

GRI Index

GRI Guidelines and Corresponding Report Sections

1. Strategy and Analysis

Indicator	ISO26000 section	Link
1.1 Statement from the most senior decision-maker of the organization (e.g., CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy.	6.2	▶ Top-Level Commitment
1.2 Description of key impacts, risks, and opportunities.	6.2	▶ Top-Level Commitment ▶ CSR Approach and Framework ▶ CSR Goals and Achievements ▶ "SMART for GREEN 2020" Environmental Vision for FY2020 ▶ Environmental Targets

2. Organizational Profile

Indicator	ISO26000 section	Link
2.1 Name of the organization.		▶ Corporate Profile
2.2 Primary brands, products, and/or services.		▶ Corporate Profile
2.3 Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	6.2	▶ About us
2.4 Location of organization's headquarters.		▶ Corporate Profile
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.		▶ Enhancing Service and Support ▶ Improving Our Coverage Area
2.6 Nature of ownership and legal form.		▶ Corporate Profile
2.7 Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).		▶ Corporate Profile

Indicator	ISO26000 section	Link
2.8	Scale of the reporting organization, including: <ul style="list-style-type: none"> ▪ Number of employees; ▪ Net sales (for private sector organizations) or net revenues (for public sector organizations); ▪ Total capitalization broken down in terms of debt and equity (for private sector organizations); and ▪ Quantity of products or services provided. 	Corporate Profile
2.9	Significant changes during the reporting period regarding size, structure, or ownership including: <ul style="list-style-type: none"> ▪ The location of, or changes in operations, including facility openings, closings, and expansions; and ▪ Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations). 	not applicable
2.10	Awards received in the reporting period.	Top-Level Commitment Evaluations by the Outside Parties Customer Service: Basic Approach & FY2010 Highlights Assessment of Efforts to Raise Customer Satisfaction Basic Approach to Universal Design Addressing the Impact on Children Responsibilities to Shareholders and Investors

3. Report Parameters

Indicator		ISO26000 section	Link
Report Profile			
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.		▶ Editorial Policy
3.2	Date of most recent previous report (if any).		▶ Editorial Policy
3.3	Reporting cycle (annual, biennial, etc.).		▶ Editorial Policy
3.4	Contact point for questions regarding the report or its contents.		▶ Editorial Policy
Report Scope and Boundary			
3.5	Process for defining report content, including: <ul style="list-style-type: none"> ▪ Determining materiality; ▪ Prioritizing topics within the report; and ▪ Identifying stakeholders the organization expects to use the report. 		▶ Editorial Policy
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).		▶ Editorial Policy
3.7	State any specific limitations on the scope or boundary of the report.		▶ Editorial Policy
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.		not applicable
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.		▶ Environmental Accounting ▶ Preventing Global Warming
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).		not applicable
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.		not applicable
GRI content index			
3.12	Table identifying the location of the Standard Disclosures in the report.		▶ GRI Index ▶ MOE Guidelines Index

Indicator	ISO26000 section	Link
Assurance		
3.13	Policy and current practice with regard to seeking external assurance for the report. If not included in the assurance report accompanying the sustainability report, explain the scope and basis of any external assurance provided. Also explain the relationship between the reporting organization and the assurance provider(s).	7.5.3 Third Party Comment

4. Governance, Commitments, and Engagement

Indicator	ISO26000 section	Link
Governance		
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.	6.2 CSR Approach and Framework Corporate Governance System
4.2	Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organization's management and the reasons for this arrangement).	6.2 Corporate Governance System
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.	6.2 Corporate Governance System
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	6.2 Corporate Governance System
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).	6.2 Corporate Governance System
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	6.2 Corporate Governance System
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.	6.2 Corporate Governance System

