GRI Guidelines (Ver. 4) Comparison Table

Prepared: October 31, 2017

1. General Standard Disclosures

① Strategy and Analysis

Items		Indicators	Relevant pages
G4-1	Core Comprehensive	a. Provide a statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability.	Integrated Report 2017 / Message from the CEO (P7-8) Integrated Report 2017 / Message from the COO (P23-28) Sustainability Report 2017 / Message from the Chairman and CEO (P7-10) Sustainability Report 2017 / Message from the President and COO (P15-18)
G4-2	Comprehensive	a. Provide a description of key impacts, risks, and opportunities.	Integrated Report 2017 / Risks and opportunities due to changes in the operating environment (P29-30) Sustainability Report 2017 / Value Chain & Priority Issues (P13-14) Sustainability Report 2017 / Sustainable Vision and Medium-Term CSR Plan (P19-21) CSR Report 2016 / Identification of CSR Materiality (P13-23) ∗For impacts, risks and opportunities to stakeholders, see commitment from individual executive officers in charge in Sustainability Report 2017 (P23, 37, 51, 61, 75)

② Organizational Profile

Items		Indicators	Relevant pages
G4-3	Core Comprehensive	a. Report the name of the organization.	Sustainability Report 2017 / Summary of the Daiwa House Group (P149)
G4-4	Core Comprehensive	a. Report the primary brands, products, and services.	Sustainability Report 2017 / Business Development of the Daiwa House Group (P11-12) Summary of Financial Results for the Fiscal Year Ended March 31, 2017 / Business operations
G4-5	Core Comprehensive	a. Report the location of the organization's headquarters.	Sustainability Report 2017 / Summary of the Daiwa House Group (P149)
G4-6	Core Comprehensive	a. Report the number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	Sustainability Report 2017 / Major Group Companies (P151)
G4-7	Core Comprehensive	a. Report the nature of ownership and legal form.	Sustainability Report 2017 / Major Group Companies (P151)
G4-8	Core Comprehensive	a. Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	Sustainability Report 2017 / Major Group Companies (P151) Summary of Financial Results for the Fiscal Year Ended March 31, 2017 / Business operations
G4-9	Core Comprehensive	a. Report the scale of the organization, including: • Total number of employees • Total number of operations • Net sales (for private sector organizations) or net revenues (for public sector organizations) • Total capitalization broken down in terms of debt and equity (for private sector organizations) • Quantity of products or services provided	Sustainability Report 2017 / Summary of the Daiwa House Group (P149-152) Sustainability Report 2017 / Highlight of Financial Results and Consolidated Financial Indicators (P152) Summary of Financial Results for the Fiscal Year Ended March 31, 2017 / Consolidated financial statements
G4-10	Core Comprehensive	a. Report the total number of employees by employment contract and gender. b. Report the total number of permanent employees by employment type and gender. c. Report the total workforce by employees and supervised workers and by gender. d. Report the total workforce by region and gender. e. Report whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors. f. Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries).	Sustainability Report 2017 / Co-creating a Brighter Future with Our Employees / Providing Employment Opportunities for Exceptional Human Resources (P48)
G4-11	Core Comprehensive	a. Report the percentage of total employees covered by collective bargaining agreements.	Sustainability Report 2017 / Co-creating a Brighter Future with Our Employees / Providing Employment Opportunities for Exceptional Human Resources (P49)
G4-12	Core Comprehensive	a. Describe the organization's supply chain.	Sustainability Report 2017 / Co-creating a Brighter Future with Our Business Partners / Encouraging Business Partners in CSR Efforts (P54-57)
G4-13	Core Comprehensive	a. Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain, including: • Changes in the location of, or changes in, operations, including facility openings, closings, and expansions • Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations) • Changes in the location of suppliers, the structure of the supply chain, or in relationships with suppliers, including selection and termination	No significant changes

Items		Indicators	Relevant pages

Commitments to External Initiatives

Items		Indicators	Relevant pages
G4-14	Core Comprehensive	a. Report whether and how the precautionary approach or principle is addressed by the organization.	Sustainability Report 2017 / Co-creating a Brighter Future with Our Customers / Providing High Quality Products (P25-28) Sustainability Report 2017 / Co-creating a Brighter Future with Our Customers / Businesses to Address Social Issues / Sustainable Consumption (P32-35) Sustainability Report 2017 / Foundation of CSR Management / Human Rights Management (P127-132) Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Prevention of Global Warming (Energy / Climate Change) (P95) Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Harmony with the Natural Environment (Preservation of Biodiversity) (P103) Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Conservation of Natural Resources (Longer Durability / Waste Reduction / Water Resource Conservation) (P109) Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Prevention of Chemical Pollution (P115)
G4-15	Core Comprehensive	a. List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	Sustainability Report 2017 / Core Philosophy / Medium-Term Plan / Editorial Policy (P1) Sustainability Report 2017 / Co-creating a Brighter Future with Our Employees / Creating Work Environments and Systems Where a Diverse Range of Employees Can Work Flexibly (P46) Sustainability Report 2017 / Foundation of CSR Management / Human Rights Management (P127, 131) Sustainability Report 2017 / Cooperating with External Organizations and Their Assessment (Environment) / Cooperation with Government Agencies, External Organizations, etc. (P147)
G4-16	Core Comprehensive	a. List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization: • Holds a position on the governance body • Participates in projects or committees • Provides substantive funding beyond routine membership dues • Views membership as strategic	Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Prevention of Global Warming (Energy / Climate Change) (P100) Sustainability Report 2017 / Cooperating with External Organizations and Their Assessment (Society) / Cooperation with Industry Organizations (P145) Sustainability Report 2017 / Cooperating with External Organizations and Their Assessment (Environment) / Cooperation with Government Agencies, External Organizations, etc. (P147) Sustainability Report 2017 / Foundation of CSR Management / Human Rights Management (P131)

