# **Linkage Table: UITP Sustainability Reporting Framework and the Global Reporting Initiative (GRI) G4**

The left side of the table refers to the UITP indicators under each core topic (governance, economic and financial, environmental and energy, social and society), and the right side of the table lists the relevant standard disclosures and category (including their associated clause number) in Global Reporting Initiative (GRI) G4 Sustainability Reporting Buildings. Where possible the most relevant standard disclosure has been identified to match the UITP indicators but other may also be applicable from the GRI G4 framework. Gaps indicate that an appropriate match between the GRI G4 could not be identified with the UITP indicator set.

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| **UITP SUSTAIANBILITY REPORTING FRAMEWORK: GOVERNANCE** | | | |
| **UITP**  **KPI** | **INDICATOR** | **GRI G4 Category** | **GRI G4 Standard Disclosure** |
| Gov 1 | Does your organisation have a CSR/Sustainable Development Manager, special business unit/department or working group | **GOVERNANCE**  Governance structure and composition | **G4-34**   * 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. |
| Gov 2 | Does your organisation report regularly on CSR/Sustainable Development performance at Board level | **GOVERNANCE**  Highest Governance body’s role in evaluating economic, environmental and social performance | **G4-49**   * Report the process for communicating critical concerns to the highest governance body. |
| Gov 3 | Are your CSR/sustainable development reports independently verified | **Disclosures on Management Approach (DMA)** | * The DMA is intended to give the organization an opportunity to explain how the economic, environmental and social impacts related to material Aspects are managed. |
| Gov 4 | Is there a section about CSR/Sustainable Development on your website |  |  |
| Gov 5 | Do you have a CSR/Sustainable development charter/programmes | **ORGANISATIONAL PROFILE**  COMMITMENTS TO EXTERNAL INITIATIVES | **G4-15**   * List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses. |
| Gov 6 | Does your organisation have an external stakeholder engagement process/es | **STAKEHOLDER ENGAGEMENT** | **G-26**   * 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. |
| Gov 7 | Does your organisation have an internal stakeholder engagement process/es | **STAKEHOLDER ENGAGEMENT** | **G-26**   * 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. |
| Gov 8 | Do you adhere to National or international management standards | **Disclosures on Management Approach (DMA)** | * The DMA is intended to give the organization an opportunity to explain how the economic, environmental and social impacts related to material Aspects are managed. |
| Gov 9 | Do you have Quality Management processes | **Disclosures on Management Approach (DMA)** | * The DMA is intended to give the organization an opportunity to explain how the economic, environmental and social impacts related to material Aspects are managed. |
| Gov 10 | Do you have a risk management process | **Disclosures on Management Approach (DMA)** | * The DMA is intended to give the organization an opportunity to explain how the economic, environmental and social impacts related to material Aspects are managed. |
| Gov 11 | Do you have a policy on human rights, labour practices and fair trading with suppliers and procurement | **INVESTMENT**  TOTAL NUMBER AND PERCENTAGE OF SIGNIFICANT INVESTMENT AGREEMENTS AND CONTRACTS THAT INCLUDE HUMAN RIGHTS CLAUSES OR THAT UNDERWENT HUMAN RIGHTS SCREENING | **G4-HR1**   * a. Report the total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening. b. Report the definition of ‘significant investment agreements’ used by the organization. |
| Gov 12 | Do you have anti-corruption policies | **ANTI-CORRUPTION**  COMMUNICATION AND TRAINING ON ANTI-CORRUPTION POLICIES AND PROCEDURES | **G4-SO4**   * a. Report the total number and percentage of governance body members that the organization’s anti-corruption policies and procedures have been communicated to, broken down by region. b. Report the total number and percentage of employees that the organization’s anti-corruption policies and procedures have been communicated to, broken down by employee category and region. c. Report the total number and percentage of business partners that the organization’s anti-corruption policies and procedures have been communicated to, broken down by type of business partner and region. d. Report the total number and percentage of governance body members that have received training on anti-corruption, broken down by region. e. Report the total number and percentage of employees that have received training on anti-corruption, broken down by employee category and region. |
