GRI Guidelines G4/ISO 26000 Content Index

Information is included in this report for standard items under GRI (Global Reporting Initiative) G4 Sustainability Reporting Guidelines.
There are also entries corresponding to the seven core subjects defined under ISO 26000: Guidance on Social Responsibility.

GRI Items GRI Index		ISO26000:2010		Page to Refer
GENERAL STANDARD DISCLOSURES		**7.2**	**The relationship of an organization's characteristics to social responsibility**	
Strategy and Analysis		4.7	Respect for international norms of behaviour	
		6.2	Organizational governance	
		7.4.2	Setting the direction of an organization for social responsibility	
G4-1	Statement from the most senior decisionmaker of the organization (e.g., CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy.			Messages from the CEO and COO (3)
G4-2	Description of key impacts, risks, and opportunities.			Messages from the CEO and COO (3)
				Identifying Material Issues (9-18)
				Material Issuess Facing Seven & i Holdings (19-20)
				Providing Social Infrastructure for an Aging Society and Declining Population (21-22)
				Providing Safety and Reliability through Products and Stores (27-28)
				Non-Wasteful Usage of Products, Ingredients and Energy (37-38)
				Supporting the Active Role of Women, Youth and Seniors Across the Group and in Society (45-46)
				Building an Ethical Society and Improving Resource Sustainability together with Customers and Business Partners (55-56)
Organizational Profile		6.3.10	Fundamental principles and rights at work	
		6.4.1-6.4.2	Labour practices	
		6.4.3	Employment and employment relationships	
		6.4.4	Employment and employment relationships	
		6.4.5	Social dialogue	
		6.8.5	Employment creation and skills development	
		7.8	Voluntary initiatives for social responsibility	
G4-3	Name of the organization.			Corporate Data (1)
G4-4	Primary brands, products, and/or services.			Corporate Data (1)
G4-5	Location of organization's headquarters.			Corporate Data (1)
G4-6	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.			Overseas Initiatives (65)
G4-7	Nature of ownership and legal form.			Corporate Data (1)
				About the CSR Report (2)
G4-8	markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).			Corporate Data (1)
G4-9	scale of the organization			Corporate Data (1)
				Revenue from Operations and Operating Income (1)
				Revenue from Operations (1)
				Net Sales (1)
				Consolidated Employees (1)
G4-10	- 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. - 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. - Any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries).			Corporate Data (1)
				Consolidated employees (1)
				CSR Data
G4-11	percentage of total employees covered by collective bargaining agreements.			Sound labor-management relations (52)
G4-12	organization's supply chain.			
G4-13	Any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain/			
COMMITMENTS TO EXTERNAL INITIATIVES				
G4-14	Whether and how the precautionary approach or principle is addressed by the organization.			Strengthening Corporate Governance and CSR Management>Risk Management Committee (6)
G4-15	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.			Messages from the CEO and COO (3)
				About the CSR Report (2)
G4-16	Memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization			
Identified Material Aspects and Boundaries		5.2	Recognizing social responsibility	
		7.3.2	Determining relevance and significance of core subjects and issues to an organization	
		7.3.3	An organization's sphere of influence	
		7.3.4	Establishing priorities for addressing issues	
G4-17	- All entities included in the organization's consolidated financial statements or equivalent documents. - Whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.			Corporate Data (1)
				About the CSR Report (2)
G4-18	- Process for defining the report content and the Aspect Boundaries. - How the organization has implemented the Reporting Principles for Defining Report Content.			Identifying Material Issuess (9-18)
G4-19	Material Aspects identified in the process for defining report content.			Material Issuess Facing Seven & i Holdings (19-20)
G4-20	For each material Aspect, report the Aspect Boundary within the organization.			Identifying Material Issuess (9-18)
G4-21	For each material Aspect, report the Aspect Boundary outside the organization.			Identifying Material Issuess (9-18)
G4-22	Effect of any restatements of information provided in previous reports, and the reasons for such restatements.			Not Applicable
G4-23	Significant changes from previous reporting periods in the Scope and Aspect Boundaries.			About the CSR Report (2)
Stakeholder Engagement		5.3	Stakeholder identification and engagement	
G4-24	Stakeholder groups engaged by the organization.			CSR policies (4)
G4-25	Basis for identification and selection of stakeholders with whom to engage.			Identifying Material Issuess (9-18)

GRI Items	GRI Index	ISO26000:2010		Page to Refer
G4-26	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.			Identifying Material Issuess (9-18)
G4-27	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.			Identifying Material Issuess (9-18)
Report Profile		7.5.3	Types of communication on social responsibility	
		7.6.2	Enhancing the credibility of reports and claims about social responsibility	
G4-28	Reporting period (such as fiscal or calendar year) for information provided.			About the CSR Report (2)
G4-29	Date of most recent previous report (if any).			About the CSR Report (2)
G4-30	Reporting cycle (such as annual, biennial)			About the CSR Report (2)
G4-31	Contact point for questions regarding the report or its contents.			