③ Identified Material Aspects and Boundaries

Items		Indicators	Relevant pages
G4-17	Core Comprehensive	a. List all entities included in the organization's consolidated financial statements or equivalent documents. b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	Sustainability Report 2017 / Editorial Policy (P1) Sustainability Report 2017 / Summary of the Daiwa House Group (P149) Summary of Financial Results for the Fiscal Year Ended March 31, 2017 / Status of associated companies
G4-18	Core Comprehensive	a. Explain the process for defining the report content and the Aspect Boundaries. b. Explain how the organization has implemented the Reporting Principles for Defining Report Content.	Sustainability Report 2017 / Sustainable Vision and Medium-Term CSR Plan (P19-21) CSR Report 2016 / Identification of CSR Materiality (P13-23)
G4-19	Core Comprehensive	a. List all the material Aspects identified in the process for defining report content.	Sustainability Report 2017 / Sustainable Vision and Medium-Term CSR Plan (P19-21) CSR Report 2016 / Identification of CSR Materiality (P13-23)
G4-20	Core Comprehensive	a. For each material Aspect, report the Aspect Boundary within the organization, as follows: • Report whether the Aspect is material within the organization • If the Aspect is not material for all entities within the organization (as described in G4-17), select one of the following two approaches and report either: —The list of entities or groups of entities included in G4-17 for which the Aspect is not material or —The list of entities or groups of entities included in G4-17 for which the Aspects is material • Report any specific limitation regarding the Aspect Boundary within the organization	Sustainability Report 2017 / Core Philosophy / Medium-Term Plan / Editorial Policy (P1) Sustainability Report 2017 / Core Philosophy / Medium-Term Plan / Sustainable Vision and Medium-Term CSR Plan (P19-21) Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Action Plan for the Environment (Endless Green Program 2018) (P89-90) Sustainability Report 2017 / Materials and Data Section / Calculation and Reporting of Environmental Data (P160) CSR Report 2016 / Identification of CSR Materiality (P13-23)
G4-21	Core Comprehensive	a. For each material Aspect, report the Aspect Boundary outside the organization, as follows: • Report whether the Aspect is material outside of the organization • If the Aspect is material outside of the organization, identify the entities, groups of entities or elements for which the Aspect is material. In addition, describe the geographical location where the Aspect is material for the entities identified • Report any specific limitation regarding the Aspect Boundary outside the organization	Sustainability Report 2017 / Core Philosophy / Medium-Term Plan / Value Chain & Priority Issues (P13-14) Sustainability Report 2017 / Co-creating a Brighter Future with Our Business Partners (P51, 54-55, 57) Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Action Plan for the Environment (Endless Green Program 2018) (P89-90) Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Supply Chain Management in Our Entire Business (Environment) (P93-94) CSR Report 2016 / Identification of CSR Materiality (P13-23)
G4-22	Core Comprehensive	a. Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	No revised information
G4-23	Core Comprehensive	a. Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	No significant changes in boundaries

④ Stakeholder Engagement

	Items	Indicators	Relevant pages
G4-24	Core Comprehensive	a. Provide a list of stakeholder groups engaged by the organization.	Co-creating a brighter future with our stakeholders Communicating with our stakeholders (Official Daiwa House Group website (Japanese text only) http://www.daiwahouse.com/sustainable/csr/vision/stakeholders/index.html) Sustainability Report 2017 / Cooperating with External Organizations and Their Assessment (Society) / Cooperation with Industry Organizations (P145) Cooperating with External Organizations and Their Assessment (Environment) / Cooperation with Government Agencies, External Organizations, etc. (P147) Sustainability Report 2017 / Foundation of CSR Management / Human Rights Management (P131)
G4-25	Core Comprehensive	a. Report the basis for identification and selection of stakeholders with whom to engage.	Co-creating a brighter future with our stakeholders Communicating with our stakeholders (Official Daiwa House Group website (Japanese text only) http://www.daiwahouse.com/sustainable/csr/vision/stakeholders/index.html) Sustainability Report 2017 / Cooperating with External Organizations and Their Assessment (Society) / Cooperation with Industry Organizations (P145) Cooperating with External Organizations and Their Assessment (Environment) / Cooperation with Government Agencies, External Organizations, etc. (P147) Sustainability Report 2017 / Foundation of CSR Management / Human Rights Management (P131)
G4-26	Core Comprehensive	a. Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	Co-creating a brighter future with our stakeholders Communicating with our stakeholders (Official Daiwa House Group website (Japanese text only) http://www.daiwahouse.com/sustainable/csr/vision/stakeholders/index.html) Sustainability Report 2017 / Co-creating a Brighter Future with Local Communities / Community Co-creation Activities (P61-73) Sustainability Report 2017 / Co-creating a Brighter Future with Our Shareholders / Returning Benefits to Our Shareholders and Investor Relations (P75-80) Integrated Report 2017 / Management structure / Dialogue with shareholders and investors (P84) Sustainability Report 2017 / Foundation of CSR Management / Human Rights Management (P131) Sustainability Report 2017 / Cooperating with External Organizations and Their Assessment (Society) / Cooperation with Industry Organizations (P145) Cooperating with External Organizations and Their Assessment (Environment) / Cooperation with Government Agencies, External Organizations, etc. (P147)
G4-27	Core Comprehensive	a. Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	Stakeholders' meeting (Official Daiwa House Group website (Japanese text only) http://www.daiwahouse.com/sustainable/csr/stakeholder/) Sustainability Report 2017 / Co-creating a Brighter Future with Our Shareholders / Returning Benefits to Our Shareholders and Investor Relations (P75-80) Integrated Report 2017 / Management structure / Dialogue with shareholders and investors (P84)

