement	

Index	Description	Information (document or web link)	Pages
G4-EC2	Climate change-related financial implications and risks and opportunities.	Not applicable	
G4-EC3	Defined benefit plan obligations coverage.	Not applicable	
G4-EC4	Financial assistance from government.	Not applicable	
<b>Category: Economic</b>			
<b>Aspect: Market presence</b>			
	Disclosure on management approach		
G4-EC5	Ratios of standard entry level wage compared to local minimum wage (by gender).	Not available	
G4-EC6	Proportions of senior management hired from local communities.	Not available	
<b>Category: Economic</b>			
<b>Aspect: Indirect economic impacts</b>			
	Disclosure on management approach		
G4-EC7	Extent and impact of development of significant infrastructure investments and services and whether they are commercial, in kind, or pro bono engagements.	<b>Report of the Social and Ethics Committee 2018:</b> Empowering a connected society	SE pg 05- 20
G4-EC8	Significant indirect economic impacts, including extent of impacts.	<b>Report of the Social and Ethics Committee 2018:</b> Empowering a connected society	SE pg 05- 20
<b>Category: Economic</b>			
<b>Aspect: Procurement practices</b>			
	Disclosure on management approach		
G4-EC9	Policies, practices, and proportion of spending on locally based suppliers.	<b>Report of the Social and Ethics Committee 2018:</b> Promoting responsible sourcing	SE pg 28
<b>Category: Environmental</b>			
<b>Aspect: Materials</b>			
	Disclosure on management approach		
G4-EN2	Materials used: weight/volume	<b>Report of the Social and Ethics Committee 2018:</b> Engaging our stakeholders	SE pg
<b>Category: Environmental</b>			
<b>Aspect: Energy</b>			
	Disclosure on management approach	<b>Report of the Social and Ethics Committee 2018:</b> Mitigating our environmental impact	SE pg 41
G4-EN3	Energy consumption within the organisation.	<b>Report of the Social and Ethics Committee 2018:</b> Climate Action	SE pg 16-19, 42
G4-EN4	Energy consumption outside of the organisation.	<b>Report of the Social and Ethics Committee 2018:</b> Climate Action	SE pg 18
G4-EN5	Energy intensity ratio	<b>Report of the Social and Ethics Committee 2018:</b> Climate action	SE pg 16
G4-EN6	Reduction of energy consumption (as a result of conservation and efficiency initiatives).	<b>Report of the Social and Ethics Committee 2018:</b> Engaging our stakeholders	SE pg 16,19,42,44
<b>Category: Environmental</b>			
<b>Aspect: Water</b>			
	Disclosure on management approach	<b>Report of the Social and Ethics Committee 2018:</b> Promoting water stewardship	SE pg 44
<b>Category: Environmental</b>			
<b>Aspect: Biodiversity</b>			
	Disclosure on management approach	All our base stations are erected in accordance with Environmental Impact Assessments (EIAs) and approvals from the relevant authorities.	