GRI CONTENT INDEX				
G4-32	- 'In accordance' option the organization has chosen. - GRI Content Index for the chosen option (see tables below). - Reference to the External Assurance Report, if the report has been externally assured.			GRI Guidelines G4/ISO 26000 Content Index (79-84)
ASSURANCE				
G4-33	- 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, scope and basis of any external assurance provided. - Relationship between the organization and the assurance providers. - Whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report.			Greenhouse Gas Emission Verification Statement (78)
Governance		6.2	Organizational governance	
		7.4.3	Building social responsibility into an organization's governance, systems and procedures	
		7.7.5	Improving performance	
GOVERNANCE STRUCTURE AND COMPOSITION				
G4-34	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.			Strengthening Corporate Governance and CSR Management (5-8)
G4-35	Process for delegating authority for economic, environmental and social topics from the highest			Strengthening Corporate Governance and CSR Management (5-8)
G4-36	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.			Strengthening Corporate Governance and CSR Management (5-8)
G4-37	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.			Strengthening Corporate Governance and CSR Management (5-8)
G4-38	Composition of the highest governance body and its committees			
G4-39	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).			Strengthening Corporate Governance and CSR Management (5-8)
G4-40	Nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members.			
G4-41	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			Strengthening Corporate Governance and CSR Management (5-8)
HIGHEST GOVERNANCE BODY'S ROLE IN SETTING PURPOSE, VALUES, AND STRATEGY				
G4-42	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.			Strengthening Corporate Governance and CSR Management (5-8)
HIGHEST GOVERNANCE BODY'S COMPETENCIES AND PERFORMANCE EVALUATION				
G4-43	Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.			Strengthening Corporate Governance and CSR Management (5-8)
G4-44	- 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.			Strengthening Corporate Governance and CSR Management (5-8)
HIGHEST GOVERNANCE BODY'S ROLE IN RISK MANAGEMENT				
G4-45	- 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. - Whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental and social impacts, risks, and opportunities.			Strengthening Corporate Governance and CSR Management (5-8)
G4-46	- Highest governance body's role in reviewing the effectiveness of the organization's risk			Strengthening Corporate Governance and CSR Management (5-8)
G4-47	- Frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.			
HIGHEST GOVERNANCE BODY'S ROLE IN SUSTAINABILITY REPORTING				
G4-48	- Highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material Aspects are covered.			
HIGHEST GOVERNANCE BODY'S ROLE IN EVALUATING ECONOMIC, ENVIRONMENTAL AND SOCIAL PERFORMANCE				
G4-49	- Process for communicating critical concerns to the highest governance body			
G4-50	- 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				
G4-51	Remuneration policies for the highest governance body and senior executives for the below types of remuneration.			
G4-52	Process for determining remuneration.			
G4-53	How stakeholders' views are sought and taken into account regarding remuneration			

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G4-54	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.			