⑤ Report Profile

	Items	Indicators	Relevant pages
G4-28	Core Comprehensive	a. Reporting period (such as fiscal or calendar year) for information provided.	Sustainability Report 2017 / Editorial Policy (P1)
G4-29	Core Comprehensive	a. Date of most recent previous report (if any).	Sustainability Report 2017 / Editorial Policy (P1)
G4-30	Core Comprehensive	a. Reporting cycle (such as annual, biennial).	Sustainability Report 2017 / Editorial Policy (P1)
G4-31	Core Comprehensive	a. Provide the contact point for questions regarding the report or its contents.	Sustainability Report 2017 / Editorial Policy (P1) Sustainability Report 2017 / Back cover
GRI Content Index			
G4-32	Core Comprehensive	a. Report the 'in accordance' option the organization has chosen. b. Report the GRI Content Index for the chosen option (see tables below). c. Report the reference to the External Assurance Report, if the report has been externally assured. GRI recommends the use of external assurance but it is not a requirement to be 'in accordance' with the Guidelines.	GRI Guidelines (Ver. 4) Comparison Table (this document)
Assurance			
G4-33	Core Comprehensive	a. Report the organization's policy and current practice with regard to seeking external assurance for the report. b. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided. c. Report the relationship between the organization and the assurance providers. d. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report.	Sustainability Report 2017 / Third-party assurance report (P189)

⑥ Governance

	Items	Indicators	Relevant pages
G4-34	Core Comprehensive	a. Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	Sustainability Report 2017 / Foundation of CSR Management / Corporate Governance (P125-127) Basic Policy and Guidelines regarding Corporate Governance / Guidelines (Official Daiwa House Group website http://www.daiwahouse.com/English/ir/governance/)
G4-35	Comprehensive	a. Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	Sustainability Report 2017 / Foundation of CSR Management / Corporate Governance (P125-127) Sustainability Report 2017 / Environmental Management (P91)