Indicator		ISO26000 section	Link
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.	6.2	<ul style="list-style-type: none"> ▶ <u>Top-Level Commitment</u> ▶ <u>CSR Approach and Framework</u> ▶ <u>"SMART for GREEN 2020" Environmental Vision for FY2020</u> ▶ <u>Basic Philosophy, DOCOMO Global Environmental Charter</u> ▶ <u>Working with Other Businesses, the NTT DOCOMO CSR Procurement Guidelines</u> ▶ <u>Compliance, Code of Ethics</u>
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.	6.2	<ul style="list-style-type: none"> ▶ <u>CSR Approach and Framework</u> ▶ <u>Environmental Management Systems</u> ▶ <u>Corporate Governance System</u> ▶ <u>Compliance</u>
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	6.2	<ul style="list-style-type: none"> ▶ <u>CSR Approach and Framework</u> ▶ <u>CSR Goals and Achievements</u> ▶ <u>Environmental Management Systems</u>

Indicator	ISO26000 section	Link
Commitments to External Initiatives		
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	6.2 CSR Approach and Framework Environmental Management Systems Corporate Governance System Compliance
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	6.2 Editorial Policy
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: <ul style="list-style-type: none"> ▪ Has positions in governance bodies; ▪ Participates in projects or committees; ▪ Provides substantive funding beyond routine membership dues; or ▪ Views membership as strategic. 	6.2 CSR Approach and Framework Radio Wave Safety Environmental Protection: Basic Approach & FY2010 Highlights Promoting Resource Efficiency and Recycling Working on Behalf of Children

Indicator	ISO26000 section	Link
Stakeholder Engagement		
4.14	List of stakeholder groups engaged by the organization.	6.2 ▶ CSR Approach and Framework
4.15	Basis for identification and selection of stakeholders with whom to engage.	6.2 ▶ CSR Approach and Framework
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	6.2 ▶ CSR Approach and Framework
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.	6.2 ▶ Customer Service: Basic Approach & FY2010 Highlights ▶ Consistent Quality: Basic Approach & FY2010 Highlights ▶ Safety and Security: Basic Approach & FY2010 Highlights ▶ Environmental Protection: Basic Approach & FY2010 Highlights ▶ Utilizing ICT to Help Solve Issues Facing Society: FY2010 Highlights ▶ Social Contribution Activities: FY2010 Highlights ▶ Creating a Better Work Environment: FY2010 Highlights ▶ Working with Business Partners: FY2010 Highlights

5. Management Approach and Performance Indicators

Economic

Indicator		ISO26000 section	Link
Management Approach			
	Disclosure on Management Approach, Goals and Performance, Policy and Additional Contextual Information.		▶ Corporate Profile ▶ Economic Relationships with Our Stakeholders
Aspect: Economic Performance			
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.	6.8 6.8.3 6.8.7 6.8.9	▶ Economic Relationships with Our Stakeholders ▶ Corporate Governance System ▶ Responsibilities to Shareholders and Investors
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	6.5.5	
EC3	Coverage of the organization's defined benefit plan obligations.		
EC4	Significant financial assistance received from government.		
Aspect: Market Presence			
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	6.4.4 6.8	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	6.6.6 6.8 6.8.5 6.8.7	▶ Economic Relationships with Our Stakeholders ▶ Working with Other Businesses
EC7	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.	6.8 6.8.5 6.8.7	

Indicator		ISO26000 section	Link
Aspect: Indirect Economic Impacts			
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	6.3.9 6.8 6.8.3 6.8.4 6.8.5 6.8.6 6.8.7 6.8.9	▶ Top-Level Commitment ▶ Research and Development for the Future ▶ Utilizing ICT to Help Solve Issues Facing Society ▶ Social Contribution Activities
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	6.3.9 6.6.6 6.6.7 6.7.8 6.8 6.8.5 6.8.6 6.8.7 6.8.9	