G4-55	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		**4.4** **6.6.3**	**Ethical behaviour** **Anti-corruption**	
G4-56	Organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.			CSR policies (4)
G4-57	Internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines.			Business Partner Consultation Helpline (60)
G4-58	Iternal 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.			CSR Data Business Partner Consultation Helpline (60)

SPECIFIC STANDARD DISCLOSURES				
GENERIC DISCLOSURES ON MANAGEMENT APPROACH				
GM-DMA	Why the Aspect is material.	6 7.3.1 7.4.3 7.7.3 7.7.5	Guidance on social responsibility core subjects Due diligence Building social responsibility into an organization's governance, systems and procedures Reviewing an organization's progress and performance on social responsibility Improving performance	Identifying Material Issuess (9-18) Material Issuess Facing Seven & i Holdings (19-20)
CATEGORY: ECONOMIC				
Aspect: Economic Performance				
G4-EC1	Direct economic value generated AND DISTRIBUTED	6.8.1-6.8.2 6.8.3 6.8.7 6.8.9	Community involvement and development Community involvement Wealth and income creation Social investment	CSR Activities (63) Working in Harmony with Local Communities (67,70,73)
G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	6.5.5	Climate change mitigation and adaptation	Non-Wasteful Usage of Products, Ingredients and Energy (37-38)
G4-EC3	Coverage of the organization's defined benefit plan obligations	6.8.7	Wealth and income creation	
G4-EC4	Financial assistance received from government			
Aspect: Market Presence				
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	6.3.7 6.3.10 6.4.3 6.4.4 6.8.1-6.8.2	Discrimination and vulnerable groups Fundamental principles and rights at work Employment and employment relationships Conditions of work and social protection Community involvement and development	
G4-EC6	Proportion of senior management hired from the local community at significant locations of operat	6.4.3 6.8.1-6.8.2 6.8.5 6.8.7	Employment and employment relationships Community involvement and development Employment creation and skills development Wealth and income creation	Promoting Chinese Employees (75)
Aspect: Indirect Economic Impacts				
G4-EC7	Development and impact of infrastructure investments and services supported	6.3.9 6.8.1-6.8.2 6.8.7 6.8.9	Economic, social and cultural rights Community involvement and development Wealth and income creation Social investment	Providing Social Infrastructure for an Aging Society and Declining Population (21-26)
G4-EC8	Significant indirect economic impacts, including the extent of impacts	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	Economic, social and cultural rights Promoting social responsibility in the value chain Respect for property rights Access to essential services Community involvement and development Employment creation and skills development Wealth and income creation Social investment	Providing Social Infrastructure for an Aging Society and Declining Population (21-26) CSR Activities (63-64)
Aspect: Procurement Practices				
G4-EC9	Proportion of spending on local suppliers at significant locations of operation	6.4.3 6.6.6 6.8.1-6.8.2 6.8.7	Employment and employment relationships Promoting social responsibility in the value chain Community involvement and development Wealth and income creation	
CATEGORY: ENVIRONMENTAL		**6.5.1-6.5.2**	**The environment**	
Aspect: Materials				
G4-EN1	Materials used by weight or volume	6.5.4	Sustainable resource use	
G4-EN2	Percentage of materials used that are recycled input materials	6.5.4	Sustainable resource use	Promoting Food Recycling (43) CSR Data
Aspect: Energy				
G4-EN3	Energy consumption within the organization	6.5.4	Sustainable resource use	Reducing CO_2 Emissions at Stores (40) Overseas Initiatives (66,70,74,76) CSR Data
G4-EN4	Energy consumption outside of the organization	6.5.4	Sustainable resource use	
G4-EN5	Energy intensity	6.5.4	Sustainable resource use	
G4-EN6	Reduction of energy consumption	6.5.4 6.5.5	Sustainable resource use Climate change mitigation and adaptation	Reducing CO_2 Emissions at Stores (40) CSR Data
G4-EN7	Reductions in energy requirements of products and services	6.5.4 6.5.5	Sustainable resource use Climate change mitigation and adaptation	
Aspect: Water				
G4-EN8	Total water withdrawal by source	6.5.4	Sustainable resource use	Measures to conserve water (41) Overseas Initiatives (66,74,76) CSR Data
G4-EN9	Water sources significantly affected by withdrawal of water	6.5.4	Sustainable resource use	
G4-EN10	Percentage and total volume of water recycled and reused	6.5.4	Sustainable resource use	
Aspect: Biodiversity				
G4-EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	6.5.6	Protection of the environment, biodiversity and restoration of natural habitats	

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G4-EN12	Description on significant impacts on activities, products,and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	6.5.6	Protection of the environment, biodiversity and restoration of natural habitats	