<b>Category: Environmental</b>			
<b>Aspect: Emissions</b>			
	Disclosure on management approach	<b>Report of the Social and Ethics Committee 2018:</b> Climate action and mitigating our environmental impact	SE pg 16, 41
G4-EN15	Direct GHG emissions (Scope 1)	<b>Report of the Social and Ethics Committee 2018:</b> Climate action	SE pg 19
G4-EN16	Energy indirect GHG emissions (Scope 2) <sup>2</sup>	<b>Report of the Social and Ethics Committee 2018:</b> Climate action	SE pg 19

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G4-EN17	Other indirect GHG emissions (Scope 3)	<b>Report of the Social and Ethics Committee 2018:</b> Climate action	SE pg 19
G4-EN18	GHG emissions intensity	<b>Report of the Social and Ethics Committee 2018:</b> Climate action	SE pg 19
G4-EN19	Reduction of GHG emissions	<b>Report of the Social and Ethics Committee 2018:</b> Climate action	SE pg 19
G4-EN20	Emissions of ozone depleting substances (ODS)	<b>Report of the Social and Ethics Committee 2018:</b> Climate action	SE pg 19
<b>Category: Environmental</b> <b>Aspect: Effluents and waste</b>			
	Disclosure on management approach	<b>Report of the Social and Ethics Committee 2018:</b> Driving responsible waste management	SE pg 43
G4-EN23	Total weight of waste by type and disposal method.	<b>Report of the Social and Ethics Committee 2018:</b> Driving responsible waste management	SE pg 43
G4-EN24	Total number and volume of significant spills.	Not applicable	
G4-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.	Not applicable	
G4-EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organisation's discharges of water and runoff.	Vodacom does not use large quantities of water. Our network operations do not require the withdrawal of water	
<b>Category: Environmental</b> <b>Aspect: Products and services</b>			
	Disclosure on management approach	<b>Report of the Social and Ethics Committee 2018:</b> Mitigating our environmental impact	SE pg 41-43
G4-EN28	Percentage of products sold and their packaging materials that are reclaimed by category.	Not available	
<b>Category: Environmental</b> <b>Aspect: Compliance</b>			
	Describe the approach to managing and reporting on compliance (with environmental laws and regulations).	<b>Report of the Social and Ethics Committee 2018:</b> Mitigating our environmental impact	SE pg 41
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	None	
<b>Category: Environmental</b> <b>Aspect: Transport</b>			
	Disclosure on management approach	<b>Report of the Social and Ethics Committee 2018:</b> Climate action	SE pg 19
<b>Category: Environmental</b> <b>Aspect: Overall</b>			
	Disclosure on management approach	<b>Report of the Social and Ethics Committee 2018:</b> Climate action and mitigating our environmental impact	SE pg 16 and 41
<b>Category: Social - labour practices and decent work</b> <b>Aspect: Employment</b>			
	Disclosure on management approach	<b>Report of the Social and Ethics Committee 2018:</b> Investing in our people	SE pg 29
G4-LA1	Number and rates of employee hires and turnover, by age group, gender, and region.	<b>Report of the Social and Ethics Committee 2018:</b> Investing in our people	SE pg 29
G4-LA2	Benefits provided to full-time employees that are not provided to temporary/part-time employees, by significant locations of operations.	<b>Report of the Social and Ethics Committee 2018:</b> Our sustainability at a glance	SE pg 01
G4-LA3	Return to work and retention rates after parental leave, by gender.	<b>Report of the Social and Ethics Committee 2018:</b> Gender equality	SE pg 10
<b>Category: Social - labour practices and decent work</b> <b>Aspect: Labour/management relations</b>			
	Describe the approach to management of labour relations and how this is reported on.	<b>Report of the Social and Ethics Committee 2018:</b> Investing in our people	SE pg 34
G4-LA4	Report minimum notice periods regarding significant operational changes as well as whether these are specified in collective agreements.	<b>Report of the Social and Ethics Committee 2018:</b> Investing in our people	SE pg 34
<b>Category: Social - labour practices and decent work</b>			

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<b>Aspect: Occupational health and safety</b>			
	Describe the approach to managing and reporting on occupational health and safety within the organisation.	<b>Report of the Social and Ethics Committee 2018:</b> Investing in our people	SE pg 35