Environmental

Indicator		ISO26000 section	Link
Management Approach			
	Disclosure on Management Approach, Goals and Performance, Policy, Organizational Responsibility, Training and Awareness, Monitoring and Follow-Up, and Additional Contextual Information.		<ul style="list-style-type: none"> ▶ Top-Level Commitment ▶ Environmental Protection: Basic Approach & FY2010 Highlights ▶ FY2010 Medium-Term Environmental Targets and Achievements ▶ "SMART for GREEN 2020" Environmental Vision for FY2020 ▶ Basic Philosophy, DOCOMO Global Environmental Charter ▶ Environmental Management Systems ▶ Promoting Green Procurement ▶ Environmental Targets
Aspect: Materials			
EN1	Materials used by weight or volume.	6.5 6.5.4	▶ Environmental Impacts of Business Activities
EN2	Percentage of materials used that are recycled input materials.	6.5 6.5.4	<ul style="list-style-type: none"> ▶ Promoting Green Procurement ▶ Reducing Waste

Indicator		ISO26000 section	Link
Aspect: Energy			
EN3	Direct energy consumption by primary energy source.	6.5 6.5.4	▶ Environmental Impacts of Business Activities
EN4	Indirect energy consumption by primary energy source.	6.5 6.5.4	▶ Environmental Impacts of Business Activities
EN5	Energy saved due to conservation and efficiency improvements.	6.5 6.5.4	▶ Environmental Impacts of Business Activities
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	6.5 6.5.4	▶ Environmental Protection: Basic Approach & FY2010 Highlights ▶ "SMART for GREEN 2020" Environmental Vision for FY2020 ▶ Preventing Global Warming ▶ Helping Prevent Global Warming ▶ Services and Initiatives in Environment/Ecology Field
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	6.5 6.5.4	▶ "SMART for GREEN 2020" Environmental Vision for FY2020
Aspect: Water			
EN8	Total water withdrawal by source.	6.5 6.5.4	▶ Environmental Impacts of Business Activities
EN9	Water sources significantly affected by withdrawal of water.	6.5 6.5.4	
EN10	Percentage and total volume of water recycled and reused.	6.5 6.5.4	▶ Environmental Impacts of Business Activities

Indicator		ISO26000 section	Link
Aspect: Biodiversity			
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	6.5 6.5.6	
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	6.5 6.5.6	<ul style="list-style-type: none"> ▶ "SMART for GREEN 2020" Environmental Vision for FY2020 ▶ Promoting Resource Efficiency and Recycling ▶ Developing Eco-Friendly Mobile Phones ▶ Biodiversity Initiatives
EN13	Habitats protected or restored.	6.5 6.5.6	
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	6.5 6.5.6	<ul style="list-style-type: none"> ▶ Top-Level Commitment ▶ "SMART for GREEN 2020" Environmental Vision for FY2020 ▶ Basic Philosophy, DOCOMO Global Environmental Charter
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	6.5 6.5.6	

Indicator		ISO26000 section	Link
Aspect: Emissions, Effluents, and Waste			
EN16	Total direct and indirect greenhouse gas emissions by weight.	6.5 6.5.5	▶ FY2010 Medium-Term Environmental Targets and Achievements ▶ Environmental Impacts of Business Activities ▶ Preventing Global Warming
EN17	Other relevant indirect greenhouse gas emissions by weight.	6.5 6.5.5	▶ Environmental Impacts of Business Activities
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	6.5 6.5.5	▶ Environmental Protection: Basic Approach & FY2010 Highlights ▶ FY2010 Medium-Term Environmental Targets and Achievements ▶ "SMART for GREEN 2020" Environmental Vision for FY2020 ▶ Preventing Global Warming
EN19	Emissions of ozone-depleting substances by weight.	6.5 6.5.3	▶ Environmental Impacts of Business Activities
EN20	NO, SO, and other significant air emissions by type and weight.	6.5 6.5.3	
EN21	Total water discharge by quality and destination.	6.5 6.5.3	
EN22	Total weight of waste by type and disposal method.	6.5 6.5.3	▶ Environmental Impacts of Business Activities ▶ Reducing Waste
EN23	Total number and volume of significant spills.	6.5 6.5.3	
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.	6.5 6.5.3	
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.	6.5 6.5.4 6.5.6	