	Items	Indicators	Relevant pages
G4-36	Comprehensive	a. Report whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body.	Sustainability Report 2017 / Foundation of CSR Management / Corporate Governance (P125-127) Sustainability Report 2017 / Environmental Management (P91)
G4-37	Comprehensive	a. Report processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to whom and any feedback processes to the highest governance body.	Sustainability Report 2017 / Foundation of CSR Management / Corporate Governance (P125-127) Sustainability Report 2017 / Environmental Management (P91)
G4-38	Comprehensive	a. Report the composition of the highest governance body and its committees by: • Executive or non-executive • Independence • Tenure on the governance body • Number of each individual's other significant positions and commitments, and the nature of the commitments • Gender • Membership of under-represented social groups • Competences relating to economic, environmental and social impacts • Stakeholder representation	Sustainability Report 2017 / Foundation of CSR Management / Corporate Governance (P125-127) Integrated Report 2017 / Corporate governance system (P69-72) Information Disclosure in accordance to the Corporate Governance Code, Corporate governance report / Organizational structure and matters concerning organizational management Information Disclosure in accordance to the Corporate Governance Code, Corporate governance report / Status of efforts related to respect for stakeholders' positions * Information Disclosure in accordance to the Corporate Governance Code (URL) http://www.daiwahouse.com/English/ir/governance/index.html * Corporate governance report (URL) (Japanese text only) https://www.daiwahouse.com/ir/governance/pdf/governance_report.pdf
G4-39	Comprehensive	a. Report whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the organization's management and the reasons for this arrangement).	Integrated Report 2017 / Corporate governance system (P69-72)
G4-40	Comprehensive	a. Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members, including: • Whether and how diversity is considered • Whether and how independence is considered • Whether and how expertise and experience relating to economic, environmental and social topics are considered • Whether and how stakeholders (including shareholders) are involved	Information Disclosure in accordance to the Corporate Governance Code, Corporate governance report / (4) Nomination policy and procedures Information Disclosure in accordance to the Corporate Governance Code, Corporate Governance report / [Supplementary principle 4-11-1 Approach to Board of Directors' overall balance, diversity and scale]
G4-41	Comprehensive	a. Report processes for the highest governance body to ensure conflicts of interest are avoided and managed. Report whether conflicts of interest are disclosed to stakeholders, including, as a minimum: • Cross-board membership • Cross-shareholding with suppliers and other stakeholders • Existence of controlling shareholder • Related party disclosures	Corporate governance report / 1. Items related to organizational structure and organizational management Information Disclosure in accordance to the Corporate Governance Code / Status of concurrently held director and auditor positions Information Disclosure in accordance to the Corporate Governance Code, Corporate governance report / [Principle 1-4 So-called strategically held shares] Information Disclosure in accordance to the Corporate Governance Code, Corporate governance report / [Major stockholders]
Highest Governance Body's Role in Setting Purpose, Values, and Strategy			
G4-42	Comprehensive	a. Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.	Corporate governance report / 2. Matters related to functions such as business execution, auditing and supervision, nominations, remuneration decisions, etc. Corporate governance report / 3. Reasons for selecting the current corporate governance system
Highest Governance Body's Competencies and Performance Evaluation			
G4-43	Comprehensive	a. Report the measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.	Corporate governance report / Matters related to business execution, auditing and supervision, nominations, remuneration decisions, etc. (summary of current corporate governance system) Corporate governance report / [Supplementary principle 4-14-2 Policy on training directors and auditors]
G4-44	Comprehensive	a. Report the processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics. Report whether such evaluation is independent or not, and its frequency. Report whether such evaluation is a self-assessment. b. Report actions taken in response to evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics, including, as a minimum, changes in membership and organizational practice.	Corporate governance report / [Supplementary principle 4-11-3 Summary of Board of Directors' evaluation results]
Highest Governance Body's Role in Risk Management			
G4-45	Comprehensive	a. Report the highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities. Include the highest governance body's role in the implementation of due diligence processes. b. Report whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental and social impacts, risks, and opportunities.	Sustainability Report 2017 / Foundation of CSR Management / Risk Management (P133-137) Corporate governance report / 1. Basic approach regarding internal control system and status of system
G4-46	Comprehensive	a. Report the highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.	Sustainability Report 2017 / Foundation of CSR Management / Risk Management (P133-137) Corporate governance report / 1. Basic approach regarding internal control system and status of system Corporate governance report / [Supplementary principle 4-11-3 Summary of Board of Directors' evaluation results]
G4-47	Comprehensive	a. Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.	Sustainability Report 2017 / Foundation of CSR Management / Risk Management (P133-137)

	Items	Indicators	Relevant pages
Highest Governance Body's Role in Sustainability Reporting			
G4-48	Comprehensive	a. Report the highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material Aspects are covered.	Reported to the CEO and all representative directors.
Highest Governance Body's Role in Evaluating Economic, Environmental and Social Performance			
G4-49	Comprehensive	a. Report the process for communicating critical concerns to the highest governance body.	Corporate governance report / 2. Matters related to functions such as business execution, auditing and supervision, nominations, remuneration decisions, etc.
G4-50	Comprehensive	a. Report the nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.	No items apply.
Remuneration and Incentives			
G4-51	Comprehensive	a. Report the remuneration policies for the highest governance body and senior executives for the below types of remuneration: • Fixed pay and variable pay: — Performance-based pay — Equity-based pay — Bonuses — Deferred or vested shares • Sign-on bonuses or recruitment incentive payments • Termination payments • Clawbacks • Retirement benefits, including the difference between benefit schemes and contribution rates for the highest governance body, senior executives, and all other employees b. Report how performance criteria in the remuneration policy relate to the highest governance body's and senior executives' economic, environmental and social objectives.	Corporate governance report / [Principle 3-1 Full Disclosure] / (3) Board of Directors' policy and procedures that apply to decisions on remuneration for executives and directors Corporate governance report / [Incentives] Corporate governance report / [Director remunerations]
G4-52	Comprehensive	a. Report the process for determining remuneration. Report whether remuneration consultants are involved in determining remuneration and whether they are independent of management. Report any other relationships which the remuneration consultants have with the organization.	Corporate governance report / [Principle 3-1 Full Disclosure] / (3) Board of Directors' policy and procedures that apply to decisions on remuneration for executives and directors * No remuneration consultant participated
G4-53	Comprehensive	a. Report how stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable.	Corporate governance report / [Incentives] Corporate governance report / [Director remunerations] Notice of the 78th Ordinary General Meeting of Shareholders / Proposal 4: Payment of Bonuses for Directors and Audit & Supervisory Board Members (URL) http://www.daiwahouse.com/English/ir/stockholder/pdf/Notice_of_the_78th_Ordinary_General_Meeting_of_Shareholders.pdf
G4-54	Comprehensive	a. Report the ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country.	Nothing listed
G4-55	Comprehensive	a. Report the 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.	Nothing listed

⑦ Ethics and Integrity

	Items	Indicators	Relevant pages
G4-56	Core Comprehensive	a. Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	Sustainability Report 2017 / Core Philosophy / Medium-Term Plan / The Daiwa House Group Philosophy–Message from the Chairman and CEO (P3-10) Sustainability Report 2017 / Foundation of CSR Management / Corporate Ethics / Compliance (P138-139)
G4-57	Comprehensive	a. Report the internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines.	Sustainability Report 2017 / Foundation of CSR Management / Risk Management (P133-137)
G4-58	Comprehensive	a. Report the internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.	Sustainability Report 2017 / Foundation of CSR Management / Risk Management (P133-137)

