

Global Reporting Initiative (GRI) G3 Content Index						
STANDARD DISCLOSURES PART I: Profile Disclosures						
NI = Needs Improvement; NR = Not Required; NC = Not Covered; NA = Not Applicable						
1. Strategy and Analysis						
Profile Disclosure	Description	Reference	Explanation	C	B	A
1.1	Statement from the most senior decision-maker of the organization	pp 5 - 9	The Chairman's statement is on pp. 5 - 6 and the Executive Director's review can be found on pp. 7 - 9.	OK	OK	OK
1.2	Description of key impacts, risks, and opportunities.	pp 4 - 5	The scope of service, programme descriptions and achievements and challenges are discussed under the sections headed "Cotlands' reach", "Consolidated statistics", "Key achievements" and "Challenges"... found on pp. 4 - 5.	NR	NI	NI
2. Organisational Profile						
Profile Disclosure	Description	Reference	Explanation	C	B	A
2.1	Name of the organization.	Cover to cover	The name of the organisation is mentioned throughout the report. Page 39 lists the names and contact details for all branches	OK	OK	OK
2.2	Primary brands, products, and/or services.	pp. 4, 10 - 21	Description of all Cotlands services in "Cotlands' reach", while the various operational services are discussed on pages 12 - 23.	OK	OK	OK
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	pp. 4, 10 - 21, 34 - 35	The structure of Cotlands is discussed throughout the report, particularly under our "Operational services" (pp. 12 - 23) and "Governance" (pp. 36 - 37) sections.	OK	OK	OK
2.4	Location of organization's headquarters.	pp. 4, 39	Cotlands' Headquarters are in Turffontein, Johannesburg	OK	OK	OK
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	pp. 4, 39	Cotlands only operates in South Africa.	OK	OK	OK
2.6	Nature of ownership and legal form.	pp. 37, 39	Cotlands is a Non Profit Organisation (NPO) that is owned by the people of South Africa, for the benefit of the people of South Africa. Our ownership structure, although not explicitly defined in this report, is implicit in our mandate as a not-for-profit entity.	OK	OK	OK
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	pp. 4 - 5, 10 - 21	The map and the scope of services on pages 4 and 10 - 21 illustrate the geographic breakdown and beneficiaries served, as do the statistics on page 5.	OK	OK	OK
2.8	Scale of the reporting organization.	pp. 5, 11, 15, 20, 21, 22	The scale of the organisation has been depicted by the number of beneficiaries served and the number of employees.	OK	OK	OK
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	pp. 5, 9, 35	The number of beneficiaries decreased slightly (from 4200 to 4069) during the period under review. Other changes are mentioned in the section headed, "Executive Director's Review" and "Governance".	OK	OK	OK
2.10	Awards received in the reporting period.	This report	No awards were received in the reporting period.	NI	NI	NI
3. Report Parameters						
Profile Disclosure	Description	Reference	Explanation	C	B	A
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	p. 8	Our reports are annual, and reflect our Financial Year, April 1 to March 31.	OK	OK	OK
3.2	Date of most recent previous report (if any).	pp. iii, 4	A report is produced annually. This is our sixth report that attempts to comply with GRI guidelines.	OK	OK	OK
3.3	Reporting cycle (annual, biennial, etc.)	p. iii	Cotlands reports on an annual basis.	OK	OK	OK
3.4	Contact point for questions regarding the report or its contents.	P. 39	Cotlands head office can be contacted for any questions relating to this report. The email address is info@cotlands.org .	OK	OK	OK
3.5	Process for defining report content.	pp. iii, 48-49	The process for defining the report content is described in the section headed, "six years of GRI reporting" and on pages 48 - 49.	OK	OK	OK
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	p. 4	The boundary of this report is discussed implicitly in the introduction.	OK	OK	OK
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope). I	pp. 4, 37	The limitations of this report are discussed in the introduction, and mentioned where applicable as on page 37.	OK	OK	OK

Profile Disclosure	Description	Reference	Explanation	C	B	A
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	pp. 4 - 5, 10 - 21	Cotlands' regional operations are discussed throughout the report, particularly in the Operational Services section. Our basis for reporting on joint ventures is reported implicitly.	NI	NI	NI