Indicator		ISO26000 section	Link
Aspect: Products and Services			
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	6.5 6.5.4 6.6.6 6.7.5	<ul style="list-style-type: none"> > Environmental Protection: Basic Approach & FY2010 Highlights > "SMART for GREEN 2020" Environmental Vision for FY2020 > Helping Prevent Global Warming > Promoting Resource Efficiency and Recycling > Developing Eco-Friendly Mobile Phones > Services and Initiatives in Environment/Ecology Field
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	6.5 6.5.4 6.7.5	<ul style="list-style-type: none"> > Environmental Protection: Basic Approach & FY2010 Highlights > Environmental Impacts of Business Activities > Reducing Waste > Promoting Resource Efficiency and Recycling
Aspect: Compliance			
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	6.5	
Aspect: Transport			
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	6.5 6.5.4 6.6.6	<ul style="list-style-type: none"> > "SMART for GREEN 2020" Environmental Vision for FY2020 > Environmental Impacts of Business Activities
Aspect: Overall			
EN30	Total environmental protection expenditures and investments by type.	6.5	> Environmental Accounting

Labor Practices and Decent Work

Indicator		ISO26000 section	Link
Management Approach			
	Disclosure on Management Approach, Goals and Performance, Policy, Organizational Responsibility, Training and Awareness, Monitoring and Follow-Up, and Additional Contextual Information.		<ul style="list-style-type: none"> ▶ Top-Level Commitment ▶ CSR Goals and Achievements ▶ Creating a Better Work Environment: FY2010 Highlights ▶ Employment and Compensation ▶ Professional Skill Development ▶ Respecting Human Rights at the Workplace ▶ Promoting Work-Life Balance ▶ Mental Health Support
Aspect: Employment			
LA1	Total workforce by employment type, employment contract, and region.	6.4 6.4.3	▶ Employment and Compensation
LA2	Total number and rate of employee turnover by age group, gender, and region.	6.4 6.4.3	
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	6.4 6.4.3 6.4.4	▶ Promoting Work-Life Balance
Aspect: Labor/Management Relations			
LA4	Percentage of employees covered by collective bargaining agreements.	6.4 6.4.3 6.4.4 6.4.5 6.3.10	
LA5	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	6.4 6.4.3 6.4.4 6.4.5	

Indicator		ISO26000 section	Link
Aspect: Operational Health and Safety			
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.	6.4 6.4.6	
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	6.4 6.4.6	
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	6.4 6.4.6 6.8 6.8.3 6.8.4 6.8.8	▶ Mental Health Support
LA9	Health and safety topics covered in formal agreements with trade unions.	6.4 6.4.6	▶ Communicating with Employees
Aspect: Training and Education			
LA10	Average hours of training per year per employee by employee category.	6.4 6.4.7	
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	6.4 6.4.7 6.8.5	▶ Professional Skill Development ▶ Promoting Work-Life Balance
LA12	Percentage of employees receiving regular performance and career development reviews.	6.4 6.4.7	
Aspect: Diversity and Equal Opportunity			
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	6.3.7 6.3.10 6.4 6.4.3	▶ Employment and Compensation
LA14	Ratio of basic salary of men to women by employee category.	6.3.7 6.3.10 6.4 6.4.3 6.4.4	