| Gov 13 | Do you have sustainable procurement and tendering procedures over and above European and national obligations | **Disclosures on Management Approach (DMA)** | * The DMA is intended to give the organization an opportunity to explain how the economic, environmental and social impacts related to material Aspects are managed. |
| Gov 14 | Recognition awards received at international/national, regional or local level |  |  |
| Gov 15 | Does your organisation have a policy on recycling (office and production) | **Disclosures on Management Approach (DMA)** | * The DMA is intended to give the organization an opportunity to explain how the economic, environmental and social impacts related to material Aspects are managed. |
| Gov 16 | Does your organisation have a sustainable scrappage policy for old vehicles | **Disclosures on Management Approach (DMA)** | * The DMA is intended to give the organization an opportunity to explain how the economic, environmental and social impacts related to material Aspects are managed. |
| Gov 17:1 | Is your city/town taking measures to improve intermodality (ticketing) |  |  |
| Gov 17:2 | Is your city/town taking measures to improve intermodality (sharing schemes) |  |  |
| Gov 18 | Do you use any of the following: Global Reporting Initiative; Balance scorecard approach; ISO 26000; AA 1000 | **ORGANISATIONAL PROFILE**  COMMITMENTS TO EXTERNAL INITIATIVES | **G4-15**   * List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses. |

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| **UITP SUSTAIANBILITY REPORTING FRAMEWORK: ECONOMIC AND FINANCIAL** | | | |
| **UITP**  **KPI** | **INDICATOR** | **GRI G4 Category** | **GRI G4 Standard Disclosure** |
| Eco 1 | Total passengers carried |  |  |
| Eco 2 | Information on revenue sources | **ECONOMIC PERFORMANCE**  DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED  FINANCIAL ASSSISTANCE RECEIVED BY GOVERNMENT | **G4-ECI**   * Report the direct economic value generated and distributed (EVG&D) on an accruals basis including the basic components for the organization’s global operations as listed below. If data is presented on a cash basis, report the justification for this decision and report the basic components as listed Economic value retained   **G4-EC4**   * A. Report the total monetary value of financial assistance received by the organization from governments during the reporting period, b. Report the information above by country. c. Report whether, and the extent to which, the government is present in the shareholding structure. |
| Eco 3 | Percentage of total investment to total depreciation | **Disclosures on Management Approach (DMA)** | * The DMA is intended to give the organization an opportunity to explain how the economic, environmental and social impacts related to material Aspects are managed. |
| Eco 4 | Overall cost/km |  |  |
| Eco 5 | Percentage of development of revenues from operations | **ECONOMIC PERFORMANCE**  DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED | **G4-ECI**   * Report the direct economic value generated and distributed (EVG&D) on an accruals basis including the basic components for the organization’s global operations as listed below. If data is presented on a cash basis, report the justification for this decision and report the basic components as listed Economic value retained. |
| Eco 6 | Overall cost recovery ratio |  |  |
| Eco 7 | Modal split of public transport in served area |  |  |
| Eco 8 | Annual capital investments in public transport improvement or improved efficiency measures |  |  |
| Eco 9 | Average age of vehicle fleet |  |  |
| Eco 10 | Average commercial speed |  |  |
| Eco 11 | Produced seat-kilometres per operations employee |  |  |
| Eco 12 | Incorporation of sustainable development in purchasing and investment processes | **Disclosures on Management Approach (DMA)** | * The DMA is intended to give the organization an opportunity to explain how the economic, environmental and social impacts related to material Aspects are managed. |
| Eco 13 | Passengers with concession or subscription tickets compared to total number of passengers |  |  |
| Eco 14 | Separate right-of-way in network |  |  |
| Eco 15 | Coverage rate (percentage of households and jobs well served within 500 meters from a public transport stop) |  |  |
| Eco 16 | Jobs directly and indirectly associated with the production | **ECONOMIC**  PERFORMANCE  SIGNIFICANT INDIRECT ECONOMIC IMPACTS, INCLUDING THE EXTENT OF IMPACTS | **G4-EC8**   * A. Report examples of the significant identified positive and negative indirect economic impacts the organization has. b. Report the significance of the impacts in the context of external benchmarks and stakeholder priorities, such as national and international standards, protocols, and policy agendas. |
