

# SUPPLEMENTARY DATA IN SUPPORT OF SELECTED GRI INDICATORS

GRI Indicator	Description and hyperlink	Definition OR Response
<b>STRATEGY AND ANALYSIS</b>		
G4-1	Statement from senior leader	Sustainable Development web-based Report <a href="https://www.discovery.co.za/corporate/our-welcome">https://www.discovery.co.za/corporate/our-welcome</a>
<b>ORGANISATIONAL PROFILE</b>		
G4-3	Organisation name	Discovery Limited
G4-4	Primary brands, products and services	2019 Integrated Annual Report, page 10 – 11 <a href="https://www.discovery.co.za/assets/discoverycoza/corporate/investor-relations/discovery-iar-2019.pdf">https://www.discovery.co.za/assets/discoverycoza/corporate/investor-relations/discovery-iar-2019.pdf</a>
G4-5	Headquarters location	1 Discovery Place, Sandton, Johannesburg, Republic of South Africa
G4-6	Where the organisation operates	2019 Integrated Annual Report, page 10 – 11 <a href="https://www.discovery.co.za/assets/discoverycoza/corporate/investor-relations/discovery-iar-2019.pdf">https://www.discovery.co.za/assets/discoverycoza/corporate/investor-relations/discovery-iar-2019.pdf</a>
G4-7	Nature of ownership and legal form	2019 Integrated Annual Report, p12 – 13 <a href="https://www.discovery.co.za/assets/discoverycoza/corporate/investor-relations/discovery-iar-2019.pdf">https://www.discovery.co.za/assets/discoverycoza/corporate/investor-relations/discovery-iar-2019.pdf</a>
G4-8	Markets served	2019 Integrated Annual Report, page 10 – 11 <a href="https://www.discovery.co.za/assets/discoverycoza/corporate/investor-relations/discovery-iar-2019.pdf">https://www.discovery.co.za/assets/discoverycoza/corporate/investor-relations/discovery-iar-2019.pdf</a>
G4-9	Scale of the organisation	2019 Integrated Annual Report, page 10 – 11 <a href="https://www.discovery.co.za/assets/discoverycoza/corporate/investor-relations/discovery-iar-2019.pdf">https://www.discovery.co.za/assets/discoverycoza/corporate/investor-relations/discovery-iar-2019.pdf</a>
G4-10	Total number of employees by type	South Africa: KPI Spreadsheet (downloadable) available on <a href="https://www.discovery.co.za/corporate/our-welcome">https://www.discovery.co.za/corporate/our-welcome</a>
G4-13	Organisational changes during the reporting period	New Discovery Limited board chairpersons was appointed following the previous chairperson retiring.
G4-14	Precautionary principle	2019 Integrated Annual Report, p12 – 13 <a href="https://www.discovery.co.za/assets/discoverycoza/corporate/investor-relations/discovery-iar-2019.pdf">https://www.discovery.co.za/assets/discoverycoza/corporate/investor-relations/discovery-iar-2019.pdf</a>
G4-15	External charters, principles or other initiatives	Sustainable Development web-based Report <a href="https://www.discovery.co.za/corporate/about-sustainability-report">https://www.discovery.co.za/corporate/about-sustainability-report</a>

GRI Indicator	Description and hyperlink	Definition OR Response
<b>IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES</b>		
G4-17	<b>Entities included in financial statements</b>	2019 Integrated Annual Report, page 2 <a href="https://www.discovery.co.za/assets/discoverycoza/corporate/investor-relations/discovery-iar-2019.pdf">https://www.discovery.co.za/assets/discoverycoza/corporate/investor-relations/discovery-iar-2019.pdf</a>
G4-18	<b>Process for defining report boundaries and content</b>	Inputs from the business were assessed alongside an evaluation of stakeholder priorities and concerns. The resulting report structure and content was approved by the Social, Ethics and Sustainability Committee of the Board. Non-financial information and data included in our Sustainable Development Report relates primarily to South Africa and United Kingdom-based business units, which account for the majority of our revenue and employees.
G4-19	<b>Material aspects included in the report</b>	The following material GRI aspects were identified: <ul style="list-style-type: none"> <li>▪ Environmental protection expenditure and investments</li> <li>▪ Economic performance</li> <li>▪ Employment</li> <li>▪ Training and education</li> <li>▪ Diversity and equal opportunity</li> <li>▪ Non-discrimination</li> <li>▪ Anti-corruption</li> <li>▪ Public policy</li> <li>▪ Anti-competitive behaviour</li> <li>▪ Compliance (Sub-category: Social)</li> <li>▪ Customer privacy</li> <li>▪ Compliance (Sub-category: Product responsibility)</li> </ul>
G4-20	<b>Descriptions of material aspect boundaries within the organisation</b>	The material GRI Aspects included in this report were selected as they are material to all entities within the organisation.
G4-21	<b>Descriptions of material aspect boundaries outside the organisation</b>	Key stakeholder groups include clients, employees, government, regulatory authorities, business partners, medical professionals and suppliers, small business, communities and, more broadly, society.  The material GRI Aspects included in this report are relevant to all of the groups above, particularly in the South African market where Discovery occupies a strong competitive position.
G4-22	<b>Restatements</b>	No restatements have been made.
G4-23	<b>Changes from previous reports in terms of scope and/or boundaries</b>	No material changes have been made.