Human Rights

Indicator		ISO26000 section	Link
Management Approach			
	Disclosure on Management Approach, Goals and Performance, Policy, Organizational Responsibility, Training and Awareness, Monitoring and Follow-Up, and Additional Contextual Information.		<ul style="list-style-type: none"> ➤ Top-Level Commitment ➤ CSR Goals and Achievements ➤ Creating a Better Work Environment: FY2010 Highlights ➤ Employment and Compensation ➤ Respecting Human Rights at the Workplace ➤ Working with Business Partners: FY2010 Highlights ➤ Working with Other Businesses ➤ Compliance
Aspect: Investment and Procurement Practices			
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	6.3 6.3.3 6.3.5 6.6.6	
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	6.3 6.3.3 6.3.5 6.4.3 6.6.6	<ul style="list-style-type: none"> ➤ Working with Other Businesses
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.	6.3 6.3.5	
Aspect: Non-Discrimination			
HR4	Total number of incidents of discrimination and actions taken.	6.3 6.3.6 6.3.7 6.3.10 6.4.3	

Indicator	ISO26000 section	Link
Aspect: Freedom of Association and Collective Bargaining		
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.	6.3 6.3.3 6.3.4 6.3.5 6.3.8 6.3.10 6.4.3 6.4.5
Aspect: Child Labor		
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	6.3 6.3.3 6.3.4 6.3.5 6.3.7 6.3.10 ▶ Working with Other Businesses
Aspect: Forced and Compulsory Labor		
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.	6.3 6.3.3 6.3.4 6.3.5 6.3.7 6.3.10 ▶ Working with Other Businesses
Aspect: Security Practices		
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	6.3 6.3.5 6.4.3 6.6.6 ▶ Compliance
Aspect: Indigenous Rights		
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	6.3 6.3.6 6.3.7 6.3.8 6.6.7

Society

Indicator		ISO26000 section	Link
Management Approach			
	Disclosure on Management Approach, Goals and Performance, Policy, Organizational Responsibility, Training and Awareness, Monitoring and Follow-Up, and Additional Contextual Information.		▶ Top-Level Commitment ▶ CSR Goals and Achievements ▶ Compliance
Aspect: Community			
SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating and exiting.	6.3.9 6.8 6.8.5 6.8.7* 6.6.7	▶ Improving Our Coverage Area
Aspect: Corruption			
SO2	Percentage and total number of business units analyzed for risks related to corruption.	6.6 6.6.3	
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	6.6 6.6.3	
SO4	Actions taken in response to incidents of corruption.	6.6 6.6.3	
Aspect: Public Policy			
SO5	Public policy positions and participation in public policy development and lobbying.	6.6 6.6.4 6.8.3	▶ CSR Approach and Framework
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	6.6 6.6.4 6.8.3	
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	6.6 6.6.5 6.6.7	
Compliance			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	6.6 6.6.7 6.8.7*	

Product Responsibility

Indicator		ISO26000 section	Link
Management Approach			
	Disclosure on Management Approach, Goals and Performance, Policy, Organizational Responsibility, Training and Awareness, Monitoring and Follow-Up, and Additional Contextual Information.		<ul style="list-style-type: none"> ➤ Top-Level Commitment ➤ CSR Goals and Achievements ➤ Accurate and Clear Advertising ➤ Maintaining Product Safety ➤ Ensuring Information Security ➤ Working with docomo Shops ➤ Working with Other Businesses ➤ Compliance
Aspect: Customer Health and Safety			
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.	6.3.9 6.6.6 6.7 6.7.4 6.7.5	<ul style="list-style-type: none"> ➤ Maintaining Product Safety ➤ Radio Wave Safety
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.	6.3.9 6.6.6 6.7 6.7.4 6.7.5	<ul style="list-style-type: none"> ➤ Maintaining Product Safety

Indicator		ISO26000 section	Link
Aspect: Product and Service Labeling			
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	6.7 6.7.3 6.7.4 6.7.5 6.7.6 6.7.9	
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcome.	6.7 6.7.3 6.7.4 6.7.5 6.7.6 6.7.9	not applicable
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	6.7 6.7.4 6.7.5 6.7.6 6.7.8 6.7.9	▶ Customer Service: Basic Approach & FY2010 Highlights ▶ Assessment of Efforts to Raise Customer Satisfaction
Aspect: Marketing Communications			
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	6.7 6.7.3 6.7.6 6.7.9	▶ Accurate and Clear Advertising
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.	6.7 6.7.3 6.7.6 6.7.9	
Aspect: Customer Privacy			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	6.7 6.7.7	
Aspect: Compliance			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	6.7 6.7.6	