| Eco 17 | Are sustainable principles included in personnel evaluations and rewards/awards/bonuses of your organisation | **Disclosures on Management Approach (DMA)** | * The DMA is intended to give the organization an opportunity to explain how the economic, environmental and social impacts related to material Aspects are managed. |
| Eco 18 | Ability to satisfy the present demand. |  |  |
| Eco 19 | Transparency of payments: | **Disclosures on Management Approach (DMA)** | * The DMA is intended to give the organization an opportunity to explain how the economic, environmental and social impacts related to material Aspects are managed. |
| Eco 20 | EBIT and EBITDA data |  |  |

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| **UITP SUSTAIANBILITY REPORTING FRAMEWORK: ENVIRONMENTAL AND ENERGY** | | | |
| **UITP**  **KPI** | **INDICATOR** | **GRI G4 Category** | **GRI G4 Standard Disclosure** |
| Env 1 | Environmental Management System in operation | **Disclosures on Management Approach (DMA)** | * The DMA is intended to give the organization an opportunity to explain how the economic, environmental and social impacts related to material Aspects are managed. |
| Env 2 | Sites certified at international or national level | **Disclosures on Management Approach (DMA)** | * The DMA is intended to give the organization an opportunity to explain how the economic, environmental and social impacts related to material Aspects are managed. |
| Env 3 | Total amount of operational energy use for traction per passenger-km | **ENERGY**  ENERGY CONSUMPTION WITHIN THE ORGANIZATION | **G4 EN3**   * Report total fuel consumption from non-renewable sources in joules or multiples, including fuel types used. b. Report total fuel consumption from renewable fuel sources in joules or multiples, including fuel types used. c. Report in joules, watt-hours or multiples, the total d. Report in joules, watt-hours or multiples, the total e. Report total energy consumption in joules or multiples. f. Report standards, methodologies, and assumptions used. g. Report the source of the conversion factors used. |
| Env 4 | Total amount of operational energy use for non-traction purposes | **ENERGY**  ENERGY CONSUMPTION WITHIN THE ORGANIZATION | **G4 EN3**   * Report total fuel consumption from non-renewable sources in joules or multiples, including fuel types used. b. Report total fuel consumption from renewable fuel sources in joules or multiples, including fuel types used. c. Report in joules, watt-hours or multiples, the total d. Report in joules, watt-hours or multiples, the total e. Report total energy consumption in joules or multiples. f. Report standards, methodologies, and assumptions used. g. Report the source of the conversion factors used. |
| Env 5 | Percentage of total renewable energy use for traction & non traction | **ENERGY**  ENERGY CONSUMPTION WITHIN THE ORGANIZATION | **G4 EN3**   * Report total fuel consumption from non-renewable sources in joules or multiples, including fuel types used. b. Report total fuel consumption from renewable fuel sources in joules or multiples, including fuel types used. c. Report in joules, watt-hours or multiples, the total d. Report in joules, watt-hours or multiples, the total e. Report total energy consumption in joules or multiples. f. Report standards, methodologies, and assumptions used. g. Report the source of the conversion factors used. |
| Env 6 | Energy (kJ) used per 100 km and trend | **ENERGY**  ENERGY INTENSITY | **G4-EN5**   * a. Report the energy intensity ratio. b. Report the organization-specific metric (the ratio denominator) chosen to calculate the ratio. c. Report the types of energy included in the intensity ratio: fuel, electricity, heating, cooling, steam, or all. d. Report whether the ratio uses energy consumed within the organization, outside of it or both. |
| Env 7 | Direct CO2 emissions for operations | **EMISSIONS**  DIRECT GREENHOUSE GAS (GHG) EMISSIONS (SCOPE 1)  INDIRECT GREENHOUSE GAS (GHG) EMISSIONS (SCOPE 2) | **G4-EN15**   * A. Report gross direct (Scope 1) GHG emissions in metric tons of CO2 equivalent, independent of any GHG trades, such as purchases, sales, or transfers of offsets or allowances. b. Report gases included in the calculation (whether CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, or all). c. Report biogenic CO2 emissions in metric tons of CO2 equivalent separately from the gross direct (Scope 1) GHG emissions. d. Report the chosen base year, the rationale for choosing the base year, emissions in the base year, and the context for any significant changes in emissions that triggered recalculations of base year emissions. e. Report standards, methodologies, and assumptions used. f. Report the source of the emission factors used and the global warming potential (GWP) rates used or a reference to the GWP source. g. Report the chosen consolidation approach for emissions (equity share, financial control, operational control).   **G4-EN16**   * a. Report gross energy indirect (Scope 2) GHG emissions in metric tons of CO2 equivalent, independent of any GHG trades, such as purchases, sales, or transfers of offsets or allowances. b. Report gases included in the calculation, if available. c. Report the chosen base year, the rationale for choosing the base year, emissions in the base year, and the context for any significant changes in emissions that triggered recalculations of base year emissions. d. Report standards, methodologies, and assumptions used. e. Report the source of the emission factors used and the global warming potential (GWP) rates used or a reference to the GWP source, if available. f. Report the chosen consolidation approach for emissions (equity share, financial control, operational control). |
| Env 8 | CO2 emissions of energy use per passenger-km. | **EMISSIONS**  DIRECT GREENHOUSE GAS (GHG) EMISSIONS (SCOPE 1)  INDIRECT GREENHOUSE GAS (GHG) EMISSIONS (SCOPE 2) | **G4-EN15**   * A. Report gross direct (Scope 1) GHG emissions in metric tons of CO2 equivalent, independent of any GHG trades, such as purchases, sales, or transfers of offsets or allowances. b. Report gases included in the calculation (whether CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, or all). c. Report biogenic CO2 emissions in metric tons of CO2 equivalent separately from the gross direct (Scope 1) GHG emissions. d. Report the chosen base year, the rationale for choosing the base year, emissions in the base year, and the context for any significant changes in emissions that triggered recalculations of base year emissions. e. Report standards, methodologies, and assumptions used. f. Report the source of the emission factors used and the global warming potential (GWP) rates used or a reference to the GWP source. g. Report the chosen consolidation approach for emissions (equity share, financial control, operational control).   **G4-EN16**   * a. Report gross energy indirect (Scope 2) GHG emissions in metric tons of CO2 equivalent, independent of any GHG trades, such as purchases, sales, or transfers of offsets or allowances. b. Report gases included in the calculation, if available. c. Report the chosen base year, the rationale for choosing the base year, emissions in the base year, and the context for any significant changes in emissions that triggered recalculations of base year emissions. d. Report standards, methodologies, and assumptions used. e. Report the source of the emission factors used and the global warming potential (GWP) rates used or a reference to the GWP source, if available. f. Report the chosen consolidation approach for emissions (equity share, financial control, operational control). |
| Env 9 | Percentage of fleets considered clean | **ENERGY**  REDUCTIONS IN ENERGY REQUIREMENTS OF PRODUCTS AND SERVICES | **G4-EN7**   * a. Report the reductions in the energy requirements of sold products and services achieved during the reporting period, in joules or multiples. b. Report the basis for calculating reductions in energy consumption such as base year or baseline, and the rationale for choosing it. c. Report standards, methodologies, and assumptions used. |
| Env 10 | Noise levels, noise monitoring and noise mapping | **Disclosures on Management Approach (DMA)** | * The DMA is intended to give the organization an opportunity to explain how the economic, environmental and social impacts related to material Aspects are managed. |
| Env 11 | Air quality management | **Disclosures on Management Approach (DMA)** | * The DMA is intended to give the organization an opportunity to explain how the economic, environmental and social impacts related to material Aspects are managed. |
| Env 12 | Local emissions | **EMISSIONS**  NOX, SOX, AND OTHER SIGNIFICANT AIR EMISSIONS | **G4-EN21**   * a. Report the amount of significant air emissions, in kilograms or multiples b. Report standards, methodologies, and assumptions used. c. Report the source of the emission factors used. |
| Env 13 | Percentage of fresh to recycled water use | **WATER**  PERCENTAGE AND TOTAL VOLUME OF WATER RECYCLED AND REUSED | **G4-EN10**   * a. Report the total volume of water recycled and reused by the organization. b. Report the total volume of water recycled and reused as a percentage of the total water withdrawal reported under Indicator G4-EN8. c. Report standards, methodologies, and assumptions used. |
