

Table 11: HCBM Social Sustainability Principles, Goals and Proposed Indicators

HCBM SOCIAL SUSTAINABILITY PRINCIPLES (SSP), GOALS (GSSP) AND PERFORMANCE INDICATORS (SSPI)			
#	SS Principles (SSP)	SS Indicators (SSPI)	SSPI Metrics/Measurement Protocol
SSP-1. RESPECT FOR HUMAN RIGHTS PRINCIPLE			
GSSP-1.1.	Goal GSSP-1.1. Enterprises shall respect human rights, particularly, the right to human dignity, the right to integrity, the right to equality, the right to privacy, the right to freedom, the right to work, the right to health.	SSPI-1.1.1.1. (GRI Disclosure 412-1/G4-HR9) Operations that have been subject to human rights reviews or impact assessments.	SSPI-1.1.1.1. a. Total number and percentage of operations that have been subject to human rights reviews or human rights impact assessments, by country.
		SSPI-1.1.1.2. (GRI Disclosure 412-2) Employee training on human rights policies or procedures.	SSPI-1.1.1.2. a. Total number of hours in the reporting period devoted to training on human rights policies or procedures concerning aspects of human rights that are relevant to operations. b. Percentage of employees trained during the reporting period in human rights policies or procedures concerning aspects of human rights that are relevant to operations.
		SSPI-1.1.1.3. (GRI410-1/G4-HR7) Security HR training.	SSPI-1.1.1.3. a. Percentage of security personnel who have received formal training in the organization’s human rights policies or specific procedures and their application to security. b. Whether training requirements also apply to third-party organizations providing security personnel.

GSSP-1.1.	SSPI-1.1.1.4. (GRI 412-3 Human Rights Assessment/G4-HR1) Significant contracts and investment agreements that include HR clauses.	SSPI-1.1.1.4. a. Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening. b. The definition used for 'significant investment agreements.'
	SSPI-1.1.1.5.(GRI Disclosure 411-1) Incidents of violations involving rights of indigenous peoples.	SSPI-1.1.1.5. a. Total number of identified incidents of violations involving the rights of indigenous peoples during the reporting period. b. Status of the incidents and actions taken with reference to the following: i. Incident reviewed by the organization; ii. Remediation plans being implemented; iii. Remediation plans that have been implemented, with results reviewed through routine internal management review processes; iv. Incident no longer subject to action.
	SSPI-1.1.1.6. (GRI 103 Management Approach) HR Policies and Commitments; HR operational guidance notes; HR compliance mechanism; HR risk assessment mechanism, HR performance evaluations, etc.	

GSSP-1.2.	Goal GSSP-1.2. Enterprises shall make sure that they are not complicit in human rights abuses, whether in issues involving internal stakeholders (such as employees) or external stakeholders (such as suppliers, indigenous people, etc.).	SSPI-1.2.1.1. (GRI 414-1/G4-HR10) New suppliers that were screened using social (human rights) criteria.	SSPI-1.2.1.1. a. Percentage of new suppliers that were screened using social criteria.
		SSPI-1.2.1.2. (GRI 414-2/G4-HR11) Negative significant actual and potential social impacts in the supply chain and actions taken.	SSPI-1.2.1.2. a. Number of suppliers assessed for social impacts. b. Number of suppliers identified as having significant actual and potential negative social impacts. c. Significant actual and potential negative social impacts identified in the supply chain. d. Percentage of suppliers identified as having significant actual and potential negative social impacts with which improvements were agreed upon as a result of assessment. e. Percentage of suppliers identified as having significant actual and potential negative social impacts with which relationships were terminated as a result of assessment, and why.

GSSP-1.2.	SSPI-1.2.1.3. (GRI Disclosure 411-1/G4-HR8) Incidents of violations involving rights of indigenous peoples.	SSPI-1.1.1.3. a. Total number of identified incidents of violations involving the rights of indigenous peoples during the reporting period. b. Status of the incidents and actions taken with reference to the following: i. Incident reviewed by the organization; ii. Remediation plans being implemented; iii. Remediation plans that have been implemented, with results reviewed through routine internal management review processes; iv. Incident no longer subject to action.
	SSPI-1.2.1.4. (G4-HR12) HR Grievance Mechanisms.	SSPI-1.2.1.4. Number of grievances about HR impacts filed, addressed, and resolved through formal grievance mechanisms.
	SSPI-1.2.2.1. (UNGP Reporting Framework A2.5) Actions taken to change and improve company's approach to address HR abuses and issues.	SSPI-1.2.2.1. Changes in policies, process, practices and approach in management company's HR impact.
	SSPI-1.2.2.2. (UNGP 17 and UNGP Reporting Framework C3.1.) Assessing HR impacts and demonstrating ongoing due diligence.	SSPI-1.2.2.2. Show how the HR issues are evolving and demonstrate systematic approach in addressing them through ongoing due diligence.