GRI Indicator	Description and hyperlink	Definition OR Response
<b>IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES</b>		
G4-24	<b>Stakeholder groups</b>	The content in this report considers the views of key stakeholders as outlined in interviews with and questionnaires answered by executives and specialist teams in Discovery. Key stakeholder groups include clients, employees, government, regulatory authorities, business partners, brokers, medical professionals and suppliers, small business, communities and, more broadly, society.
G4-25	<b>How stakeholders were identified</b>	The identification of stakeholders is a dynamic process that takes into account the materiality of the concerns expressed by a particular stakeholder group to the business (their impact and influence on the organisation) as well as the potential for the business to impact or influence the stakeholder group concerned. We regularly review stakeholder engagement practices, including the content and presentation of this report, to ensure that we communicate openly and transparently with stakeholders and adequately address concerns raised.
G4-26	<b>Approach to stakeholder engagement</b>	2019 Integrated Annual Report, page 38 – 41 <a href="https://www.discovery.co.za/assets/discoverycoza/corporate/investor-relations/discovery-iar-2019.pdf">https://www.discovery.co.za/assets/discoverycoza/corporate/investor-relations/discovery-iar-2019.pdf</a>
<b>2019 REPORT PROFILE</b>		
G4-29	<b>Reporting period</b>	1 July 2018 to 30 June 2019
G4-30	<b>Date of most recent report</b>	31 October 2019
G4-31	<b>Reporting cycle</b>	Annual
G4-32	<b>Report contact</b>	Mr Tswelo Kodisang, Chief People Officer Email: <a href="mailto:sustainability@discovery.co.za">sustainability@discovery.co.za</a>
G4-33	<b>Policy regarding report assurance</b>	<p>A rigorous internal assurance process was undertaken to verify financial and non-financial information contained in the group's Sustainable Development Report, in the course of which the internal audit team worked to obtain an understanding of:</p> <ul style="list-style-type: none"> <li>▪ The stakeholder engagement process</li> <li>▪ The selection and application of integrated and sustainability reporting policies</li> <li>▪ How management has applied the principle of materiality in preparing the Integrated Annual Report and the specified key performance and</li> <li>▪ GRI indicators in the Sustainable Development Report                             <ul style="list-style-type: none"> <li>- Make enquiries of management, employees and those responsible for the preparation of the Group's reporting and the specified key performance and GRI indicators as were considered necessary</li> <li>- Inspect relevant supporting documentation and obtain the necessary external confirmations and management representations for the purposes of our engagement</li> <li>- Perform analytical procedures and limited tests of detail responsive to our risk assessment and the level of assurance required, including a comparison of judgementally selected information to the underlying source documentation from which the information was derived</li> <li>- External assurance was undertaken as detailed in this table. The external assurance statement is further available as a downloadable document.</li> </ul> </li> </ul>