MOE Guidelines Index

MOE Guidelines and Corresponding Report Sections

Basic Information: BI

Indicator		Link
BI-1: CEO's statement		
a.	Environmental management policy	▶ Top-Level Commitment
b.	The recognition of the status of the environment, the need for environmental initiatives within an organization, and the future prospect of the construction of a sustainable society.	▶ Top-Level Commitment
c.	The environmental policy and strategies of an organization corresponding to the industry, operational scale, character and overseas development; status of environmental impacts (significant environmental aspects) and a summary of environmental initiatives which reduce the negative environmental impacts, including targets and results.	▶ Top-Level Commitment ▶ FY2010 Medium-Term Environmental Targets and Achievements ▶ Environmental Targets
d.	A commitment to society concerning the implementation of such environmental activities, the achieving of targets by any promised time limit and the disclosure of results to the public.	▶ Top-Level Commitment ▶ Environmental Targets
e.	The signature of the CEO	▶ Top-Level Commitment
BI-2: Fundamental requirements of reporting (organizations, periods and areas)		
a.	Organizations covered by the reporting (Note: If environmental reporting has been published in the past, and changes were made in the organizations when compared to the latest reporting, such changes and their background need to be included.)	▶ Editorial Policy
b.	Reporting time period, the date issued, and schedule for the next issue (Note: If environmental reporting has been published in the past, the issue date of the latest version needs to be included.)	▶ Editorial Policy
c.	Reporting areas (environmental, social and economic fields)	▶ Editorial Policy
d.	Standards or guidelines that are used in conformity to, or as a reference (including ones specific to the industry)	▶ Editorial Policy
e.	The division in charge of the publication and means of contact	▶ Editorial Policy
f.	URL of the organization's website	Website
BI-2-2: Boundary of the reporting organization and coverage of environmental impacts		
a.	Percentage of the impacts caused by the reporting organization compared to the total business environmental impacts (the entire group for consolidated accounts). (i.e., Status according to the coverage of the environmental impacts)	

Indicator		Link
BI-3: Summary of the organization's business (including management indices)		
a.	Nature of the organization's business (kind of industry and type of operation)	▶ Corporate Profile
b.	Major products and services (field of business)	▶ Corporate Profile
c.	Amount of sales or production (consolidated or unconsolidated in the case of an entire group, or just the reporting organization).	▶ Corporate Profile
d.	Number of employees (consolidated or unconsolidated in the case of an entire group, or just the reporting organization)	▶ Corporate Profile ▶ Employment and Compensation
e.	Other information relating to management (e.g., total assets, total sales profits, operating profits, ordinary profits, net income and loss, and total value added)	▶ Corporate Profile ▶ Economic Relationships with Our Stakeholders
f.	Details of significant changes in organizational structure, composition of shareholders, or products/services that have occurred in the reporting period (if significant changes to the environmental impacts have occurred due to events such as, mergers, company break-up, sale of a subsidiary or operating division, new business opportunities, or construction of new plants)	
BI-4: Outline of environmental reporting		
BI-4-1: List of major indicators		
a.	Summary of the organization's business, such as corporate name, sales figures, and total assets over the past five years or so (refer to BI-3)	▶ Corporate Profile
b.	Status of compliance with environmental regulations (refer to MP-2)	▶ Compliance with Environmental Laws and Regulations
c.	Changes in major environmental performance over the past five years or so <ul style="list-style-type: none"> ▪ Total amount of energy input (refer to OP-1) ▪ Total amount of material input (refer to OP-2) ▪ Amount of water impute (refer to OP-3) ▪ Total amount of products or sales (refer to OP-5) ▪ Amount of greenhouse gas emissions (refer to OP-6) ▪ Amount of release and transfer of chemical substances (refer to OP-8) ▪ Total amount of waste generation and final disposal (refer to OP-9) ▪ Total amount of water discharge (refer to OP-10) ▪ Eco-efficiency indicators (refer to EEI) 	▶ FY2010 Medium-Term Environmental Targets and Achievements ▶ Environmental Impacts of Business Activities ▶ Preventing Global Warming ▶ Reducing Waste