| Env 14 | Soil contamination from hazardous waste and oil spills | **EFFLUENTS AND WASTE**  TOTAL NUMBER AND VOLUME OF SIGNIFICANT SPILLS | **G4-EN24**   * a. Report the total number and total volume of recorded significant spills. b. For spills that were reported in the organization’s financial statements, report the additional following information for each such spill c. Report the impacts of significant spills. |
| Env 15 | Waste sorting policy - percentage of total waste recycled | **Disclosures on Management Approach (DMA)** | * The DMA is intended to give the organization an opportunity to explain how the economic, environmental and social impacts related to material Aspects are managed. |
| Env 16 | Life cycle analysis of products | **Disclosures on Management Approach (DMA)** | * The DMA is intended to give the organization an opportunity to explain how the economic, environmental and social impacts related to material Aspects are managed. |
| Env 17 | Life cycle analysis of services | **Disclosures on Management Approach (DMA)** | * The DMA is intended to give the organization an opportunity to explain how the economic, environmental and social impacts related to material Aspects are managed. |
| Env 18 | Recycled or 'eco' products | **MATERIALS**  PERCENTAGE OF MATERIALS USED THAT ARE RECYCLED INPUT MATERIALS | **G4-EN2**   * a. Report the percentage of recycled input materials used to manufacture the organization’s primary products and services. |
| Env 19 | Low or no chemical cleaning products |  |  |
| Env 20 | Introduction of innovations with quantifiable resource saving results |  |  |
| Env 21 | Training in eco or defensive driving | **Disclosures on Management Approach (DMA)** | * The DMA is intended to give the organization an opportunity to explain how the economic, environmental and social impacts related to material Aspects are managed. |

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| **UITP SUSTAIANBILITY REPORTING FRAMEWORK: SOCIAL AND SOCIETY** | | | |
| **UITP**  **KPI** | **INDICATOR** | **GRI G4 Category** | **GRI G4 Standard Disclosure** |
| Soc 1 | Customer satisfaction (%) | **PRODUCT AND SERVICE LABELLING**  RESULTS OF SURVEYS MEASURING CUSTOMER SATISFACTION | **G4-PR5**   * Report the results or key conclusions of customer satisfaction surveys (based on statistically relevant sample sizes) conducted in the reporting period relating to information about: The organization as a whole; A major product or service category; Significant locations of operation |
| Soc 2 | Employee satisfaction (%) | **LABOUR / MANAGEMENT RELATIONS**  MINIMUM NOTICE PERIODS REGARDING OPERATIONAL CHANGES, INCLUDING WHETHER THESE ARE SPECIFIED IN COLLECTIVE AGREEMENTS | **G4-LA4**   * a. Report the minimum number of weeks’ notice typically provided to employees and their elected representatives prior to the implementation of significant operational changes that could substantially affect them. b. For organizations with collective bargaining agreements, report whether the notice period and provisions for consultation and negotiation are specified in collective agreements. |
| Soc 3 | Do you have transparent complaints and grievance procedures (for customers and employees) | **Disclosures on Management Approach (DMA)** | * The DMA is intended to give the organization an opportunity to explain how the economic, environmental and social impacts related to material Aspects are managed. |
| Soc 4 | Employee Turnover Rate | **EMPLOYMENT**  TOTAL NUMBER AND RATES OF NEW EMPLOYEE HIRES AND EMPLOYEE TURNOVER BY AGE GROUP, GENDER AND REGION | **G4-LA1**   * a. Report the total number and rate of new employee hires during the reporting period, by age group, gender and region. b. Report the total number and rate of employee turnover during the reporting period, by age group, gender and region. |
| Soc 5 | Annual number of trips by public transport per resident city/town-wide (on average) compared to all motorised trips |  |  |
| Soc 6 | How accessible is your network to the less abled? |  |  |
| Soc 7 | Do you have special workforce health programmes? | **Disclosures on Management Approach (DMA)** | * The DMA is intended to give the organization an opportunity to explain how the economic, environmental and social impacts related to material Aspects are managed. |
| Soc 8 | Investment on training and personal development of staff | **TRAINING AND EDUCATION**  AVERAGE HOURS OF TRAINING PER YEAR PER EMPLOYEE BY GENDER, AND BY EMPLOYEE CATEGORY | **G4-LA9**   * Report the average hours of training that the organization’s employees have undertaken during the reporting period, by: Gender; Employee category |
| Soc 9 | Average percentage of days of absence due to sickness to total working days of employees |  |  |