GRI Indicator	Description and hyperlink	Definition OR Response	2018/ 2019	2017/ 2018	2016/ 2017	2015/ 2016
<b>ENVIRONMENTAL</b>						
G4-EN31	<b>Total environmental protection expenditure and investments by type</b>	Total environmental protection expenditures by: <ul style="list-style-type: none"> <li>▪ Waste disposal, emissions treatment, and remediation costs</li> <li>▪ Prevention and environmental management costs</li> </ul>	R1 683 289.34	R1 412 740.37	R1 239 965.36	
<b>SOCIAL</b>						
<b>Labour Practices and Decent Work</b>						
G4-LA1	<b>Number and rate of new employee hires and turnover</b>	<b>a. Total number and rate of new employee hires</b> during the reporting period, by age group, gender, and region.				
		Total Recruits	2 441	2 130	1 896	2 221
		Rate of New Hires	24.71%	20.48%	20.43%	27.80%
		Female	24.97%	20.28%	19.18%	28.20%
		Male	24.35%	20.76%	22.10%	27.28%
		18 – 20 years	81.70%	154.10%	95.87%	149.40%
		21 – 35 years	31.70%	26.22%	25.43%	35.40%
		36 – 45 years	12.45%	11.23%	9.82%	11.70%
		46 – 60 years	8.71%	5.10%	9.30%	9.90%
		61 years and Older	4.02%	1.82%	1.61%	8.29%
		<b>b. Total number and rate of employee turnover</b> during the reporting period, by age group, gender, and region.				
		Total Terminations	1 788	1 489	1 458	1 373
		Employee Turnover	17.11%	14.28%	15.89%	15.70%
		Female	16.59%	14.21%	14.91%	14.45%
		Male	17.79%	14.39%	17.19%	17.31%
		18 – 20 years	47.48%	26.86%	21.75%	16.86%
		21 – 35 years	20.37%	16.76%	18.18%	18.05%
36 – 45 years	12.26%	10.93%	12.16%	11.49%		
46 – 60 years	8.37%	6.98%	8.89%	9.00%		
61 years and Older	8.06%	7.61%	11.16%	10.08%		

GRI Indicator	Description and hyperlink	Definition OR Response	2018/ 2019	2017/ 2018	2016/ 2017	2015/ 2016
<b>SOCIAL</b>						
<b>Labour Practices and Decent Work</b>						
G4-LA6	<b>Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities</b>	<ul style="list-style-type: none"> <li>▪ Report types of injury, injury rate (IR), absentee rate (AR) and work-related fatalities, for the total workforce (that is, total employees plus supervised workers), by:                             <ul style="list-style-type: none"> <li>- Region</li> <li>- Gender</li> </ul> </li> <li>▪ Report types of injury, injury rate (IR), absentee rate (AR) and work-related fatalities for independent contractors working on-site to whom the organization is liable for the general safety of the working environment, by:                             <ul style="list-style-type: none"> <li>- Region</li> <li>- Gender</li> </ul> </li> <li>▪ Report the system of rules applied in recording and reporting accident statistics.</li> </ul>				
		Injury rate - reported	18	18	Not reported	Not reported
		Absentee rate	1.28%	1.63%	Not reported	Not reported
		Work-related fatalities	0	0	0	0
G4-LA9	<b>Average hours of training for employees</b>	Average hours of training per year per <b>female</b>				
		<b>Total female</b>	<b>36.62</b>	<b>27.87</b>	<b>42.02</b>	<b>46.96</b>
		Average hours of training per year per <b>male</b> employee				
		<b>Total male</b>	<b>32.59</b>	<b>26.22</b>	<b>40.26</b>	<b>50.48</b>
		Average hours of training per year per employee				
		<b>Total Employees</b>	<b>34.92</b>	<b>26.86</b>	<b>42.96</b>	<b>48.39</b>

GRI Indicator	Description and hyperlink	Definition OR Response	2018/ 2019	2017/ 2018	2016/ 2017	2015/ 2016	
<b>SOCIAL</b>							
<b>Labour Practices and Decent Work</b>							
G4-LA12	Composition of governance bodies and employees	b. Percentage of <b>females</b> per employee category in each of the following diversity categories: <b>Minority groups</b> – Other indicators of diversity, where relevant					
		African	25%	23%	2 045	1 869	
		White	13%	14%	1 424	1 431	
		Coloured	8%	9%	901	845	
		Indian	10%	10%	1 032	1 024	
		Foreign Nationals	1%	1%	72	70	
		<b>Total</b>	<b>57%</b>	<b>57%</b>	<b>5 474</b>	<b>5 239</b>	
		African	17%	16%	1 432	1 287	
		White	12%	13%	1 285	1 251	
		Coloured	5%	5%	535	501	
		Indian	8%	8%	847	844	
		Foreign Nationals	1%	1%	79	67	
		<b>Total</b>	<b>43%</b>	<b>43%</b>	<b>4 178</b>	<b>3 950</b>	
		b. Percentage of <b>females</b> per employee category in each of the following diversity categories: <b>Minority groups</b> – Other indicators of diversity, where relevant					
		<b>Top management:</b>					
		African	0%	0%	1	1	
White	0%	5%	1	1			
Coloured	0%	0%	0	0			
Indian	0%	0%	0	0			
Foreign Nationals	0%	0%	1	1			
<b>Total</b>	<b>0%</b>	<b>5%</b>	<b>3</b>	<b>3</b>			