2. Specific Standard Disclosures
① Economic

	Items	Indicators	Relevant pages
Disclosures on Management Approach			
G4-DMA	—	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach	Nothing listed

Items		Indicators	Relevant pages
Aspect: Economic Performance			
G4-EC1	—	Direct Economic Value Generated and Distributed	Summary of Financial Results for the Fiscal Year Ended March 31, 2017 / Consolidated financial statements
G4-EC2	—	Financial Implications and Other Risks and Opportunities for the Organization's Activities Due to Climate Change	Nothing listed
G4-EC3	—	Coverage of the Organization's Defined Benefit Plan Obligations	Summary of Financial Results for the Fiscal Year Ended March 31, 2017 / Consolidated financial statements
G4-EC4	—	Financial Assistance Received from Government	No items apply.
Aspect: Market Presence			
G4-EC5	—	Ratios of Standard Entry Level Wage by Gender Compared to Local Minimum Wage at Significant Locations of Operation	Nothing listed
G4-EC6	—	Proportion of Senior Management Hired from the Local Community at Significant Locations of Operation	Nothing listed
Aspect: Indirect Economic Impacts			
G4-EC7	—	Development and Impact of Infrastructure Investments and Services Supported	Sustainability Report 2017 / Co-creating a Brighter Future with Local Communities / Supporting Community Development Through the Construction Business (P63-66)
G4-EC8	—	Significant Indirect Economic Impacts, Including the Extent of Impacts	Nothing listed
Aspect: Procurement Practices			
G4-EC9	—	Proportion of Spending on Local Suppliers at Significant Locations of Operation	Sustainability Report 2017 / Co-creating a Brighter Future with Local Communities / Supporting Community Development Through the Construction Business (P66)

② Environmental

Items		Indicators	Relevant pages
Disclosures on Management Approach			
G4-DMA	—	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach	Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Commitment from the Executive Officer in Charge (P85) Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Long-Term Environmental Vision (P87-88) Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Action Plan for the Environment (P89-90) Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Environmental Management (P91-92) Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Prevention of Global Warming (P95) Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Harmony with the Natural Environment (P103) Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Conservation of Natural Resources (P109) Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Prevention of Chemical Pollution (P115)
Aspect: Materials			
G4-EN1	—	Materials used by weight or volume	Sustainability Report 2017 / Materials and Data Section / Harmony with the Natural Environment (P171) Sustainability Report 2017 / Materials and Data Section / Conservation of Natural Resources (P176) Sustainability Report 2017 / Materials and Data Section / Flow of Materials Imparting Environmental Load and Environmental Accounting (P181-182)
G4-EN2	—	Percentage of materials used that are recycled input materials	Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Conservation of Natural Resources (P111) Sustainability Report 2017 / Materials and Data Section / Harmony with the Natural Environment (P171) Sustainability Report 2017 / Materials and Data Section / Conservation of Natural Resources (P178)
Aspect: Energy			
G4-EN3	—	Energy consumption within the organization	Sustainability Report 2017 / Materials and Data Section / Prevention of Global Warming (P160, 163-166) Sustainability Report 2017 / Materials and Data Section / Flow of Materials Imparting Environmental Load and Environmental Accounting (P181-182)
G4-EN4	—	Energy consumption outside of the organization	Sustainability Report 2017 / Materials and Data Section / Prevention of Global Warming (P160, P169-170)
G4-EN5	—	Energy intensity	Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Prevention of Global Warming (P96) Sustainability Report 2017 / Materials and Data Section / Prevention of Global Warming (P163-164)
G4-EN6	—	Reduction of energy consumption	Sustainability Report 2017 / Materials and Data Section / Prevention of Global Warming (P163-164) Sustainability Report 2017 / Materials and Data Section / Flow of Materials Imparting Environmental Load and Environmental Accounting (P181-182)