SSP-2. ADEQUATE WAGES AND DIGNIFIED FAMILY LIVING PRINCIPLE			
GSSP-2.1.	Goal GSSP-2.1. Business shall provide wages that guarantee an adequate standard of living for the worker and his/her family (remuneration and appropriate health insurance and retirement plan that ensure dignified life for the worker and the family including health, food, education, housing etc.)	SSPI-2.1.1.1. (GRI Disclosure 202-1) Ratios of standard entry level wage by gender compared to local minimum wage.	SSPI-2.1.1.1. When a significant proportion of employees are compensated based on wages subject to minimum wage rules, report the relevant ratio of the entry level wage by gender at significant locations of operation to the minimum wage. b. When a significant proportion of other workers (excluding employees) performing the organization's activities are compensated based on wages subject to minimum wage rules, describe the actions taken to determine whether these workers are paid above the minimum wage. c. Whether a local minimum wage is absent or variable at significant locations of operation, by gender. In circumstances in which different minimums can be used as a reference, report which minimum wage is being used. d. The definition used for 'significant locations of operation'.
		SSPI-2.1.1.2 (GRI Disclosure 401-1) New employee hires and employee turnover.	SSPI-2.1.1.2.a. Total number and rate of new employee hires during the reporting period, by age group, gender and region. b. Total number and rate of employee turnover during the reporting period, by age group, gender and region.
GSSP-2.2.	Goal GSSP-2.2. Contribution to quality of life in the employee's families.	SSPI-2.2.2.1. (inspired by (OECD Research and discussions) impact on employee families' quality of life.	SSPI-2.2.2.1. SS-3.1.3.1. Experiment with innovative approaches to measure and present the impact of your company on the employee families' quality of life including: access to health, education, child care, family recreation and vacation, housing; community life, quality of life satisfaction, security, etc.

SSP-3. HEALTHY AND SAFE WORK ENVIRONMENT PRINCIPLE		
GSSP-3.1.	Goal GSSP-3.1. Respect/comply with labor rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.	<p>SSPI-3.1.1. (GRI Disclosure 403-4/G4-LA8) Health and safety topics covered in formal agreements with trade unions.</p> <p>SSPI-3.1.1. a. Whether formal agreements (either local or global) with trade unions cover health and safety. b. If so, the extent, as a percentage, to which various health and safety topics are covered by these agreements.</p>
GSSP-3.2.	Goal GSSP-3.2. Right to a safe and secure working environment for all workers, including migrant workers, in particular women migrants, and those in precarious employment.	<p>SSPI-3.2.1.1. (GRI Disclosure 403-1/G4-LA5) Workers representation in formal joint management-worker health and safety committees.</p> <p>SSPI-3.2.1.1. a. The level at which each formal joint management-worker health and safety committee typically operates within the organization. b. Percentage of workers whose work, or workplace, is controlled by the organization, that are represented by formal joint management-worker health and safety committees.</p>
		<p>SSPI-3.2.1.2. (GRI Disclosure 403-3/G4-LA7) Workers with high incidence or high risk of diseases related to their occupation.</p> <p>SSPI-3.2.1.2. a. Whether there are workers whose work, or workplace, is controlled by the organization, involved in occupational activities who have a high incidence or high risk of specific diseases.</p>

