



Global Reporting Initiative (GRI) G4 content index

Our sustainability reporting is aligned with the GRI G4 guidelines; LafargeHolcim has chosen the Comprehensive "In accordance" option. A content index matching the GRI Standard Disclosures with information included in our reporting is included below. Material aspects are indicated in the Materiality Matrix on page 8 of the report and detailed information on the reporting methodology is provided on page 47. In the materiality review, the following topics were identified as most material:

- Business ethics and compliance
- Greenhouse Gas emissions and energy management
- Health and safety
- Water management
- Corporate governance
- Sustainable products and innovation
- Local community engagement and management of local community impacts

Where we have data available on other GRI aspects and indicators we have also included these data in the report and the content index.

GRI REFERENC	E AND DESCRIPTION	COVERED IN SDR 2015	COVERED IN AR 2015	COVERED ON WEBSITE	PAGE NUMBER	COMMENT/PERFORMANCE
Strategy	and analysis					
G4-1	CEO statement	Χ			SDR pg 4	
G4-2	Key impacts and opportunities	X	Х	X		These are detailed in the various sections throughout the report
Organiza	ational profile					
G4-3	Name of the organization	Χ	Χ	Χ	Cover	
G4-4	Primary brands products and services		Χ	Χ	AR pgs 11-15	
G4-5	HQ Location		Χ	Χ	AR pg 285	
G4-6	Countries of operation		Χ	Χ	AR pg 260	
G4-7	Nature of ownership		Χ		AR pg 97	
G4-8	Markets served		Χ		AR pg 260	
G4-9	Scale of operation		Χ		AR pgs 10-16	
G4-10	Number of employees	Х	X		SDR pg 44	We report total employees per region, percentage of female employees per management level, employees per employment type and by age
G4-11	Collective bargaining agreements				SDR pg 44	
G4-12	Supply chain description	Χ		X	SDR pg 21 AR pgs 55–57	See section on responsible sourcing (SDR) and delivering value for our customer segments (AR)
G4-13	Significant changes		Χ		AR pgs 11–15	See "Developments" paragraphs
G4-14	Precautionary approach	X	X		SDR pg 7 AR pg 194	See risk management and material issues sections
G4-15	External charters	X				Listed in relevant chapters: IE: UN Global Compact in Human rights section
G4-16	Memberships and partnerships	X			SDR pgs 20 & 23	See page 20 for a description of our partnership with the ICRC

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GRI REFERENCE	E AND DESCRIPTION	COVER	COVER	COVERED	PAGE NUMBER	COMMENT/PERFORMANCE
	aspects and boundaries	,				
G4-17	List of entities		Χ		AR pgs 260-262	
G4-18	Defining report content	Х			SDR pg 7	See also materiality review document on our website
G4-19 G4-20 G4-21	Material aspects and boundaries	X			SDR pg 7	The materiality matrix on page 8 shows the importance of the issues to LafargeHolcim as well as the level of societal concern
G4-22	Restatements	Χ			SDR pg 46	Methodology and Assurance
G4-23	Significant reporting changes	X			SDR pg 46	See the Methodology and Assurance section for the scope of reporting.
Stakehol	der engagement					
G4-24	Stakeholder groups	X		Х	SDR pg 7	See materiality review section. See also materiality review document and our website http://www.lafargeholcim.com/engage-stakeholders-become-most-attractive-and-respected-company
G4-25	Basis for identification					Identification and selection is based on a number of criteria, Including but not limited to: management judgement; potential or actual mutual impacts; previous history of engagement; credibility of stakeholder; recommendations from other stakeholders.
G4-26	Approach to stakeholder engagement	Χ		Χ	SDR pgs 7 & 20	
G4-27	Key topics raised	Χ		Χ	SDR pg 7	See also materiality review document on our website
Report p	rofile					
G4-28	Reporting period	Χ			SDR pg 46	
G4-29	Previous report	Х			SDR pg 46	
G4-30	Reporting cycle	Χ			SDR pg 46	
G4-31	Contact point	Χ			SDR back cover	
G4-32	Content index and in accordance	Χ			SDR pg 49	
G4-33	Assurance	Χ			SDR pg 47	
C						
Governa G4-34	Governance structure	Y	Х		SDR pg 8	See "Governance" See also annual report section on
G4-35 G4-36 G4-37	dovernance structure	^	^		эык ру о	Corporate Governance Page 113
G4-38	Highest governance body		Χ		AR pg 103	
G4-39	Highest governance body (Chair)		Χ		AR pg 103	
G4-40	Nomination process		Χ		AR pgs 99 –122	
G4-41	Conflicts of interest		X		AR pgs 99 –122	
G4-42	Role in values and strategy development		X		AR pg 103	See "Strategy and Sustainable Development Committee"
G4-43	Competencies and performance evaluation		X		AR pgs 112 -122	Details of Board members and their experience are detailed in the 2015 annual report on pages 112 –122. The Board completes an annual self assessment. Yearly dedicated strategy workshops are held and sustainability topics are included.
G4-44	Board performance		X		AR pgs 112 –122	Details of Board members and their experience are detailed in the 2015 annual report on pages 112 –122. The Board completes an annual self assessment.
G4-45	Board role in Risk management		X		AR pgs 102 & 105	
G4-46	Board role in Risk management		Χ		AR pgs 102 & 105	
G4-47	Frequency of ESG review		X		AR pg 194	Significant ESG risks are captured in the BRM process and reviewed as detailed in the AR2015
G4-48	Review of CSDR	Χ			SDR pg 8	Reviewed by the EXCO and signed off by the CEO