GRI Indicator	Description and hyperlink	Definition OR Response	2018/2019	2017/2018	2016/2017	2015/2016
<b>SOCIAL</b>						
<b>Labour Practices and Decent Work</b>						
G4-LA12	Composition of governance bodies and employees	<b>Senior management:</b>				
		African	7%	6%	34	25
		White	25%	27%	152	136
		Coloured	3%	3%	12	10
		Indian	12%	11%	49	38
		Foreign Nationals	1%	1%	7	5
		<b>Total</b>	<b>49%</b>	<b>49%</b>	<b>254</b>	<b>214</b>
		<b>Professionally Qualified</b>				
		African	11%	10%	106	100
		White	24%	26%	301	306
		Coloured	4%	4%	50	50
		Indian	11%	11%	162	159
		Foreign Nationals	1%	1%	16	13
		<b>Total</b>	<b>51%</b>	<b>52%</b>	<b>635</b>	<b>628</b>
		<b>Skilled Technical</b>				
		African	17%	15%	146	128
		White	17%	18%	234	226
		Coloured	8%	8%	85	82
		Indian	12%	12%	136	131
		Foreign Nationals	1%	1%	15	18
		<b>Total</b>	<b>55%</b>	<b>54%</b>	<b>616</b>	<b>585</b>
		<b>Semi-skilled</b>				
		African	31%	28%	1 758	1 615
		White	10%	11%	736	762
Coloured	10%	10%	754	703		
Indian	9%	10%	685	696		
Foreign Nationals	0%	0%	33	33		
<b>Total</b>	<b>59%</b>	<b>59%</b>	<b>3 966</b>	<b>3 809</b>		

GRI Indicator	Description and hyperlink	Definition OR Response	2018/2019	2017/2018	2016/2017	2015/2016
<b>SOCIAL</b>						
<b>Labour Practices and Decent Work</b>						
G4-LA12		<b>Unskilled</b>				
		African	0%	0	0	0
		White	0%	0	0	0
		Coloured	0%	0	0	0
		Indian	0%	0	0	0
		Foreign Nationals	0%	0	0	0
		<b>Total</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0</b>
		b. Percentage of <b>males</b> per employee category in each of the following diversity categories: <b>Minority groups</b> – Other indicators of diversity, where relevant				
		<b>Top management:</b>				
		African	9%	9%	1	1
		White	74%	73%	17	18
		Coloured	0%	0%	0	0
		Indian	13%	9%	3	3
		Foreign Nationals	4%	5%	1	1
		<b>Total</b>	<b>100%</b>	<b>96%</b>	<b>22</b>	<b>23</b>
		<b>Senior management:</b>				
		African	6%	5%	26	22
		White	33%	34%	176	159
		Coloured	2%	3%	15	13
		Indian	9%	8%	43	34
	Foreign Nationals	1%	1%	7	8	
	<b>Total</b>	<b>51%</b>	<b>51%</b>	<b>267</b>	<b>236</b>	