G4-EN13	Habitats protected or restored	6.5.6	Protection of the environment, biodiversity and restoration of natural habitats	Sustainable Forest Conservation Activities (61)
G4-EN14	Total number of iucn red list species and national conservation list species With habitats in areas affected by operations, by level of extinction risk	6.5.6	Protection of the environment, biodiversity and restoration of natural habitats	
Aspect: Emissions				
G4-EN15	Direct greenhouse gas (GHG) emissions (SCOPE 1)	6.5.5	Climate change mitigation and adaptation	Attaining an Appropriate Grasp of Environmental Impact (39) Greenhous Gus Emission Verification Statement (78) CSR Data
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (SCOPE 2)	6.5.5	Climate change mitigation and adaptation	Attaining an Appropriate Grasp of Environmental Impact (39) Reducing environmental impact (66) Greenhous Gus Emission Verification Statement (78) CSR Data
G4-EN17	Other indirect greenhouse gas (GHG) emissions (SCOPE 3)	6.5.5	Climate change mitigation and adaptation	Reducing CO_2 Emissions from Logistics Operations (42) CSR Data
G4-EN18	Greenhouse gas (GHG) emissions intensity	6.5.5	Climate change mitigation and adaptation	
G4-EN19	Reduction of greenhouse gas (GHG) emissions	6.5.5	Climate change mitigation and adaptation	Attaining an Appropriate Grasp of Environmental Impact (39) Reducing CO_2 Emissions from Logistics Operations (42) CSR Data
G4-EN20	Emissions of ozone-depleting substances (ODS)	6.5.3 6.5.5	Prevention of pollution Climate change mitigation and adaptation	Management of CFCs (41)
G4-EN21	Nox, Sox, and other significant air emissions	6.5.3	Prevention of pollution	
Aspect: Effluents and Waste				
G4-EN22	Total water discharge by quality and destination	6.5.3 6.5.4	Prevention of pollution Sustainable resource use	
G4-EN23	Total weight of waste by type and disposal method	6.5.3	Prevention of pollution	Promoting Food Recycling (43) Reducing Packaging Materials, etc. (44) CSR Data
G4-EN24	Total number and volume of significant spills	6.5.3	Prevention of pollution	
G4-EN25	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	6.5.3	Prevention of pollution	
G4-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	6.5.3 6.5.4 6.5.6	Prevention of pollution Sustainable resource use Protection of the environment, biodiversity and restoration of natural habitats	
Aspect: Products and Services				
G4-EN27	Extent of impact mitigation of environmental impacts of products and services	6.5.3 6.5.4 6.5.5 6.7.5	Prevention of pollution Sustainable resource use Climate change mitigation and adaptation Sustainable consumption	Reducing CO_2 Emissions at Stores (40-41) CSR Data
G4-EN28	Percentage of products sold and their packaging materials that are reclaimed by category	6.5.3 6.5.4 6.7.5	Prevention of pollution Sustainable resource use Sustainable consumption	Promoting Food Recycling (43) Reducing Packaging Materials, etc. (44)
Aspect: Compliance				
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance With environmental laws and regulations	4.6	Respect for the rule of law	
Aspect: Transport				
G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce	6.5.4 6.6.6	Sustainable resource use Promoting social responsibility in the value chain	Reducing CO_2 Emissions from Logistics Operations (42)
Aspect: Overall				
G4-EN31	Total environmental protection expenditures and investments by type	6.5.1-6.5.2	The environment	
Aspect: Supplier Environmental Assessment				
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	6.3.5 6.6.6 7.3.1	Avoidance of complicity Promoting social responsibility in the value chain Due diligence	
G4-EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	6.3.5 6.6.6 7.3.1	Avoidance of complicity Promoting social responsibility in the value chain Due diligence	Strengthening Implementation of Business Partner Action Guidelines (59-62)
Aspect: Environmental Grievance Mechanisms				
G4-EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	6.3.6	Resolving grievances	
CATEGORY: SOCIAL				
SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK		6.4.1-6.4.2	Labour practices	
Aspect: Employment				
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	6.4.3	Employment and employment relationships	
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	6.4.4 6.8.7	Conditions of work and social protection Wealth and income creation	
G4-LA3	Return to work and retention rates after parental leave, by gender	6.4.4	Conditions of work and social protection	Achieving a Work-life Balance (49)
Aspect: Labor/Management Relations				
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	6.4.3 6.4.5	Employment and employment relationships Social dialogue	
Aspect: Occupational Health and Safety				
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 programs	6.4.6	Health and safety at work	Assuring Consideration of Worker Health and Safety (52)