GRI REFERENCE	AND DESCRIPTION	COVERED IN SDR 2015	COVERED IN AR 2015	COVERED ON WEBSITE	PAGE NUMBER	COMMENT/PERFORMANCE
G4-49	Reporting critical concerns					See http://www.lafargeholcim.com/articles-association for the articles of incorporation, committee charters and organisation rules.
G4-50	Number of critical concerns					We do not disclose details of what is discussed at Board meetings
G4-51	Remuneration disclosures		Χ		AR pgs 124 –141	We disclose remuneration information as required by the Corporate Governance Directive of the SIX Swiss
G4-52			Χ			exchange and the disclosure rules of the Swiss code
G4-53			X			of obligations
G4-54			X			
G4-55			X			
Ethics an	d integrity					
G4-56	Codes of conduct	Χ	X		SDR pg 8 AR pg 97	
G4-57	Internal and external mechanisms	Х			SDR pg 8	
G4-58	(hotlines, whistleblowing)	Х				
	category					
	c performance				40 50 57	
G4 DMA		Х	Χ		AR pgs 50–57 SDR pg 5	
G4-EC1	Direct economic value generated and distributed	X	X		SDR pgs 10 & 39 AR pg 168 "key figures LafargeHolcim Group"	See figures in performance data table and the IP&L
G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	X			SDR pgs 10 & 11	See IP&L where societal cost of carbon is estimated
G4-EC3	Coverage of the organization's		Χ		AR pg 192	
G4-EC4	defined benefit plan obligations Financial assistance received from government	X			SDR pg 39	See indicators in "Government relations" section
Market p	resence					
G4 DMA			Χ		AR pg 42	See section on porfolio optimization
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation					Currently unavailable due to the merger integration process. We will collect data and report on this indicator in the medium term.
G4-EC6	Proportion of senior management hired from the local community at significant locations of operation					Currently unavailable due to the merger integration process. We will collect data and report on this indicator in the medium term.
Indirect	economic impacts					
G4 DMA		Х			SDR pg 10	
G4-EC7	Development and impact of infrastructure investments and services supported	Х			SDR pgs 20 & 45	We report on CSR spend on infrastructure and also inclusive business
G4-EC8	Significant indirect economic impacts, including the extent of impacts	Х			SDR pg 10	See Integrated Profit and Loss statement
Procurer	nent practices					
G4 DMA	nent praetices	Χ			SDR pg 21	
G4-EC9	Proportion of spending on local suppliers at significant locations of operation	X			SDR pg 39	24% of Group companies have a specific policy to favor national market suppliers. As an average, national market suppliers account for 74% of suppliers at Group company level.