Items		Indicators	Relevant pages
G4-EN7	—	Reductions in energy requirements of products and services	Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Prevention of Global Warming (P96) Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Prevention of Global Warming (P99-100) Sustainability Report 2017 / Materials and Data Section / Prevention of Global Warming (P167-170)
Aspect: Water			
G4-EN8	—	Total water withdrawal by source	Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Conservation of Natural Resources (P113) Sustainability Report 2017 / Materials and Data Section / Conservation of Natural Resources (P176-177) Sustainability Report 2017 / Materials and Data Section / Flow of Materials Imparting Environmental Load and Environmental Accounting (P181-182)
G4-EN9	—	Water sources significantly affected by withdrawal of water	Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Conservation of Natural Resources (P113)
G4-EN10	—	Percentage and total volume of water recycled and reused	Nothing listed
Aspect: Biodiversity			
G4-EN11	—	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Harmony with the Natural Environment (P108)
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	Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Harmony with the Natural Environment (P103-104, 107-108)
G4-EN13	—	Habitats protected or restored	Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Harmony with the Natural Environment (P106, 108)
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	Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Harmony with the Natural Environment (P106, 108)
Aspect: Emissions			
G4-EN15	—	Direct greenhouse gas (GHG) emissions (scope 1)	Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Prevention of Global Warming (P96) Sustainability Report 2017 / Materials and Data Section / Prevention of Global Warming (P163-164, 169-170) Sustainability Report 2017 / Materials and Data Section / Flow of Materials Imparting Environmental Load and Environmental Accounting (P181-182)
G4-EN16	—	Energy indirect greenhouse gas (GHG) emissions (scope 2)	Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Prevention of Global Warming (P96) Sustainability Report 2017 / Materials and Data Section / Prevention of Global Warming (P163-164, 169-170) Sustainability Report 2017 / Materials and Data Section / Flow of Materials Imparting Environmental Load and Environmental Accounting (P181-182)
G4-EN17	—	Other indirect greenhouse gas (GHG) emissions (scope 3)	Sustainability Report 2017 / Materials and Data Section / Calculation and Reporting of Environmental Data (P160) Sustainability Report 2017 / Materials and Data Section / Prevention of Global Warming (P169-170)
G4-EN18	—	Greenhouse gas (GHG) emissions intensity	Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Prevention of Global Warming (P96) Sustainability Report 2017 / Materials and Data Section / Prevention of Global Warming (P163-164)
G4-EN19	—	Reduction of greenhouse gas (GHG) emissions	Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Prevention of Global Warming (P96) Sustainability Report 2017 / Materials and Data Section / Calculation and Reporting of Environmental Data (P160) Sustainability Report 2017 / Materials and Data Section / Prevention of Global Warming (P163-164, 169-170)
G4-EN20	—	Emissions of ozone-depleting substances (ODS)	Nothing listed
G4-EN21	—	NOx, SOx, and other significant air emissions	Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Prevention of Chemical Pollution (P116) Sustainability Report 2017 / Materials and Data Section / Prevention of Chemical Pollution (P179-180) Sustainability Report 2017 / Materials and Data Section / Site report (P183-188)
Aspect: Effluents and Waste			
G4-EN22	—	Total water discharge by quality and destination	Sustainability Report 2017 / Materials and Data Section / Conservation of Natural Resources (P176) Sustainability Report 2017 / Materials and Data Section /Site report (P183-188)
G4-EN23	—	Total weight of waste by type and disposal method	Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Conservation of Natural Resources (P110) Sustainability Report 2017 / Materials and Data Section / Conservation of Natural Resources (P174-175,177) Sustainability Report 2017 / Materials and Data Section / Flow of Materials Imparting Environmental Load and Environmental Accounting (P181-182)
G4-EN24	—	Total number and volume of significant spills	Sustainability Report 2017 / Environmental Management (P92)

Items		Indicators	Relevant pages
G4-EN25	—	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel convention 2 annex I, II, III, and VIII, and percentage of transported waste shipped internationally	No items apply.
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	No items apply.
Aspect: Products and Services			
G4-EN27	—	Extent of impact mitigation of environmental impacts of products and services	Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Prevention of Global Warming (P96, 99-102) Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Harmony with the Natural Environment (P104, 107-108) Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Conservation of Natural Resources (Longer Durability / Waste Reduction / Water Resource Conservation (P110, 111-114) Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Prevention of Chemical Pollution (P116, 118) Sustainability Report 2017 / Materials and Data Section / Prevention of Global Warming (P167-170) Sustainability Report 2017 / Materials and Data Section / Harmony with the Natural Environment (P171-172) Sustainability Report 2017 / Materials and Data Section / Conservation of Natural Resources (P178)
G4-EN28	—	Percentage of products sold and their packaging materials that are reclaimed by category	Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Conservation of Natural Resources (P110-111) Sustainability Report 2017 / Materials and Data Section / Conservation of Natural Resources (P171, 178)
Aspect: Compliance			
G4-EN29	—	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Environmental Management (P92)
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	Sustainability Report 2017 / Materials and Data Section / Prevention of Global Warming (P169-170) Sustainability Report 2017 / Materials and Data Section / Flow of Materials Imparting Environmental Load and Environmental Accounting (P181-182)
Aspect: Overall			
G4-EN31	—	Total environmental protection expenditures and investments by type	Sustainability Report 2017 / Materials and Data Section / Flow of Materials Imparting Environmental Load and Environmental Accounting (P181-182)
Aspect: Supplier Environmental Assessment			
G4-EN32	—	Percentage of new suppliers that were screened using environmental criteria	Sustainability Report 2017 / Co-creating a Brighter Future with Our Business Partners / Encouraging Business Partners in CSR Efforts (P55-56) Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Supply Chain Management in Our Entire Business (Environment) (P93-94)
G4-EN33	—	Significant actual and potential negative environmental impacts in the supply chain and actions taken	Sustainability Report 2017 / Co-creating a Brighter Future with Our Business Partners / Encouraging Business Partners in CSR Efforts (P56-57) Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Supply Chain Management in Our Entire Business (Environment) (P93-94) Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Harmony with the Natural Environment (P105-106)
Aspect: Environmental Grievance Mechanisms			
G4-EN34	—	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Environmental Management (P92)