| Soc 10 | Employees with the possibility to flex-time or flexible hours (%) | **EMPLOYMENT**  BENEFITS PROVIDED TO FULL-TIME EMPLOYEES THAT ARE NOT PROVIDED TO TEMPORARY OR PART-TIME EMPLOYEES, BY SIGNIFICANT LOCATIONS OF OPERATION | **G4-LA2**   * a. Report the benefits which are standard for full-time employees of the organization but are not provided to temporary or part-time employees, by significant locations of operation. b. Report the definition used for ‘significant locations of operation’. |
| Soc 11 | Do you provide crèche or child care help over legal requirements? |  |  |
| Soc 12 | Average wage in company/organisation in relation to average wage in city/state? | **ECONOMIC PERFORMANCE**  DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED | **G4-ECI**   * Report the direct economic value generated and distributed (EVG&D) on an accruals basis including the basic components for the organization’s global operations as listed below. If data is presented on a cash basis, report the justification for this decision and report the basic components as listed Economic value retained. |
| Soc 13 | Diversity and gender | **DIVERSITY AND EQUAL OPPORTUNITY**  COMPOSITION OF GOVERNANCE BODIES AND BREAKDOWN OF EMPLOYEES PER EMPLOYEE CATEGORY ACCORDING TO GENDER, AGE GROUP, MINORITY GROUP MEMBERSHIP, AND OTHER INDICATORS OF DIVERSITY | **G4-LA12**   * A. Report the percentage of individuals within the organization’s governance bodies in each of the following diversity categories: b. Report the percentage of employees per employee category in each of the following diversity categories: (Gender; Age group: under 30 years old, 30-50 years old, over 50 years old; Minority groups; Other indicators of diversity where relevant) |
| Soc 14 | Jobs offered to less abled, disadvantaged or long-term unemployed people (%) | **DIVERSITY AND EQUAL OPPORTUNITY**  COMPOSITION OF GOVERNANCE BODIES AND BREAKDOWN OF EMPLOYEES PER EMPLOYEE CATEGORY ACCORDING TO GENDER, AGE GROUP, MINORITY GROUP MEMBERSHIP, AND OTHER INDICATORS OF DIVERSITY | **G4-LA12**   * A. Report the percentage of individuals within the organization’s governance bodies in each of the following diversity categories: b. Report the percentage of employees per employee category in each of the following diversity categories: (Gender; Age group: under 30 years old, 30-50 years old, over 50 years old; Minority groups; Other indicators of diversity where relevant ) |
| Soc 15 | Do you have community relationships (volunteer / CSR programmes)? | **LOCAL COMMUNITIES**  PERCENTAGE OF OPERATIONS WITH IMPLEMENTED LOCAL COMMUNITY ENGAGEMENT, IMPACT ASSESSMENTS, AND DEVELOPMENT PROGRAMS | **G4-SO1**   * a. Report the percentage of operations with implemented local community engagement, impact assessments, and development programs, including the use of: (Social impact assessments, including gender impact assessments, based on participatory processes; Environmental impact assessments and ongoing monitoring; Public disclosure of results of environmental and social impact assessments; Local community development programs based on local communities’ needs; Stakeholder engagement plans based on stakeholder mapping; Broad based local community consultation committees and processes that include vulnerable groups; Works councils, occupational health and safety committees and other employee representation bodies to deal with impacts; Formal local community grievance processes) |
| Soc 16 | Health and Safety infractions (accidents in the workplace or on the network) | **CUSTOMER HEALTH AND SAFTEY**  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 | **G4-PR2**   * a. Report the total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services within the reporting period, b. If the organization has not identified any non-compliance with regulations and voluntary codes, a brief statement of this fact is sufficient. |
| Soc 17 | Number of accidents with personal liability/number of injuries or fatalities in workplace/on network for non staff/employees | **CUSTOMER HEALTH AND SAFTEY**  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 | **G4-PR2**   * a. Report the total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services within the reporting period, b. If the organization has not identified any non-compliance with regulations and voluntary codes, a brief statement of this fact is sufficient. |
| Soc 18 | Programme for employee mobility management | **Disclosures on Management Approach (DMA)** | * The DMA is intended to give the organization an opportunity to explain how the economic, environmental and social impacts related to material Aspects are managed. |
| Soc 19 | Do you have one or more youth orientated programmes? | **Disclosures on Management Approach (DMA)** | * The DMA is intended to give the organization an opportunity to explain how the economic, environmental and social impacts related to material Aspects are managed. |
| Soc 20 | Do you regularly take part in a car free day in your town/city or similar initiative |  |  |