GRI REFERENCE	AND DESCRIPTION	ŭ	S S PAGE NUMBER	COMMENT/PERFORMANCE
Environm	nental category			
Materials	5			
G4 DMA		Χ	SDR pg 30	
G4-EN1	Materials used by weight or volume		SDR pg 40	
G4-EN2	Percentage of materials used that are recycled input materials	X	SDR pg 40	Alternative fuels used and mineral components
Energy				
G4 DMA		Χ	SDR pg 26	
G4-EN3	Energy consumption within the organization	Х	SDR pgs 26 & 41	
G4-EN4	Energy consumption outside of the organization			Currently unavailable due to the merger integration process. We will collect data and report on this indicator in the medium term.
G4-EN5	Energy intensity	Χ	SDR pgs 26 & 41	
G4-EN6	Reduction of energy consumption	Χ	SDR pgs 26 & 41	
G4-EN7	Reductions in energy requirements of products and services	Х	SDR pg 26	
Water				
G4 DMA		Χ	SDR pg 34	
G4-EN8	Total water withdrawal by source	Χ	SDR pgs 34 & 42	
G4-EN9	Water sources significantly affected by withdrawal of water	Х	SDR pg 34	Number of sites with water risks
G4-EN10	Percentage and total volume of water recycled and reused	Х	SDR pg 42	
Biodivers	sity			
G4 DMA		Χ	SDR pg 35	
G4-EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	X	SDR pgs 35 & 41	
G4-EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	X	SDR pgs 35 & 41	
G4-EN13	Habitats protected or restored	Χ	SDR pgs 35 & 41	
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			This is collected at site level, but we do not currently collate this information globally
Emission	s			
G4 DMA	3	X	SDR pgs 25 & 36	
G4-EN15	Direct greenhouse gas (GHG) emissions (scope 1)	X	SDR pgs 24 & 40	
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (scope 2)	Х	SDR pgs 24 & 40	
G4-EN17		Х	SDR pgs 24 & 40	
G4-EN18	Greenhouse gas (GHG) emissions intensity	Х	SDR pgs 24 & 40	
G4-EN19	Reduction of greenhouse gas (GHG) emissions	Х	SDR pgs 24 & 40	

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GRI REFERENCE	AND DESCRIPTION	COV	00	COV	PAGE NUMBER	COMMENT/PERFORMANCE
G4-EN20	Emissions of ozone-depleting substances (ODS)					Emissions of ozone-depleting substances in our manufacturing processes are negligible. This indicator is thus not considered to be material
G4-EN21	NOx, SOx, and other significant air emissions	X			SDR pgs 3, 36 & 40	
Effluents	and waste					
G4-EN22	Total water discharge by quality and destination	Х			SDR pg 42	
G4-EN23	Total weight of waste by type and disposal method	X			SDR pg 40	
G4-EN24	Total number and volume of significant spills	X			SDR pg 42	Spills are included in non-compliance cases.
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					Not available. We will collect data and report on this indicator in the medium term.
Products	and services					
G4-EN27	Extent of impact mitigation of environmental impacts of products and services	X			SDR pgs 26–37 & 40–42	
G4-EN28	Percentage of products sold and their packaging materials that are reclaimed by category					Currently unavailable. Circular Economy is one of the action fields of The 2030 Plan and we track the amount of our products that contain recycled materials (G4 -EN2). The majority of our products are shipped in bulk.
Complian	ce					
G4 DMA		Χ			SDR pg 8	
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	X			SDR pg 42	
Transpor	t					
G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce	X			SDR pg 40	Compared to our production processes, our impacts from transportation are not significant. Scope 3 emissions are reported in the datatable
Overall						
G4-EN31	Total environmental protection expenditures and investments by type	Х			SDR pg 42	
Supplier	environmental assessment					
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	X			SDR pg 39	
G4-EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken					Currently unavailable due to the merger integration process. We will collect data and report on this indicato in the medium term.
Environm	ental grievance mechanisms					
G4-EN34	Number of grievances about environmental impacts filed, addressed, and resolved through	X			SDR pg 42	See the performance data table for numbers of non compliances penalties. A number of these came through formal grievance procedures with the

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Social car	AND DESCRIPTION	١ ٥	o	٥	PAGE NUMBER	COMMENT/PERFORMANCE
	actices and decent work					
Employm			-	-		
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	Х			SDR pg 42	We report total employees and employee turnover by region only. Further data is currently unavailable due to the merger integration process. We will collect data and report on this indicator in the medium term.
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation					Currently unavailable due to the merger integration process. We will collect data and report on this indicator in the medium term.
G4-LA3	Return to work and retention rates after parental leave, by gender					Currently unavailable due to the merger integration process. We will collect data and report on this indicator in the medium term to long term.
Labor/ma	anagement relations					
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements					Currently unavailable due to the merger integration process. We will collect data and report on this indicator in the medium term to long term.
Occupati	anal haalah and safatu.					
G4 DMA	onal health and safety	X	X		SDR pg 14	
GT DIVIA					AR pgs 60-64	
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	X			SDR pg 44	
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	X	X		SDR pgs 14 & 43 AR pg 63	
G4-LA7	Workers with high incidence or high risk of diseases related to their occupation	X			SDR pg 43	
G4-LA8	Health and safety topics covered in formal agreements with trade unions					Currently unavailable due to the merger integration process. We will collect data and report on this indicator in the medium term to long term.
Training	and education					
G4-LA9	Average hours of training per year per employee by gender, and by employee category					Currently unavailable due to the merger integration process. We will collect data and report on this indicator in the medium term to long term.
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings					Currently unavailable due to the merger integration process. We will collect data and report on this indicator in the medium term to long term.
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	X			SDR pg 44	