G4-LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes.	<b>Report of the Social and Ethics Committee 2018:</b> Investing in our people	SE pg 35
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, absenteeism, and total number of work-related fatalities by region and gender.	<b>Report of the Social and Ethics Committee 2018:</b> Investing in our people	SE pg 35
<b>Category: Social - labour practices and decent work</b>			
<b>Aspect: Training and education</b>			
	Disclosure on management approach	<b>Report of the Social and Ethics Committee 2018:</b> Investing in our people	SE pg 31
G4-LA9	Average hours of training per employee per year (by gender and employee category).	<b>Report of the Social and Ethics Committee 2018:</b> Investing in our people	SE pg 31
G4-LA10	Report on the type and scope of programmes implemented for employee skills management and lifelong learning.	<b>Report of the Social and Ethics Committee 2018:</b> Investing in our people	SE pg 31-33
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and employee category.	All employees have PD contracts and measured against same	SE pg 32-33
<b>Category: Social - labour practices and decent work</b>			
<b>Aspect: Diversity and equal opportunity</b>			
	Describe the approach to managing and reporting on diversity and equal opportunity.	<b>Report of the Social and Ethics Committee 2018:</b> Investing in our people	SE pg 33
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age, and other indicators of diversity.	<b>Report of the Social and Ethics Committee 2018:</b> Investing in our people	SE pg 33
<b>Category: Social - labour practices and decent work</b>			
<b>Aspect: Equal remuneration for men and women</b>			
	Describe the approach to management of equal remuneration for women and men, and how this is reported on.	<b>Report of the Social and Ethics Committee 2018:</b> Investing in our people	SE pg 29
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operations.	<b>Report of the Social and Ethics Committee 2018:</b> Investing in our people	SE pg 29
<b>Category: Social - labour practices and decent work</b>			
<b>Aspect: Supplier assessment for labour practices</b>			
	Disclosure on management approach	<b>Report of the Social and Ethics Committee 2018:</b> Investing in our people	SE pg 34
<b>Category: Social - labour practices and decent work</b>			
<b>Aspect: Labour practices grievance mechanisms</b>			
	Disclosure on management approach	<b>Report of the Social and Ethics Committee 2018:</b> Investing in our people	SE pg 34
G4-LA16	Number of grievances about labour practices filed, addressed, resolved, through formal grievance mechanisms.	Not available	
<b>Category: Social - human rights</b>			
<b>Aspect: Investment</b>			
	Disclosure on management approach	<b>Report of the Social and Ethics Committee 2018:</b> Investing in our people	SE pg 34
G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that have underwent human rights screening.	Not available	
G4-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.	Not available	
<b>Category: Social - human rights</b>			
<b>Aspect: Non-discrimination</b>			
	Disclosure on management approach	<b>Report of the Social and Ethics Committee 2018:</b> Investing in our people	SE pg 34
G4-HR3	Number of incidents of discrimination and action taken.	Not available	
<b>Category: Social - human rights</b>			
<b>Aspect: Freedom of association and collective bargaining</b>			

Index	Description	Information (document or web link)	Pages
G4-HR4	Disclosure on management approach	<b>Report of the Social and Ethics Committee 2018:</b> Investing in our people	SE pg 34
	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at risk, and details of the measures taken to support these rights.	Not available	
	<b>Category: Social - human rights</b> <b>Aspect: Human rights grievance mechanisms</b>		
	Disclosure on management approach	<b>Report of the Social and Ethics Committee 2018:</b> Investing in our people	SE pg 34
	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	<b>Report of the Social and Ethics Committee 2018:</b> Investing in our people	SE pg 34
<b>Category: Society</b> <b>Aspect: Local communities</b>			
G4-SO1	Disclosure on management approach	<a href="http://www.vodacom.com/about-us/our-impact/mobilesmasts-and-health">http://www.vodacom.com/about-us/our-impact/mobilesmasts-and-health</a>	