GSSP-3.3.	Goal GSSP-3.3. Favorable and healthy conditions of work.	SSPI-3.3.1.1. (GRI Disclosure 403-2/G4-LA6) Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities.	SSPI-3.3.1.1. a. Types of injury, injury rate (IR), occupational disease rate (ODR), lost day rate (LDR), absentee rate (AR), and work-related fatalities, for all employees, with a breakdown by: i. region; ii. gender. b. Types of injury, injury rate (IR), and work-related fatalities, for all workers (excluding employees) whose work, or workplace, is controlled by the organization, with a breakdown by: i. region; ii. gender. c. The system of rules applied in recording and reporting accident statistics.
GSSP-3.3.		SSPI-3.3.2.1. (OECD Guidelines for MNEs 4. (2002)) a) Observe standards of employment and industrial relations; b) Take adequate steps to ensure occupational health and safety in operations.	SSPI-3.3.2.1. Evidence of substantial compliance with the ILO Guidelines for Occupational Health Management System.
		SSPI-3.3.3.1. (UNCTAD 2008) Cost of employee health and safety.	SSPI-3.3.3.1. Cost of employee health and safety as part of the total annual expenditures and as part of the total annual revenues.
		SSPI-3.3.3.2. Cost of occupational accidents, injuries and illness.	SS-3.3.3.2. Work days lost due to occupational accidents, injuries and illness/annually.

SSP-4. EQUAL TREATMENT AND EQUAL EMPLOYMENT OPPORTUNITIES PRINCIPLE

GSSP-4.1.	Goal GSSP-4.1. Elimination of discrimination in respect of employment and occupation.	SSPI-4.1.1.1. (GRI Disclosure 405-1/G4-LA12) Diversity of governance bodies and employees.	SSPI-4.1.1.1. a. Percentage of individuals within the organization’s governance bodies in each of the following diversity categories: i. Gender; ii. Age group: under 30 years old, 30-50 years old, over 50 years old; iii. Other indicators of diversity where relevant (such as minority or vulnerable groups). b. Percentage of employees per employee category in each of the following diversity categories: i. Gender; ii. Age group: under 30 years old, 30-50 years old, over 50 years old; iii. Other indicators of diversity where relevant (such as minority or vulnerable groups).
		SSPI-4.1.1.2. (GRI Disclosure 406-1/G4-HR3) Incidents of discrimination and corrective actions taken.	SSPI-4.1.1.2. a. Total number of incidents of discrimination during the reporting period. b. Status of the incidents and actions taken with reference to the following: i. Incident reviewed by the organization; ii. Remediation plans being implemented; iii. Remediation plans that have been implemented, with results reviewed through routine internal management review processes; iv. Incident no longer subject to action.

GSSP-4.1.	SSPI-4.1.1.3. (GRI 102-24) Nominating and selecting governance bodies.	SSPI-4.1.1.3. Nominating and selecting the highest governance body.
	SSPI-4.1.1.4. (GRI G4-HR3) Policies against discrimination.	SSPI-4.1.1.4. Description of (global) policy and procedures/programmes preventing all forms of discrimination in operations, including monitoring systems and results of monitoring.
	SSPI-4.1.1.5. (GRI G4-LA9) Policies re equal opportunities.	SSPI-4.1.1.5 Description of equal opportunity policies or programmes as well as monitoring systems to ensure compliance and results of monitoring. Equal opportunities policies may address also workplace harassment and affirmative action relative to historical patterns of discrimination.

GSSP-4.1.		SSPI-4.1.1.6. GRI Disclosure 102-8 Information on employees and other workers.	SSPI-4.1.1.6. The reporting organization shall report the following information: a. Total number of employees by employment contract (permanent and temporary), by gender. b. Total number of employees by employment contract (permanent and temporary), by region. c. Total number of employees by employment type (full-time and part-time), by gender. d. Whether a significant portion of the organization's activities are performed by workers who are not employees. If applicable, a description of the nature and scale of work performed by workers who are not employees. e. Any significant variations in the numbers reported in Disclosures 102-8-a, 102-8-b, and 102-8-c (such as seasonal variations in the tourism or agricultural industries). f. An explanation of how the data have been compiled, including any assumptions made.
GSSP-4.2.	Goal GSSP-4.2. Equal pay for equal work/work for equal value.	SSPI-4.2.1.1. (GRI Disclosure 405-2/G4-LA13) Ratio of basic salary and remuneration of women to men.	SSPI-4.2.1.1.a. Ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation. b. The definition used for 'significant locations of operation'.
GSSP-4.3.	Goal GSSP-4.3. Enterprises shall promote equal Opportunities between men and women: Positive Action.	SSPI-4.3.1.1. (GRI Standard Disclosure 202-1/.	SSPI-4.3.1.1. Ratios of standard entry level wage by gender compared to local minimum wage.