Indicator		Link
BI-4-2: Summary of objectives, plans and results regarding environmental initiatives		
a.	Summary of targets, plans, results, and improvement measures regarding initiatives for environmental conservation	▶ CSR Goals and Achievements ▶ FY2010 Medium-Term Environmental Targets and Achievements ▶ Environmental Targets
BI-5: Material balance of organizational activities (inputs, internal recycling, and outputs)		
a.	An overall picture of the environmental impacts caused by the organization's activities	▶ Environmental Impacts of Business Activities

Management Performance Indicators: MPI

Indicator		Link
MP-1: Status of environmental management		
MP-1-1: Environmental policy in organizational activities		
a.	Environmental policy in organizational activities	▶ "SMART for GREEN 2020" Environmental Vision for FY2020 ▶ Basic Philosophy, DOCOMO Global Environmental Charter
MP-1-2: Status of environmental management systems		
a.	Status of environmental management systems	▶ Environmental Management Systems
MP-2: Status of compliance with environmental regulations		
a.	Status of compliance with environmental regulations	▶ Compliance with Environmental Laws and Regulations
MP-3: Environmental accounting information		
a.	Costs of environmental conservation initiatives	▶ Environmental Accounting
b.	Environmental effects relating to environmental conservation initiatives	▶ Environmental Accounting
c.	Economical effects associated with environmental conservation initiatives	▶ Environmental Accounting
MP-4: Status of environmentally conscious investment or financing		
a.	Environmentally conscious policy, targets, plans, status of initiatives, and results related to investment and financing	

Indicator		Link
MP-5: Status of supply chain management for environmental conservation		
a.	Environmentally conscious policy, targets, plans, status of initiatives, and results related to the supply chain management	<ul style="list-style-type: none"> ▶ Promoting Green Procurement ▶ Working with Other Businesses
MP-6: Status of green purchasing or procurement		
a.	Fundamental policy, targets, plans, status of initiatives and results of green purchasing or procurement	<ul style="list-style-type: none"> ▶ Promoting Green Procurement
MP-7: Status of research and development of new environmental technologies and DfE		
a.	Policy, targets, plans, status of initiatives and results of research and development related to environmental technologies, engineering methods, and DfE	<ul style="list-style-type: none"> ▶ Environmental Protection: Basic Approach & FY2010 Highlights ▶ "SMART for GREEN 2020" Environmental Vision for FY2020 ▶ Environmental Targets ▶ Preventing Global Warming ▶ Reducing Waste ▶ Helping Prevent Global Warming ▶ Promoting Resource Efficiency and Recycling ▶ Developing Eco-Friendly Mobile Phones ▶ Services and Initiatives in Environment/Ecology Field
MP-8: Status of environmentally friendly transportation		
a.	Policy, targets and plans for environmentally friendly transportation	
b.	Total volume of transportation and reduction measures: current status and results	
c.	Energy-induced CO ₂ emissions attributable to transportation, and reduction measures, the current status and results	