GRI Indicator	Description and hyperlink	Definition OR Response	2018/2019	2017/2018	2016/2017	2015/2016
<b>SOCIAL</b>						
<b>Labour Practices and Decent Work</b>						
G4-LA12	Composition of governance bodies and employees	<b>Professionally Qualified</b>				
		African	10%	9%	71	49
		White	23%	24%	249	232
		Coloured	4%	3%	32	27
		Indian	11%	10%	102	87
		Foreign Nationals	2%	2%	16	11
		<b>Total</b>	<b>49%</b>	<b>48%</b>	<b>470</b>	<b>406</b>
		<b>Skilled Technical</b>				
		African	15%	14%	156	123
		White	12%	13%	165	164
		Coloured	5%	6%	73	69
		Indian	12%	12%	158	154
		Foreign Nationals	1%	1%	13	14
		<b>Total</b>	<b>45%</b>	<b>46%</b>	<b>565</b>	<b>524</b>
		<b>Semi-skilled</b>				
		African	19%	18%	1 178	1 092
		White	9%	10%	678	678
		Coloured	5%	6%	415	392
		Indian	7%	8%	541	566
		Foreign Nationals	1%	0%	42	33
		<b>Total</b>	<b>41%</b>	<b>41%</b>	<b>2 854</b>	<b>2 761</b>
		<b>Unskilled</b>				
African	0	0	0	0		
White	0	0	0	0		
Coloured	0	0	0	0		
Indian	0	0	0	0		
Foreign Nationals	0	0	0	0		
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>		

GRI Indicator	Description and hyperlink	Definition OR Response	2018/ 2019	2017/ 2018	2016/ 2017	2015/ 2016
<b>SOCIAL</b>						
<b>Labour Practices and Decent Work</b>						
G4-LA12		Percentage of <b>females</b> per employee category in each of the following diversity categories: <b>Age group: under 30 years old, 30 – 50 years old, over 50 years old</b>				
		<b>Top management:</b>				
		Under 30 years	0			
		30 – 50 years	0	1	1	1
		51 years and older	0	0	2	2
		<b>Total</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>3</b>
		<b>Senior management:</b>				
		Under 30 years	1%	4	7	5
		30 – 50 years	41%	245	211	175
		51 years and older	7%	43	36	34
		<b>Total</b>	<b>49%</b>	<b>292</b>	<b>254</b>	<b>214</b>
		<b>Professionally Qualified</b>				
		Under 30 years	2%	25	75	102
		30 – 50 years	43%	448	514	484
		51 years and older	5%	47	46	42
		<b>Total</b>	<b>51%</b>	<b>520</b>	<b>635</b>	<b>628</b>
		<b>Skilled Technical</b>				
		Under 30 years	8%	105	129	132
		30 – 50 years	43%	571	445	416
		51 years and older	4%	54	42	37
		<b>Total</b>	<b>55%</b>	<b>730</b>	<b>616</b>	<b>585</b>
<b>Semi-skilled</b>						
Under 30 years	23%	1 848	2 020	2 020		
30 – 50 years	34%	2 358	1 791	1 648		
51 years & older	2%	174	155	141		
<b>Total</b>	<b>59%</b>	<b>4 380</b>	<b>3 966</b>	<b>3 809</b>		
<b>Unskilled</b>						
Under 30 years	0%	0	0	0		
30 – 50 years	0%	0	0	0		
51 years and older	0%	0	0	0		
<b>Total</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0</b>		

GRI Indicator	Description and hyperlink	Definition OR Response	2018/2019	2017/2018	2016/2017	2015/2016
<b>SOCIAL</b>						
<b>Labour Practices and Decent Work</b>						
G4-LA12		b. Percentage of males per employee category in each of the following diversity categories: <b>Age group: under 30 years old, 30 – 50 years old, over 50 years</b>				
		<b>Top management:</b>				
		Under 30 years	0%	0	0	0
		30 – 50 years	43%	10	10	12
		51 years and older	57%	11	12	11
		<b>Total</b>	<b>100%</b>	<b>21</b>	<b>22</b>	<b>23</b>
		<b>Senior management:</b>				
		Under 30 years	1%	8	11	16
		30 – 50 years	42%	247	219	191
		51 years and older	8%	50	37	29
		<b>Total</b>	<b>51%</b>	<b>305</b>	<b>267</b>	<b>236</b>
		<b>Professionally Qualified</b>				
		Under 30 years	4%	41	60	50
		30 – 50 years	41%	397	370	324
		51 years and older	4%	36	40	32
		<b>Total</b>	<b>49%</b>	<b>474</b>	<b>470</b>	<b>406</b>
		<b>Skilled Technical</b>				
		Under 30 years	8%	118	138	127
		30 – 50 years	36%	493	415	386
		51 years and older	1%	14	12	11
		<b>Total</b>	<b>45%</b>	<b>625</b>	<b>565</b>	<b>524</b>
		<b>Semi-skilled</b>				
		Under 30 years	16%	1 288	1 408	1 420
30 – 50 years	22%	1 647	1 321	1 220		
51 years and older	2%	130	125	121		
<b>Total</b>	<b>41%</b>	<b>3 065</b>	<b>2 854</b>	<b>2 761</b>		
<b>Unskilled</b>						
Under 30 years	0%	0	0	0		
30 – 50 years	0%	0	0	0		
51 years and older	0%	0	0	0		
<b>Total</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0</b>		