GSSP-4.4.	Goal GSSP-4.4. Equal Opportunities. Business shall contribute to promote equal opportunities for persons with disabilities.	SSPI-4.4.1.1. GRI Disclosure 404-1 Average hours of training per year per employee.	SSPI-4.4.1.1. a. Average hours of training that the organization's employees have undertaken during the reporting period, by: i. gender; ii employee category.
		SSPI-4.4.1.2. GRI Disclosure 404-2 Programs for upgrading employee skills and transition assistance programs.	SSPI-4.4.1.2. a. Type and scope of programs implemented and assistance provided to upgrade employee skills. b. Transition assistance programs provided to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.
		SSPI-4.4.1.3. GRI Disclosure 404-3 Percentage of employees receiving regular performance and career development reviews.	SSPI-4.4.1.3. a. Percentage of total employees by gender and by employee category who received a regular performance and career development review during the reporting period.
GSSP-4.5.	Goal GSSP-4.5. Special protection for vulnerable workers: minors, pregnant women, persons with disabilities, LGBT.	SSPI-4.5. 1.1. Number of vulnerable workers receiving performance and career development review and assistance.	SSPI-4.5.1.1. a. Number of vulnerable workers: minors, pregnant women, persons with disabilities; b. Percentage of vulnerable workers receiving performance and career development review and assistance.

SSP-5. PROHIBITION ON CHILD LABOR, SLAVERY AND SERVITUDE PRINCIPLE			
GSSP-5.1.	Goal GSSP-5.1. Prohibition of any form of child labor.	SSPI-5.1.1.1.(GRI Disclosure 408-1/G4-HR5) Operations and suppliers at significant risk for incidents of child labor.	SSPI-5.1.1.1. a. Operations and suppliers considered to have significant risk for incidents of: i. child labor; ii. young workers exposed to hazardous work. b. Operations and suppliers considered to have significant risk for incidents of child labor either in terms of: i. type of operation (such as manufacturing plant) and supplier; ii. countries or geographic areas with operations and suppliers considered at risk. c. Measures taken by the organization in the reporting period intended to contribute to the effective abolition of child labor.
		SSPI-5.1.1.2. GRI G3-HR6 Policies addressing Child Labor.	SSPI-5.1.1.2. Description of policy excluding child labor as defined by ILO Convention 138 and extend to which this policy is visibly stated and applied, as well as description of procedures/programmes to address this issue, including monitoring systems and results of monitoring.
GSSP-5.2.	Goal GSSP-5.2. Prohibition of forced labor, slavery and human trafficking. No recruitment and use of child soldiers.	SSPI-5.2.1.1. (GRI Disclosure 409-1/G4-HR6) Operations and suppliers at significant risk for incidents of forced or compulsory labor.	SSPI-5.2.1.1.a. Operations and suppliers considered to have significant risk for incidents of forced or compulsory labor either in terms of: i. type of operation (such as manufacturing plant) and supplier; ii. countries or geographic areas with operations and suppliers considered at risk. b. Measures taken by the organization in the reporting period intended to contribute to the elimination of all forms of forced or compulsory labor.

GSSP-5.2		SSPI-5.2.1.2. GRI G3-HR7 Policies addressing prohibition of forced labor, slavery and human trafficking.	SSPI-5.2.1.2. Description of policy to prevent forced and compulsory labor, slavery and human trafficking and extend to which this policy is visibly stated and applied as well as description of procedures/programmes to address this issue, including monitoring systems and results of monitoring.
SSP-6. EMPLOYEE/S COLLECTIVE RIGHTS PRINCIPLE			
GSSP-6.1.	Goal GSSP-6.1. Freedom of association and Right to Collective Bargaining.	SSPI-6.1.1.1.(GRI Disclosure 402-1/G4-LA4) Minimum notice periods regarding operational changes.	SSPI-6.1.1.1. a. Minimum number of weeks' notice typically provided to employees and their 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.
		SSPI-6.1.1.2. (GRI Disclosure 407-1) Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk.	SSPI-6.1.1.2. a. Operations and suppliers in which workers' rights to exercise freedom of association or collective bargaining may be violated or at significant risk either in terms of: i. type of operation (such as manufacturing plant) and supplier; ii. countries or geographic areas with operations and suppliers considered at risk. b. Measures taken by the organization in the reporting period intended to support rights to exercise freedom of association and collective bargaining.