	and breakdown of employees per	COVERED IN SDR 2015	COVERED IN AR 2015	COVERED ON WEBSITE		
Diversity	and equal opportunity Composition of governance bodies and breakdown of employees per	COVERED IN	COVERED IN			
Diversity	and equal opportunity Composition of governance bodies and breakdown of employees per	COVER	COVER	OVER		
	Composition of governance bodies and breakdown of employees per			Ŭ	PAGE NUMBER	COMMENT/PERFORMANCE
G4-LA12	and breakdown of employees per					
	employee category according to gender, age group, minority group membership, and other indicators of diversity	X	X		SDR pg 44	Details of the members of the Board and of the Exco, including age is provided in the 2015 Annual Report, Corporate Governance section (pages 112–122). Female representation per management level is reported in the SDR page 45.
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation					Although we gather this information, the difference in grading of job levels across multiple locations and the low number of women in certain job categories does not allow meaningful comparison. We will investigate the implications of collating this data in a more meaningful manner and report on our conclusions in future reports in the long term.
Sunnlier	assessment for labor practices					
G4-LA14		X			SDR pgs 37 & 39	All new suppliers are screened according to our Sustainable Procurement Initiative and Supplier Code of Conduct. The SDR details ongoing assessments of the whole supplier base for social and environmental criteria.
G4-LA15	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken					Currently unavailable due to the merger integration process. We will collect data and report on this indicator in the medium term to long term.
Labor nra	actices grievance mechanisms					
G4-LA16						Currently unavailable due to the merger integration process. We will collect data and report on this indicator in the medium term to long term.
Human r	ights	i	i			
Investme	ent					
G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening					Currently unavailable due to the merger integration process. We will collect data and report on this indicator in the medium term to long term.
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					Currently unavailable due to the merger integration process. We will collect data and report on this indicator in the medium term to long term.
Non-disc	rimination					
G4-HR3	Total number of incidents of discrimination and corrective actions taken					Twelve Group companies reported 66 incidents of discrimination in 2015. By year end 56 of these inclidents had been solved.
Freedom	of association and collective barg	aini	na			
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	Х	9		SDR pg 15	We monitor our human rights performance through the annual Stakeholder Questionnaire. In 2015, 6 % of Group entities reported a "country risk" for freedom of assosciation. Mitigation measures described on page 15
Child lab	or					
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	X		X	SDR pg 15	We monitor our human rights performance through the annual Stakeholder Questionnaire. In 2015, 39 % of Group entities reported a "country risk" for child labor. Mitigation measures described on page 15

CDI DECEDENCE	: AND DESCRIPTION	COVERED IN SDR 2015	COVERED IN AR 2015	COVERED ON WEBSITE	PAGE NUMBER	COMMENT/PERFORMANCE
	r compulsory labor				PAGE NOMBER	COMMENTATERIORMANCE
G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor	X		X	SDR pg 15	We monitor our human rights performance through the annual Stakeholder Questionnaire. In 2015, 11% of Group entities reported a "country risk" for forced or compulsory labor. Mitigation measures described on page 15
Security	practices					
G4-HR7	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations					Currently unavailable due to the merger integration process. We will collect data and report on this indicator in the medium term to long term.
Indigeno	ous rights					
G4-HR8	Total number of incidents of violations involving rights of indigenous peoples and actions taken					We monitor our human rights performance through the annual Stakeholder Questionnaire. In 2015, Group entities reported 75 disputes relating to land use, customary rights of local communities and indigenous peoples. Mitigation measures described on page 15.
Assessm	ent					
G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	X			SDR pg 15	We monitor our human rights performance through the annual Stakeholder Questionnaire. In 2015, 7 Group entities reported conducting a full human rights impact assesment and 12 entities reported conducting a human rights self assessment
Supplier	human rights assessment					
G4-HR10		Х			SDR pg 39	All new suppliers are screened according to our Sustainable Procurement Initiative and Supplier Code of Conduct. The SDR details ongoing assessments of the whole supplier base for social and environmental criteria.
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken					Currently unavailable due to the merger integration process. We will collect data and report on this indicator in the medium term to long term. See SDR page 16 for details of the Sustainable Procurement initiative
Human r	ights grievance mechanisms					
G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms					We monitor our human rights performance through the annual Stakeholder Questionnaire. In 2015, 8 Group entities reported 21 alleged grievances, (excluding labor grievances). All were addressed by year end, 20 of which through formal grievance mechanisms
Society						
	nmunities					
G4 DMA		Χ			SDR pgs 18-22	
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	Х			SDR pgs 20 & 45	
G4-SO2	Operations with significant actual and potential negative impacts on local communities	X			SDR pg 20	