G4-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	6.4.6 6.8.8	Health and safety at work Health	CSR Data
G4-LA7	Workers with high incidence or high risk of diseases related to their occupation	6.4.6 6.8.8	Health and safety at work Health	
G4-LA8	Health and safety topics covered in formal agreements with trade unions	6.4.6	Health and safety at work	
Aspect: Training and Education				
G4-LA9	Average hours of training per year per employee by gender, and by employee category	6.4.7	Human development and training in the workplace	

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G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	6.4.7 6.8.5	Human development and training in the workplace Employment creation and skills development	Assuring Fair Assessment and Treatment of Employees (51)
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	6.4.7	Human development and training in the workplace	
Aspect: Diversity and Equal Opportunity				
G4-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	6.2.3 6.3.7 6.3.10 6.4.3	Decision-making processes and structures Discrimination and vulnerable groups Fundamental principles and rights at work Employment and employment relationships	Consolidated Employees (1)
Aspect: Equal Remuneration for Women and Men				
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	6.3.7 6.3.10 6.4.3 6.4.4	Discrimination and vulnerable groups Fundamental principles and rights at work Employment and employment relationships Conditions of work and social protection	
Aspect: Supplier Assessment for Labor Practices				
G4-LA14	Percentage of new suppliers that were screened using labor practices criteria	6.3.5 6.4.3 6.6.6 7.3.1	Avoidance of complicity Employment and employment relationships Promoting social responsibility in the value chain Due diligence	
G4-LA15	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken	6.3.5 6.4.3 6.6.6 7.3.1	Avoidance of complicity Employment and employment relationships Promoting social responsibility in the value chain Due diligence	Strengthening Implementation of Business Partner Action Guidelines (59-62)
Aspect: Labor Practices Grievance Mechanisms				
G4-LA16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	6.3.6	Resolving grievances	
SUB-CATEGORY: HUMAN RIGHTS		4.8 6.3.1-6.3.2	Respect for human rights Human rights	
Aspect: Investment				
G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	6.3.3 6.3.5 6.6.6	Due diligence Avoidance of complicity Promoting social responsibility in the value chain	
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	6.3.5	Avoidance of complicity	
Aspect: Non-discrimination				
G4-HR3	Total number of incidents of discrimination and corrective actions taken	6.3.6 6.3.7 6.3.10 6.4.3	Resolving grievances Discrimination and vulnerable groups Fundamental principles and rights at work Employment and employment relationships	
Aspect: Freedom of Association and Collective Bargaining				
G4-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	6.3.3 6.3.4 6.3.5 6.3.8 6.3.10 6.4.5 6.6.6	Due diligence Human rights risk situations Avoidance of complicity Civil and political rights Fundamental principles and rights at work Social dialogue Promoting social responsibility in the value chain	
Aspect: Child Labor				
G4-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	6.3.3 6.3.4 6.3.5 6.3.7 6.3.10 6.6.6 6.8.4	Due diligence Human rights risk situations Avoidance of complicity Discrimination and vulnerable groups Fundamental principles and rights at work Promoting social responsibility in the value chain Education and culture	
Aspect: Forced or Compulsory Labor				
G4-HR6	Operations and significant 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.	6.3.3 6.3.4 6.3.5 6.3.10 6.6.6	Due diligence Human rights risk situations Avoidance of complicity Fundamental principles and rights at work Promoting social responsibility in the value chain	
Aspect: Security Practices				
G4-HR7	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations	6.3.4 6.3.5 6.6.6	Human rights risk situations Avoidance of complicity Promoting social responsibility in the value chain	
Aspect: Indigenous Rights				
G4-HR8	Total number of incidents of violations involving rights of indigenous peoples and actions taken	6.3.4 6.3.6 6.3.7 6.3.8 6.6.7 6.8.3	Human rights risk situations Resolving grievances Discrimination and vulnerable groups Civil and political rights Respect for property rights Community involvement	
Aspect: Assessment				
G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	6.3.3 6.3.4 6.3.5	Due diligence Human rights risk situations Avoidance of complicity	
Aspect: Supplier Human Rights Assessment				
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	6.3.3 6.3.4 6.3.5 6.6.6	Due diligence Human rights risk situations Avoidance of complicity Promoting social responsibility in the value chain	
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	6.3.3 6.3.4 6.3.5 6.6.6	Due diligence Human rights risk situations Avoidance of complicity Promoting social responsibility in the value chain	Strengthening implementation of Business Partner Action Guidelines (59-62)