GSSP-6.1.		SSPI-6.1.1.3. (GRI G3-LA3) Employees covered by collective bargaining agreements.	SS-61.1.1.3. Percentage employees represented by independent trade union organizations or other bona fide employee representatives broken down geographically OR percentage employees covered by collective bargaining agreements broken down by country/region.
		SSPI-6.1.1.4. (G4-HR4) Policy on freedom of association.	SS-6.1.1.4. Description of freedom of association policy and extent to which this policy is universally applied independent of local laws, as well as description of procedures/perogrammes to address this issue.
GSSP-6.2.	Goal GSSP-6.2. Enterprises shall respect the exercise of the right to strike.	SSPI-6.2.1. 1. Policies addressing the employees' right to strike.	SSPI-6.2.1.1. Evidence of policies or other governance tools proving company's respect for the exercise of the right to strike.
SSP-7. EMPLOYEE LEISURE AND PAID LEAVE PRINCIPLE			
GSSP-7.1.	Goal GSSP-7.1. Enterprises shall respect leisure and paid leave including maternal leave for mothers.	SSPI-7.1.1.1. GRI Disclosure 401-2) Benefits provided to full-time employees that are not provided to temporary or part-time employees.	SSP-7.1.1.1. a. 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. These include, as a minimum: i. life insurance; ii. health care; iii. disability and invalidity coverage; iv. parental leave; v. retirement provision; vi. stock ownership; vii. others. b. The definition used for 'significant locations of operation'.

GSSP-7.1		SSPI-7.1.1.2. (GRI Disclosure 401-3) Parental leave.	SSPI-7.1.1.2. a. Total number of employees that were entitled to parental leave, by gender. b. Total number of employees that took parental leave, by gender. c. Total number of employees that returned to work in the reporting period after parental leave ended, by gender. d. Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work, by gender. e. Return to work and retention rates of employees that took parental leave, by gender.
SSP-8. EMPLOYEE TRAINING, LIFELONG LEARNING AND SKILLS DEVELOPMENT PRINCIPLE			
GSSP-8.1.	Goal GSSP-8.1.1. The enterprise should provide training to its employees to improve their skills, should encourage lifelong learning and assist career ending resulting from termination of employment or retirement.	SSPI-8.1.1. 1.(GRI Disclosure 404-1) Average hours of training per year per employee.	SSPI-8.1.1.1. Average hours of training that the organization's employees have undertaken during the reporting period, by: i. gender; ii. employee category. (GRI 401)
		SSPI-8.1.1.2. (GRI Disclosure 404-2) Programs for upgrading employee skills and transition assistance programs.	SS-8.1.1.2. a. Type and scope of programs implemented, and assistance provided to upgrade employee skills. b. Transition assistance programs provided to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.
		SSPI-8.1.1.3. (GRI Disclosure 404-3) Percentage of employees receiving regular performance and career development reviews.	SS-8.1.1.3. Percentage of total employees by gender and by employee category who received a regular performance and career development review during the reporting period.

GSSP-8.2.		SSPI-8.1.2.1. (Ethos Indicators, 2011, Brazil) Investment in education and training	SSPI-8.1.2.1. Investment is education and training as: a) percentage of total revenue; b. total operational costs, c. total personnel expenses.
		SSPI-8.1.3.1. (UNCTAD, 2008) Employee training – hours.	SSPI-8.1.3.1. Average hours of training per year, per employee broken down by employee category.
		SSPI-8.1.3.2. Employee expenditure.	SSPI-8.1.3.2. Expenditure on employee training per year per employee broken down by employee category.
	Goal GSSP-8.2. The enterprise should take action to improve the employability of its human resources.	SSPI-8.2.1. (adapted from ISO 2600; EU Political Strategy Center, WEF and other sources) Policies and actions for improvement of employability of the human resources.	SSPI-8.2.1. Policies and actions, including annual expenditures per action, for improvement of employability of the human resources.
SSP-9. POSITIVE COMMUNITY IMPACT PRINCIPLE			
GSSP-9.1.	Goal GSSP-9.1. The enterprise should aim for positive community impact from its operations.	SSPI-9.1.1.1. GRI Disclosure 202-2 Proportion of senior management hired from the local community.	SS-9.1.1.1. a. Percentage of senior management at significant locations of operation that are hired from the local community. b. The definition used for ‘senior management’. c. The organization’s geographical definition of ‘local’. d. The definition used for ‘significant locations of operation’.
		SSPI-9.1.1.2. GRI Disclosure 204-1 Proportion of spending on local suppliers.	SSPI-9.1.1.2. a. Percentage of the procurement budget used for significant locations of operation that is spent on suppliers local to that operation (such as percentage of products and services purchased locally). b. The organization’s geographical definition of ‘local’. c. The definition used for ‘significant locations of operation’.