③ Social
③-1　Labor Practices and Decent Work

Items		Indicators	Relevant pages
Disclosures on Management Approach			
G4-DMA		A. Report why the aspect is material. Report the impacts that make this aspect material. B. Report how the organization manages the material aspect or its impacts. C. Report the evaluation of the management approach, including: • the mechanisms for evaluating the effectiveness of the management approach • the results of the evaluation of the management approach • any related adjustments to the management approach	Sustainability Report 2017 / Co-creating a Brighter Future with Our Employees / Providing Employment Opportunities for Exceptional Human Resources (P48-49)
Aspect: Employment			
G4-LA1	—	Total number and rates of new employee hires and employee turnover by age group, gender and region	Sustainability Report 2017 / Co-creating a Brighter Future with Our Employees / Providing Employment Opportunities for Exceptional Human Resources (P48)
G4-LA2	—	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	Nothing listed
G4-LA3	—	Return to work and retention rates after parental leave, by gender	Sustainability Report 2017 / Co-creating a Brighter Future with Our Employees / Creating Work Environments and Systems Where a Diverse Range of Employees Can Work Flexibly (P47)

Items		Indicators	Relevant pages
Aspect: Labor/Management Relations			
G4-LA4	—	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	Sustainability Report 2017 / Co-creating a Brighter Future with Our Employees / Developing Human Resources (P45)
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	Sustainability Report 2017 / Co-creating a Brighter Future with Our Employees / Providing a Safe and Healthy Work Environment (P34-40)
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	Sustainability Report 2017 / Co-creating a Brighter Future with Our Employees / Providing a Safe and Healthy Work Environment (P39)
G4-LA7	—	Workers with high incidence or high risk of diseases related to their occupation	Sustainability Report 2017 / Co-creating a Brighter Future with Our Employees / Providing a Safe and Healthy Work Environment (P41)
G4-LA8	—	Health and safety topics covered in formal agreements with trade unions	Sustainability Report 2017 / Co-creating a Brighter Future with Our Employees / Providing a Safe and Healthy Work Environment (P40)
Aspect: Training and Education			
G4-LA9	—	Average hours of training per year per employee by gender, and by employee category	Sustainability Report 2017 / Co-creating a Brighter Future with Our Employees / Developing Human Resources (P44) Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Environmental Management (P92)
G4-LA10	—	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Sustainability Report 2017 / Co-creating a Brighter Future with Our Employees / Providing Employment Opportunities for Exceptional Human Resources (P49)
G4-LA11	—	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	Sustainability Report 2017 / Co-creating a Brighter Future with Our Employees / Developing Human Resources (P45)
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	Integrated Report 2017 / Corporate governance system (P69-72) Notice of the 78th Ordinary General Meeting of Shareholders / Election of Nineteen (19) Directors (P5-12) http://www.daiwahouse.com/ir/soukai/pdf/78_syousyu.pdf ＊ English text version http://www.daiwahouse.com/English/ir/stockholder/
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	Sustainability Report 2017 / Co-creating a Brighter Future with Our Employees / Creating Work Environments and Systems Where a Diverse Range of Employees Can Work Flexibly (P47)
Aspect: Supplier Assessment for Labor Practices			
G4-LA14	—	Percentage of new suppliers that were screened using labor practices criteria	Sustainability Report 2017 / Co-creating a Brighter Future with Our Business Partners / Encouraging Business Partners in CSR Efforts (P56)
G4-LA15	—	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken	Sustainability Report 2017 / Co-creating a Brighter Future with Our Business Partners / Encouraging Business Partners in CSR Efforts (P57)
Aspect: Labor Practices Grievance Mechanisms			
G4-LA16	—	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	Sustainability Report 2017 / Foundation of CSR Management / Risk Management (P133-135)

③-2　Human Rights

Items		Indicators	Relevant pages
Disclosures on Management Approach			
G4-DMA	—	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach	Sustainability Report 2017 / Foundation of CSR Management / Human Rights Management (P127-132)
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	No items apply.
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	Sustainability Report 2017 / Foundation of CSR Management / Human Rights Management (P131-132)
Aspect: Non-discrimination			
G4-HR3	—	Total number of incidents of discrimination and corrective actions taken	Sustainability Report 2017 / Foundation of CSR Management / Human Rights Management (P130)