GRI REFERENCE	AND DESCRIPTION	COVERED IN SDR 2015	COVERED IN AR 2015	COVERED ON WEBSITE	PAGE NUMBER	COMMENT/PERFORMANCE
Anti-corr	uption					
G4 DMA	•	Х	Х		SDR pg 8 AR pg 97	
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	X			SDR pg 8	There is a global zero tolerance approach. All operations where we have managment control are subject to the provisions of the Anti Bribery and Corruption Directive
G4-SO4	Communication and training on anti- corruption policies and procedures	X			SDR pg 8	
G4-SO5	Confirmed incidents of corruption and actions taken	Х			SDR pg 8	
Public po	licv					
G4 DMA	,	Х	Χ		SDR pg 8 AR pg 97	
G4-SO6	Total value of political contributions by country and recipient/beneficiary	X			SDR pg 39	We disclose consolidated figures only.
Anti-com	petitive behavior					
G4 DMA		X	X		SDR pg 8 AR pg 97	
G4-SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes					See the EMTN prospectus 2015 page 108 http://www.lafargeholcim.com/emtn-commercial-papers
Compliar	nce					
G4 DMA		Х	Χ		SDR pg 8 AR pg 97	
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulation	X			SDR pg 42	Relates to environmental fiines and non compliances
Supplier	assessment for impacts on society	y				
G4-SO9	Percentage of new suppliers that were screened using criteria for impacts on society	X			SDR pg 39	All new suppliers are screened according to our Sustainable Procurement Initiative and Supplier Code of Conduct. The SDR details ongoing assessments of the whole supplier base for social and environmental criteria.
G4-SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken					Currently unavailable due to the merger integration process. We will collect data and report on this indicator in the medium term to long term. See SDR page 15 for details of the Sustainable Procurement initiative
Grievanc	e mechanisms for impacts on soci	iety				
G4-SO11	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms					Currently unavailable due to the merger integration process. We will collect data and report on this indicator in the medium term to long term. See SDR page 15 for details of the Sustainable Procurement initiative

		COVERED IN SDR 2015	COVERED IN AR 2015	COVERED ON WEBSITE		
	E AND DESCRIPTION	8	8	8 	PAGE NUMBER	COMMENT/PERFORMANCE
	responsibility er health and safety					
G4-PR1	Percentage of significant product and					Information is not currently collated at a global level.
	service categories for which health and safety impacts are assessed for improvement					This is not one of our most material issues at this stage. (See G4-21)
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					Information is not currently collated at a global level. This is not one of our most material issues at this stage. (See G4-21)
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					Information is not currently collated at a global level. This is not one of our most material issues at this stage. (See G4-21)
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					Information is not currently collated at a global level. This is not one of our most material issues at this stage. (See G4-21)
G4-PR5	Results of surveys measuring customer satisfaction					Currently unavailable due to the merger integration process. We will collect data and report on this indicator in the medium term to long term.
Marketir	ng communications					
G4-PR6	Sale of banned or disputed products					No banned or disputed products are manufactured or sold
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					Information is not currently collated at a global level. This is not one of our most material issues at this stage. (See G4-21)
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data					Information is not currently collated at a global level. This is not one of our most material issues at this stage. (See G4-21)
Complia	nce					
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services					Information is not currently collated at a global level. This is not one of our most material issues at this stage. (See G4-21)