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	pp. 48, 50 - 51	KPMG provides external assurance on an honorary basis. The assurance report includes data collection techniques, bases of calculations, and assumptions. An explanation for this can be found in KPMG's Assurance Statement. An explanation on decisions not to apply the GRI protocols in some instances is given on page 48.	NR	OK	OK
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	N/A	No re-statements were required in this report.	OK	OK	OK
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	pp. 4 - 5, 10 - 21, 38	Expansion of WC operations has been the only significant operational shift in 2009, and only the measurement of environmental data has changed significantly (excepting the government shift in what constitutes "an orphan").	OK	OK	OK
3.12	Table identifying the location of the Standard Disclosures in the report.	pp. 48 - 49 and via email	Due to space restrictions, a comprehensive table was not included in the printed report, but is available via email (info@cotlands.org).	OK	OK	OK
3.13	Policy and current practice with regard to seeking external assurance for the report.	pp. 50 - 51	KPMG has provided external assurance for this report on an honorary basis.	NR	OK	OK
4. Governance, Commitments, and Engagement						
Profile Disclosure	Description	Reference	Explanation	C	B	A
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	p. 35	The mandate of Cotlands Management Board, the list of sub committees and the names of the board members are listed under the Governance section.	OK	OK	OK
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	p. 35	Cotlands Chairman is a non-executive volunteer.	OK	OK	OK
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	p. 35	All members of Cotlands Management Board are non-executive volunteers.	OK	OK	OK
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	p. 23	Cotlands is a non profit organisation and therefore does not have shareholders. However, donors are regarded as 'shareholders' and are constantly engaged for board input and/or recommendations. Employee engagement is discussed on page 25.	NI	NI	NI
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	N/A	Cotlands management board are not paid as they are all volunteers. The senior managers received fixed salaries without any profit (or any other) related incentives.	NR	NA	NA
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	pp. 22 - 23	See also "Responsibility of Board Members" on our website www.cotlands.org	NR	NI	NI
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.	p. 35	Selection of Board Members will be discussed in more detail in the next report, but is partially discussed in the section headed, "Governance".	NR	NI	NI
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	p. 4	Our mission and value statements can be found on page 4.	NR	NI	NI
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	p. 35	This indicator is not discussed in detail in this report, but some information can be found in the section headed, "Governance".	NR	NI	NI
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	p.35	The Board is constituted by volunteers, and their performance...particularly with respect to attendance, commitment to adding value, and constructive feedback is evaluated informally on an ongoing basis, but formally in preparation for our Annual General Meeting.	NR	OK	OK

Profile Disclosure	Description	Reference	Explanation	C	B	A
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organisation.	N/A	The Board, including Exco, applies the precautionary approach in all of its decision-making processes, but most specifically with respect to the provision and/or expansion of services to our beneficiaries, commitments to new capital expenditures, and the overall management of budgets, particularly with respect to how donor funds are deployed.	NR	OK	OK
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	N/A	We operate within the regulatory frameworks provided by various government departments. These will be listed more comprehensively in future reports.	NR	NI	NI
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	pp. iii, 48-49	Cotlands is part of the working group established by GRI to develop a sector supplement for the Non Profit sector.	NR	OK	OK
4.14	List of stakeholder groups engaged by the organization.	p. 23	Government, other NGOs, funding partners, volunteers, staff and social welfare bodies are engaged on an ongoing basis.	OK	NI	NI
4.15	Basis for identification and selection of stakeholders with whom to engage.	p. 23	A short discussion on our Stakeholder engagement can be found on page 23.	OK	NI	NI
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	p. 23	Frequency of engagement with employees can be found on page 23. We have only reported on this indicator partially this year.	NR	NI	NI