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Aspect: Human Rights Grievance Mechanisms				
G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	6.3.6	Resolving grievances	
SUB-CATEGORY: SOCIETY				
Aspect: Local Communities				
G4-SO1	Percentage of operations With implemented local community engagement, impact assessments, and development programs	6.3.9 6.5.1-6.5.2 6.5.3 6.8	Economic, social and cultural rights The environment Prevention of pollution Community involvement and development	Reconstruction Assistance for the Great East Japan Earthquake (36) Supporting Childcare and Raising a Child (53-54) Sustainable Forest Conservation Activities (61) CSR Activities (63-64)
G4-SO2	Operations with significant actual and potential negative impacts on local communities	6.3.9 6.5.3 6.8	Economic, social and cultural rights Prevention of pollution Community involvement and development	
Aspect: Anti-corruption				
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	6.6.1-6.6.2 6.6.3	Fair operating practices Anti-corruption	
G4-SO4	Communication and training on anti-corruption policies and procedures	6.6.1-6.6.2 6.6.3 6.6.6	Fair operating practices Anti-corruption Promoting social responsibility in the value chain	
G4-SO5	Confirmed incidents of corruption and actions taken	6.6.1-6.6.2 6.6.3	Fair operating practices Anti-corruption	
Aspect: Public Policy				
G4-SO6	Total value of political contributions by country and recipient/beneficiary	6.6.1-6.6.2 6.6.4	Fair operating practices Responsible political involvement	
Aspect: Anti-competitive Behavior				
G4-SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	6.6.1-6.6.2 6.6.5 6.6.7	Fair operating practices Fair competition Respect for property rights	
Aspect: Compliance				
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	4.6	Respect for the rule of law	
Aspect: Supplier Assessment for Impacts on Society				
G4-SO9	Percentage of new suppliers that were screened using criteria for impacts on society	6.3.5 6.6.1-6.6.2 6.6.6 6.8.1-6.8.2 7.3.1	Avoidance of complicity Fair operating practices Promoting social responsibility in the value chain Community involvement and development Due diligence	
G4-SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken	6.3.5 6.6.1-6.6.2 6.6.6 6.8.1-6.8.2 7.3.1	Avoidance of complicity Fair operating practices Promoting social responsibility in the value chain Community involvement and development Due diligence	Strengthening Implementation of Business Partner Action Guidelines (59-62)
Aspect: Grievance Mechanisms for Impacts on Society				
G4-SO11	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	6.3.6 6.6.1-6.6.2 6.8.1-6.8.2	Resolving grievances Fair operating practices Community involvement and development	
SUB-CATEGORY: PRODUCT RESPONSIBILITY				
Aspect: Customer Health and Safety				
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	6.7.1-6.7.2 6.7.4 6.7.5 6.8.8	Consumer issues Protecting consumers'health and safety Sustainable consumption Health	Supporting Childcare and Raising a Child (53-54) Food Traceability (30-31) Consideration to Health (33) Appropriate Disclosure of Information on Products and Services (34)
G4-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	4.6 6.7.1-6.7.2 6.7.4 6.7.5 6.8.8	Respect for the rule of law Consumer issues Protecting consumers'health and safety Sustainable consumption Health	
Aspect: Product and Service Labeling				
G4-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	6.7.1-6.7.2 6.7.3 6.7.4 6.7.5 6.7.9	Consumer issues Fair marketing, factual and unbiased information and fair contractual practices Protecting consumers'health and safety Sustainable consumption Education and awareness	Appropriate Disclosure of Information on Products and Services (34)
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	4.6 6.7.1-6.7.2 6.7.3 6.7.4 6.7.5 6.7.9	Respect for the rule of law Consumer issues Fair marketing, factual and unbiased information and fair contractual practices Protecting consumers'health and safety Sustainable consumption Education and awareness	
G4-PR5	Results of surveys measuring customer satisfaction	6.7.1-6.7.2 6.7.6	Consumer issues Consumer service, support, and complaint and dispute resolution	
Aspect: Marketing Communications				
G4-PR6	Sale of banned or disputed products			
G4-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	4.6 6.7.1-6.7.2 6.7.3	Respect for the rule of law Consumer issues Fair marketing, factual and unbiased information and fair contractual practices	
Aspect: Customer Privacy				
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	6.7.1-6.7.2 6.7.7	Consumer issues Consumer data protection and privacy	
Aspect: Compliance				
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	4.6 6.7.1-6.7.2 6.7.6	Respect for the rule of law Consumer issues Consumer service, support, and complaint and dispute resolution	