	Operations with significant actual and potential negative impacts on local communities.	<a href="http://www.vodacom.com/about-us/our-impact/mobilesmasts-and-health">http://www.vodacom.com/about-us/our-impact/mobilesmasts-and-health</a>	
<b>Category: Society</b> <b>Aspect: Anti-corruption</b>			
G4-SO3	Disclosure on management approach	<b>Report of the Social and Ethics Committee 2018:</b> Ensuring business integrity	SE pg 27
	Total number and percentage and of operations assessed for risks related to corruption and the significant risks identified.	<b>Report of the Social and Ethics Committee 2018:</b> Ensuring business integrity	SE pg 26 -27
G4-SO4	Communication and training on anticorruption policies and procedures.	<b>Report of the Social and Ethics Committee 2018:</b> Ensuring business integrity	SE pg 27
G4-SO5	Confirmed incidents of corruption and actions taken.	<b>Report of the Social and Ethics Committee 2018:</b> Ensuring business integrity	SE pg 27
<b>Category: Society</b> <b>Aspect: Public policy</b>			
G4-SO6	Disclosure on management approach	Not applicable	
	Total value of political contributions by country and recipient/beneficiary	Not applicable	
<b>Category: Society</b> <b>Aspect: Anti-competitive behaviour</b>			
G4-SO7	Disclosure on management approach	<b>Report of the Social and Ethics Committee 2018:</b> Ensuring business integrity	SE pg 27
	Total number of legal actions for anticompetitive behaviour, anti-trust, and monopoly practices and their outcomes.	Not applicable	
<b>Category: Society</b> <b>Aspect: Compliance</b>			
G4-SO8	Disclosure on management approach	<b>Report of the Social and Ethics Committee 2018:</b> Ensuring business integrity	SE pg 27
	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations.	<b>Report of the Social and Ethics Committee 2018:</b> Ensuring business integrity	SE pg 27
<b>Category: Society</b> <b>Aspect: Grievance mechanisms for impacts on society</b>			
	Disclosure on management approach	<b>Report of the Social and Ethics Committee 2018:</b> Ensuring business integrity	SE pg 27
<b>Category: Product responsibility</b> <b>Aspect: Customer health and safety</b>			
G4-PR1	Disclosure on management approach	<b>Report of the Social and Ethics Committee 2018:</b> Investing in our people	SE pg 35
	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement.	<b>Report of the Social and Ethics Committee 2018:</b> Investing in our people	SE pg 35
G4-PR2	Number of incidents of regulatory noncompliance concerning health and safety impacts of products and services during their lifecycle, by type of outcome.	<b>Report of the Social and Ethics Committee 2018:</b> Investing in our people	SE pg 35
<b>Category: Product responsibility</b> <b>Aspect: Product and service labelling</b>			

Index	Description	Information (document or web link)	Pages
G4-PR3	<p>Disclosure on management approach</p> <p>Type of product and service information required by the organisation's procedures for product and service information and labelling, and percentage of significant product and service categories subject to such information requirements.</p>	<p>Part of terms and conditions which are disclosed when buying our products and services</p> <p>Part of terms and conditions which are disclosed when buying our products and services</p>	IR pg 26
G4-PR5	Results of surveys measuring customer satisfaction.		IR pg 26
	<p><b>Category: Product responsibility</b>  <b>Aspect: Marketing communications</b></p>		
G4-PR7	<p>Disclosure on management approach</p> <p>Total number of incidents of noncompliance with regulations and voluntary codes concerning marketing communications, including advertising, promotions, and sponsorship, by type of outcome.</p>		
	<p><b>Category: Product responsibility</b>  <b>Aspect: Customer privacy</b></p>		
G4-PR8	<p>Describe the approach to management and reporting of customer privacy.</p> <p>Number of substantiated complaints regarding breaches of customer privacy and losses of customer data.</p>	<p><b>Report of the Social and Ethics Committee 2018:</b> Protecting customer privacy and security</p> <p><b>Report of the Social and Ethics Committee 2018:</b> Protecting customer privacy and security</p>	SE pg 38-40
	<p><b>Category: Product responsibility</b>  <b>Aspect: Compliance</b></p>		
G4-PR9	<p>Disclosure on management approach</p> <p>Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.</p>	<p><b>Report of the Social and Ethics Committee 2018:</b> Ensuring business integrity</p>	SE pg 27