4.17	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.	pp. 1 - 58	The entire report is an outcome from a variety of stakeholder engagements, particularly volunteers on the Board and various committees, short and long-term in-service volunteers, staff, and funding partners.	NR	OK	OK
STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)						
G3 DMA	Description	Reference	Explanation			
DMA EC	Disclosure on Management Approach EC	pp. 26 - 28	Management systems and approaches to ensuring economic sustainability are discussed throughout the report, particularly with respect to attracting and retaining donor support; effective and efficient budget controls; and, the control over capital expenditures.	NR	NI	NI
DMA EN	Disclosure on Management Approach EN	pp. 37 - 38	Although environmental issues are relatively immaterial Cotlands, our management systems and approaches with respect to our most significant/material impacts are discussed relative to reducing our environmental footprint.	NR	OK	OK
DMA LA	Disclosure on Management Approach LA	pp. 8 - 21	Management systems and approaches are discussed in the Director's Report, as well as in the 'Operational services and 'Operational support' sections.	NR	OK	OK
DMA HR	Disclosure on Management Approach HR	pp. 28, 35	Management systems and approaches to various Human Rights, including the rights of donors and the children in our care, are discussed in the 'Fund development' and 'Governance' sections.	NR	OK	OK
DMA SO	Disclosure on Management Approach SO	pp. 10 - 35	Cotlands is wholly committed to social development, and thus our management systems and approaches are discussed throughout the report.	NR	OK	OK
DMA PR	Disclosure on Management Approach PR	pp. 8 - 21	Cotlands does not produce any goods, but the services offered and their impact are described throughout the report	NR	OK	OK
STANDARD DISCLOSURES PART III: Performance Indicators						
Economic						
Performance Indicator	Description	Reference	Explanation			
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	pp. 28, 40 - 47	Graphs reflect the sources of income and average donations received, and the audited financial statements provide information on income and expenditure.	OK	OK	OK
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	N/A	Financial risks identified in this report are not as a result of climate change.	NC	NC	NC
EC3	Coverage of the organization's defined benefit plan obligations.	N/A	Defined benefit plans are not discussed in this report.	NC	NC	NC
EC4	Significant financial assistance received from government.	pp. 28, 31 - 32	Government departments mentioned in list of donors.	OK	OK	OK
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	N/A	Will be included in subsequent reports.	NR	NC	NC
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	N/A	Not discussed in this report.	NR	NC	NC

Profile Disclosure	Description	Reference	Explanation	C	B	A
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	pp. 24, 37	Procedures for hiring local staff not reported as apart from foreign nationals. All but 1 staff member is a South African, and local to their place of employment.	OK	OK	OK
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	ALL	Everything that Cotlands does is for 'Public Benefit'.	OK	OK	OK
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	N/A	Not discussed in this report.	NR	NC	NC
Environmental						
Performance Indicator	Description	Reference	Explanation			
EN1	Materials used by weight or volume.	N/A	Not discussed in this report.	NR	NC	NC
EN2	Percentage of materials used that are recycled input materials.	N/A	Not discussed in this report.	NR	NC	NC
EN3	Direct energy consumption by primary energy source.	pp. 37 - 38	Water and electricity usage has only been recorded for the Turffontein, Gauteng premises. Data from the other provinces will be reported on in future reports.	NI	NI	NI
EN4	Indirect energy consumption by primary source.	p. 38	Basic discussion offered in the section headed, "Environmental Responsibility".	NI	NI	NI
EN5	Energy saved due to conservation and efficiency improvements.	pp. 37 - 38	Basic discussion offered in the section headed, "Environmental Responsibility".	NR	NI	NI
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	pp. 37 - 38	Our energy-reduction initiatives are discussed in the section headed, "Environmental Responsibility". Cotlands does not provide energy-efficient or renewable energy based products and services.	NR	NI	NI
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	pp. 37 - 38	Basic discussion offered in the section headed, "Environmental Responsibility".	NR	NI	NI