GRI Indicator	Description and hyperlink	Definition OR Response	2018/2019	2017/2018	2016/2017	2015/2016
<b>HUMAN RIGHTS</b>						
G4-HR3	Incidents of discrimination	a. Total number of incidents of discrimination during the reporting period.	0	3	2	1
		b. Status of the incidents and the actions taken with reference to the following: <ul style="list-style-type: none"> <li>- Incident reviewed by the organization</li> <li>- Remediation plans being implemented</li> <li>- Remediation plans have been implemented and results reviewed through routine internal management review processes</li> <li>- Incident no longer subject to action</li> </ul>	0	N/A	N/A	N/A
<b>SOCIAL</b>						
G4-SO4	Communications and training on anti-corruption	e. Total number and percentage of employees that have received training on anti-corruption, broken down by employee category and region.	9 964	10 021	327	915
			92%	99%	3.46%	0.90%
G4-SO5	Confirmed incidents of corruption	a. Total number and nature of confirmed incidents of corruption.	0	0	0	1
		b. Total number of confirmed incidents in which employees were dismissed or disciplined for corruption.	0	0	0	1
		c. Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption.	0	0	0	0
		d. Public legal cases regarding corruption brought against the organization or its employees during the reporting period and the outcomes of such cases.	0	0	0	0
G4-SO6	Political contributions	Total monetary value of financial and in-kind political contributions made directly and indirectly by the organization by country and recipient/beneficiary.	R290 000	-		
G4-SO7	Anti-competitive behavior	a. Total number of legal actions pending or completed during the reporting period regarding anti-competitive behavior and violations of anti-trust and monopoly legislation in which the organization has been identified as a participant.	0	0	0	0
		b. Main outcomes of completed legal actions, including any decisions or judgments.	N/A	N/A	N/A	N/A

GRI Indicator	Description and hyperlink	Definition OR Response	2018/2019	2017/2018	2016/2017	2015/2016
<b>PRODUCT RESPONSIBILITY</b>						
G4-PR5	<b>Surveys measuring customer satisfaction</b>	Results or key conclusions of customer satisfaction surveys (based on statistically relevant sample sizes) conducted in the reporting period relating to information about: <ul style="list-style-type: none"> <li>- The organization as a whole</li> <li>- A major product or service category</li> <li>- Significant locations of operation</li> </ul>	8.81	9.00	9.18	8.79
G4-PR7	<b>Non-compliance with regulations concerning marketing communications</b>	a. Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by: <ul style="list-style-type: none"> <li>- Incidents of non-compliance with regulations resulting in a fine or penalty</li> <li>- Incidents of non-compliance with regulations resulting in a warning</li> <li>- Incidents of non-compliance with voluntary codes</li> </ul>	0	0	0	1
		b. If the organization has not identified any non-compliance with regulations and voluntary codes, a brief statement of this fact is sufficient.	N/A	N/A	N/A	N/A
G4-PR8	<b>Complaints regarding breaches of customer privacy and losses of customer data</b>	a. Total number of substantiated complaints received concerning breaches of customer privacy, categorized by: <ul style="list-style-type: none"> <li>- Complaints received from outside parties and substantiated by the organization</li> <li>- Complaints from regulatory bodies</li> </ul>	9	13	1	0
		b. Total number of identified leaks, thefts, or losses of customer data.	11	0	0	6
		c. If the organization has not identified any substantiated complaints, a brief statement of this fact is sufficient.				
G4-PR9	<b>Fines for non-compliance with laws and regulations concerning products and services</b>	a. Total monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	0	0	0	1
		b. If the organization has not identified any non-compliance with laws or regulations, a brief statement of this fact is sufficient.	N/A	N/A	N/A	N/A