GSSP-9.1.	SSP-9.1.	SSPI-9.1.1.3. GRI Disclosure 413-1 Operations with local community engagement, impact assessments, and development programs.	SSPI-9.1.1.3. a. Percentage of operations with implemented local community engagement, impact assessments, and/or development programs, including the use of: i. social impact assessments, including gender impact assessments, based on participatory processes; ii. environmental impact assessments and ongoing monitoring; iii. public disclosure of results of environmental and social impact assessments; iv. local community development programs based on local communities' needs; v. stakeholder engagement plans based on stakeholder mapping; vi. broad based local community consultation committees and processes that include vulnerable groups; vii. works councils, occupational health and safety committees and other worker representation bodies to deal with impacts; viii. formal local community grievance processes.
		SSPI-9.1.1.4. GRI Disclosure 413-2 Operations with significant actual and potential negative impacts on local communities.	SSPI-9.1.1.4. a. Operations with significant actual and potential negative impacts on local communities, including: i. the location of the operations; ii. the significant actual and potential negative impacts of operations.
		SSPI-9.1.2.1. Local purchasing (UNCTAD 2008).	SSPI-9.1.2.1. Percentage of local purchasing as part of annual total purchased services and goods.
		SSPI-9.1.2.2. Contributions to the local community and Civil Society (UNCTAD 2008).	SSPI-9.1.2.2. Percentage of contributions from the annual total revenue; in-kind contributions total value and list by categories and recipients.

GSSP-9.2.	Goal GSSP-9.2. Impact on Quality of Life in the Community.	SSPI-9.2.1. (inspired by (OECD Research and discussions) Impact on quality of life in the community.	SSPI-9.2.1. Experiment with innovative approaches to measure and present the impact of your company on the quality of life in the community, including: health, environment, poverty, education, housing, mobility, public space, culture and recreation, satisfaction, security.
GSSP-9.3.	Goal GSSP-9.3. Protection and preservation of the cultural heritage. Respect protect and preserve the culture, knowledge and language of indigenous people.	SSPI-9.3.1. UNESCO, IFC Tool and WB indicators.	SSPI-9.3.1. Experiment with innovative approaches – UNESCO, IFC Tool.
SSP-10. CUSTOMER PROTECTION PRINCIPLE			
GSSP-10.1.	Goal GSSP-10.1. The enterprise must ensure protection of its customers' health and safety.	SSPI-10.1.1. GRI Disclosure 416-1 Assessment of the health and safety impacts of product and service categories.	SSPI-10.1.1.1. a. Percentage of significant product and service categories for which health and safety impacts are assessed for improvement.
		SSPI-10.1.2. GRI Disclosure 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services.	SSPI-10.1.1.2. a. Total number of incidents of non-compliance with regulations and/or voluntary codes concerning the health and safety impacts of products and services within the reporting period, by: i. incidents of non-compliance with regulations resulting in a fine or penalty; ii. incidents of non-compliance with regulations resulting in a warning; iii. incidents of non-compliance with voluntary codes. b. If the organization has not identified any non-compliance with regulations and/or voluntary codes, a brief statement of this fact is sufficient.

GSSP-10.2.	Goal GSSP-10.2. The enterprise must meet the requirements for labeling and marketing.	SSPI-10.2.1.1.GRI Disclosure 417-1 Requirements for product and service information and labeling.	SSPI-10.2.1.1. a. Whether each of the following types of information is required by the organization's procedures for product and service information and labeling: i. The sourcing of components of the product or service; ii. Content, particularly with regard to substances that might produce an environmental or social impact; iii. Safe use of the product or service; iv. Disposal of the product and environmental or social impacts; v. Other (explain). b. Percentage of significant product or service categories covered by and assessed for compliance with such procedures.
GSSP-10.3.	Goal GSSP-10.3. The enterprise must protect its customers' privacy and data.	SSPI-10.3.1.1. GRI Disclosure 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data.	SSPI-10.3.1.1. a. Total number of substantiated complaints received concerning breaches of customer privacy, categorized by: i. complaints received from outside parties and substantiated by the organization; ii. complaints from regulatory bodies. b. Total number of identified leaks, thefts, or losses of customer data. c. If the organization has not identified any substantiated complaints, a brief statement of this fact is sufficient.