EN8	Total water withdrawal by source.	N/A	Not discussed in this report.	NC	NC	NC
EN9	Water sources significantly affected by withdrawal of water.	N/A	Not discussed in this report.	NR	NC	NC
EN10	Percentage and total volume of water recycled and reused.	N/A	Not discussed in this report.	NR	NC	NC
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	N/A	Not discussed in this report.	NC	NC	NC
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	N/A	Not discussed in this report.	NC	NC	NC
EN13	Habitats protected or restored.	N/A	Not applicable to Cotlands.	NA	NA	NA
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	N/A	Not discussed in this report.	NR	NC	NC
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	N/A	Not discussed in this report.	NR	NC	NC
EN16	Total direct and indirect greenhouse gas emissions by weight.	pp. 37 - 38	This report only lists the volume of fuel and electricity that was used, including air travel, paper use and gas consumption.	OK	OK	OK
EN17	Other relevant indirect greenhouse gas emissions by weight.	N/A	Not discussed in this report.	NC	NC	NC
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	pp. 37 - 38	Basic discussion given about reducing environmental impacts and fuel usage in the section headed, "Environmental Responsibility".	NR	NI	NI
EN19	Emissions of ozone-depleting substances by weight.	N/A	Not discussed in this report.	NC	NC	NC
EN20	NOx, SOx, and other significant air emissions by type and weight.	N/A	Not discussed in this report.	NC	NC	NC
EN21	Total water discharge by quality and destination.	N/A	Not discussed in this report.	NC	NC	NC
EN22	Total weight of waste by type and disposal method.	p. 38	Our waste management systems are mentioned in the section headed, "Environmental Responsibility".	NI	NI	NI
EN23	Total number and volume of significant spills.	N/A	Not applicable to Cotlands.	NA	NA	NA
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	N/A	Not applicable to Cotlands.	NA	NA	NA
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	N/A	Not discussed in this report.	NR	NC	NC

Profile Disclosure	Description	Reference	Explanation	C	B	A
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	pp. 37 - 38	In the context of Cotlands, this may not be applicable, but environmental impacts and/or 'footprint' minimisation is nonetheless an ongoing concern.	NI	NI	NI
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	N/A	Not applicable to Cotlands.	NA	NA	NA
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	N/A	Not discussed in this report.	NC	NC	NC
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	N/A	Not discussed in this report.	NR	NC	NC
EN30	Total environmental protection expenditures and investments by type.	N/A	Not discussed in this report.	NR	NC	NC
Social: Labour Practices and Decent Work						
Performance Indicator	Description	Reference	Explanation	C	B	A
LA1	Total workforce by employment type, employment contract, and region.	p. 22	A breakdown of our workforce is given by region / operation on page 22.	NI	NI	NI
LA2	Total number and rate of employee turnover by age group, gender, and region.	p. 22	Our employee turnover is discussed in the section headed, "Operational Support".	NI	NI	NI
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	N/A	Not discussed in this report.	NR	NC	NC
LA4	Percentage of employees covered by collective bargaining agreements.	N/A	Not discussed in this report.	NC	NC	NC
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	N/A	Not discussed in this report.	NC	NC	NC
LA6	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.	N/A	Not discussed in this report.	NR	NC	NC
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	pp. 22 - 23	Due to a lack of systems in some of the non-Gauteng operations, only partial data could be reported.	NI	NI	NI
LA8	Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	N/A	Not discussed in this report.	NC	NC	NC
LA9	Health and safety topics covered in formal agreements with trade unions.	N/A	Not discussed in this report.	NR		NC
LA10	Average hours of training per year per employee by employee category.	p. 24	The total number of hours of training provided to our employees is given on page 24.	NI	NI	NI
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	p. 24	Our training programs are discussed partially in this report.	NR	NI	NI
LA12	Percentage of employees receiving regular performance and career development reviews.	N/A	Not discussed in this report.	NR	NC	NC