Items		Indicators	Relevant pages
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	Sustainability Report 2017 / Co-creating a Brighter Future with Our Business Partners / Encouraging Business Partners in CSR Efforts (P56) Sustainability Report 2017 / Foundation of CSR Management / Human Rights Management (P130)
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	Sustainability Report 2017 / Co-creating a Brighter Future with Our Business Partners / Encouraging Business Partners in CSR Efforts (P56) Sustainability Report 2017 / Foundation of CSR Management / Human Rights Management (P130)
Aspect: Forced or Compulsory Labor			
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	Sustainability Report 2017 / Co-creating a Brighter Future with Our Business Partners / Encouraging Business Partners in CSR Efforts (P56) Sustainability Report 2017 / Foundation of CSR Management / Human Rights Management (P130)
Aspect: Security Practices			
G4-HR7	—	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations	Sustainability Report 2017 / Foundation of CSR Management / Human Rights Management (P132)
Aspect: Indigenous Rights			
G4-HR8	—	Total number of incidents of violations involving rights of indigenous peoples and actions taken	Sustainability Report 2017 / Foundation of CSR Management / Human Rights Management (P132)
Aspect: Assessment			
G4-HR9	—	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	Sustainability Report 2017 / Foundation of CSR Management / Human Rights Management (P130-131)
Aspect: Supplier Human Rights Assessment			
G4-HR10	—	Percentage of new suppliers that were screened using human rights criteria	Sustainability Report 2017 / Co-creating a Brighter Future with Our Business Partners / Encouraging Business Partners in CSR Efforts (P56) Sustainability Report 2017 / Foundation of CSR Management / Human Rights Management (P130)
G4-HR11	—	Significant actual and potential negative human rights impacts in the supply chain and actions taken	Sustainability Report 2017 / Co-creating a Brighter Future with Our Business Partners / Encouraging Business Partners in CSR Efforts (P57) Sustainability Report 2017 / Foundation of CSR Management / Human Rights Management (P130)
Aspect: Human Rights Grievance Mechanisms			
G4-HR12	—	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	Sustainability Report 2017 / Foundation of CSR Management / Risk Management (P133-135)

③-3　Society

Items		Indicators	Relevant pages
Disclosures on Management Approach			
G4-DMA	—	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: 　• The mechanisms for evaluating the effectiveness of the management approach 　• The results of the evaluation of the management approach 　• Any related adjustments to the management approach	Sustainability Report 2017 / Co-creating a Brighter Future with Local Communities (P61-73)
Aspect: Local Communities			
G4-SO1	—	Percentage of operations with implemented local community engagement, impact assessments, and development programs	Sustainability Report 2017 / Co-creating a Brighter Future with Local Communities / Supporting Community Development Through the Construction Business (P65)
G4-SO2	—	Operations with significant actual and potential negative impacts on local communities	Nothing listed
Aspect: Anti-corruption			
G4-SO3	—	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	Sustainability Report 2017 / Foundation of CSR Management / Anti-corruption / Fair Trade (P141)
G4-SO4	—	Communication and training on anti-corruption policies and procedures	Sustainability Report 2017 / Foundation of CSR Management / Anti-corruption / Fair Trade (P140-141)
G4-SO5	—	Confirmed incidents of corruption and actions taken	Sustainability Report 2017 / Foundation of CSR Management / Anti-corruption / Fair Trade (P140-141)
Aspect: Public Policy			
G4-SO6	—	Total value of political contributions by country and recipient/beneficiary	Nothing listed
Aspect: Anti-competitive Behavior			
G4-SO7	—	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	Sustainability Report 2017 / Foundation of CSR Management / Risk Management (P136)

Items		Indicators	Relevant pages
Aspect: Compliance			
G4-SO8	—	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Sustainability Report 2017 / Foundation of CSR Management / Risk Management (P136)
Aspect: Supplier Assessment for Impacts on Society			
G4-SO9	—	Percentage of new suppliers that were screened using criteria for impacts on society	Sustainability Report 2017 / Co-creating a Brighter Future with Our Business Partners / Encouraging Business Partners in CSR Efforts (P56)
G4-SO10	—	Significant actual and potential negative impacts on society in the supply chain and actions taken	Sustainability Report 2017 / Co-creating a Brighter Future with Our Business Partners / Encouraging Business Partners in CSR Efforts (P57) Sustainability Report 2017 / Co-creating a Brighter Future with the Environment / Harmony with the Natural Environment (P103)
Aspect: Grievance Mechanisms for Impacts on Society			
G4-SO11	—	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	Sustainability Report 2017 / Foundation of CSR Management / Risk Management (P133-135)

③-4　Product Responsibility

Items		Indicators	Relevant pages
Disclosures on Management Approach			
G4-DMA	—	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach • The results of the evaluation of the management approach • Any related adjustments to the management approach	Sustainability Report 2017 / Co-creating a Brighter Future with Our Customers (P23-35)
Aspect: Customer Health and Safety			
G4-PR1	—	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Sustainability Report 2017 / Co-creating a Brighter Future with Our Customers / Providing High Quality Products (P26)
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	Sustainability Report 2017 / Co-creating a Brighter Future with Our Customers / Providing High Quality Products (P27)
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	Sustainability Report 2017 / Co-creating a Brighter Future with Our Customers / Providing High Quality Products (P26)
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	Sustainability Report 2017 / Co-creating a Brighter Future with Our Customers / Proper Communication with Customers (P30)
G4-PR5	—	Results of surveys measuring customer satisfaction	Sustainability Report 2017 / Co-creating a Brighter Future with Our Customers / Providing High Quality Products (P27) Sustainability Report 2017 / Data Section / Third-party assurance / CSR Self-Assessment Indices (CSR Indicators) (P153-154)
Aspect: Marketing Communications			
G4-PR6	—	Sale of banned or disputed products	Nothing listed
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	Sustainability Report 2017 / Co-creating a Brighter Future with Our Customers / Proper Communication with Customers (P30)
Aspect: Customer Privacy			
G4-PR8	—	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Nothing listed
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	Sustainability Report 2017 / Co-creating a Brighter Future with Our Customers / Providing High Quality Products (P27)