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	pp. 24, 34 - 35	A breakdown of our workforce by region / operation, and discussion on the average age of our workforce can be found on page 24. Our governance structure and members of the board and other governance bodies of Cotlands can be found in the Governance section.	NI	NI	NI
LA14	Ratio of basic salary of men to women by employee category.	N/A	Salary scales are set by employment grade, not gender	NC	NC	NC
Social: Human Rights						
Performance Indicator	Description	Reference	Explanation	C	B	A
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	p. 35	Our employee contracts include human rights clauses as discussed on page 35.	OK	OK	OK
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	p. 35	We have only mentioned security contracts that include human rights clauses in this report.	NI	NI	NI
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	N/A	Not discussed in this report.	NR	NC	NC
HR4	Total number of incidents of discrimination and actions taken.	p. 35	No incidents of discrimination have been reported during the year under review. However, page 35 describes Cotlands employment equity forum which is the body responsible for monitoring discrimination	OK	OK	OK
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	p. 35	Freedom of association is afforded to all of Cotlands' staff, across all of our operations.	OK	OK	OK
HR6	Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour.	p. 35	Child labour is not tolerated in any of Cotlands' operations, particularly, but not limited to any of our economic development projects.	OK	OK	OK
HR7	Operations identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of forced or compulsory labour.	N/A	Not discussed in this report.	NC	NC	NC

Profile Disclosure	Description	Reference	Explanation	C	B	A
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	p. 35	Mentioned is made of appropriate training being undertaken on page 35.	NR	NI	NI
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	N/A	Not discussed in this report.	NR	NC	NC
Social: Society						
Performance Indicator	Description	Reference	Explanation			
S01	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	pp. 5, 10 - 21,	The impact of our programmes are discussed in the section headed, "Operational Services" although we have not elaborately discussed programs that asses and manage the impact of our operations on communities.	NI	NI	NI
S02	Percentage and total number of business units analyzed for risks related to corruption.	p. 27 - 28	There has been one incident reported - that of Winkhaya's deemed unlawfulness as a lottery in this year.	OK	OK	OK
S03	Percentage of employees trained in organization's anti-corruption policies and procedures.	N/A	Not discussed in this report.	NC	NC	NC
S04	Actions taken in response to incidents of corruption.	p. 27 - 28	Although not necessarily an incident of "corruption", the issue of Winkhaya...and its deemed status as a "lottery"...resulted in court challenges that ultimately led to the cancellation of the programme.	OK	OK	OK
S05	Public policy positions and participation in public policy development and lobbying.	N/A	Cotlands was not involved in any significant advocacy or lobbying activities during the year under review	OK	OK	OK
S06	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	N/A	Not discussed in this report.	NR	NC	NC
S07	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes.	N/A	Not applicable to Cotlands.	NA	NA	NA
S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	N/A	Not discussed in this report.	NC	NC	NC
Social: Product Responsibility						
Performance Indicator	Description	Reference	Explanation			
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	N/A	Not discussed in this report.	NC	NC	NC
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	N/A	Not discussed in this report.	NR	NC	NC
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	N/A	Not discussed in this report.	NC	NC	NC
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.	p. 27 - 28	Basic discussion can be found on pages 27 - 28.	NR	NI	NI
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	pp. 1 - 58	We have made reference throughout the report as to how our programmes meet the needs of our beneficiaries.	NR	NI	NI
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	p. 27 - 28	Basic discussion is made throughout the report, but primarily on p. 29	NI	NI	NI
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.	p. 27 - 28	Basic discussion can be found on pages 27 - 28.	NR	OK	OK
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	p. 27 - 28	Basic discussion can be found on pages 27 - 28.	NR	OK	OK
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	p. 27 - 28	Basic discussion can be found on pages 27 - 28.	OK	OK	OK