Indicator		Link
MP-9: Status of biodiversity conservation and sustainable use of biological resources		
a.	Policies, targets, plans, status of initiatives, and results related to conservation of biodiversity	<ul style="list-style-type: none"> ▶ Environmental Protection: Basic Approach & FY2010 Highlights ▶ "SMART for GREEN 2020" Environmental Vision for FY2020 ▶ Promoting Resource Efficiency and Recycling ▶ Developing Eco-Friendly Mobile Phones ▶ Biodiversity Initiatives
MP-10: Status of environmental communication		
a.	Policy, targets, plans, status of initiatives, and results related to environmental communication	<ul style="list-style-type: none"> ▶ Communicating with Customers ▶ Helping Protect the Environment ▶ Major Initiatives of DOCOMO Regional Offices (Contributing to the Environment)
MP-11: Status of social contribution related to environment		
a.	Policy, targets, plans, status of initiatives, and results of social contribution related to the environment	<ul style="list-style-type: none"> ▶ "SMART for GREEN 2020" Environmental Vision for FY2020 ▶ Environmental Targets ▶ Helping Protect the Environment ▶ Major Initiatives of DOCOMO Regional Offices (Contributing to the Environment)

Indicator		Link
MP-12: Status of products and services that contribute to the reduction of negative environmental impacts		
a.	Policies, targets, plans, and the status of initiatives and results related to products and services that contribute to the reduction of negative environmental impacts	<ul style="list-style-type: none"> ▶ Environmental Protection: Basic Approach & FY2010 Highlights ▶ FY2010 Medium-Term Environmental Targets and Achievements ▶ Environmental Targets ▶ Helping Prevent Global Warming ▶ Promoting Resource Efficiency and Recycling ▶ Developing Eco-Friendly Mobile Phones ▶ Services and Initiatives in Environment/Ecology Field
b.	Status of re-merchandizing (converting used items into marketable products) as stipulated by the Containers and Packaging Law, the Home Appliances Recycling Law, and the Automobile Recycling Law	

Operational Performance Indicators: OPI

Indicator		Link
OP-1: Total amount of energy input and reduction measures		
a.	Policy, targets, plans, status of initiatives, and results of reduction measures related to total energy input	<ul style="list-style-type: none"> ▶ "SMART for GREEN 2020" Environmental Vision for FY2020 ▶ Environmental Targets ▶ Environmental Impacts of Business Activities
b.	Total amount of energy input (unit: joule)	▶ Environmental Impacts of Business Activities
c.	Breakdown of total amount of energy input (the amount used by type) (unit: joule) <ul style="list-style-type: none"> ▪ Purchased electricity (excluding purchased new energy) ▪ Fossil fuel (e.g., oil, natural gas, LPG or coal) ▪ New energy (renewable energy, recyclable energy, new forms of using conventional energy) ▪ Others (e.g., purchased heat) 	▶ Environmental Impacts of Business Activities

Indicator		Link
OP-2: Total amount of material input and reduction measures		
a.	Measures to reduce total material input (or the purchased amount of main raw materials, etc. including containers and packaging materials) and policy, targets, plans, initiatives, results, etc. related to the effective use of renewable and recyclable resources	▶ "SMART for GREEN 2020" Environmental Vision for FY2020 ▶ Environmental Targets ▶ Environmental Impacts of Business Activities ▶ Reducing Waste ▶ Promoting Resource Efficiency and Recycling
b.	Total material input (or the purchased amount of main raw materials including containers and packaging materials) (unit: ton)	▶ Environmental Impacts of Business Activities
c.	Breakdown of total material input (unit: ton)	▶ Environmental Impacts of Business Activities
OP-3: Amount of water input and reduction measures		
a.	Policy, targets, plans, initiatives, results, etc. related to measures to reduce the amount of input water resources	
b.	Amount of input water resources (cubic meters, m ³)	▶ Environmental Impacts of Business Activities
c.	Breakdown of input water resources (m ³) <ul style="list-style-type: none"> ▪ Clean water ▪ Industrial water ▪ Groundwater ▪ Seawater ▪ River water ▪ Rainwater, etc. 	▶ Environmental Impacts of Business Activities

Indicator		Link
OP-4: Amount of materials recycled within an organization's operational area		
a.	Policy, targets, plans, initiatives, results, etc. related to the recycling-based use of materials (including water resources) in the facilities of an organization	▶ Environmental Targets ▶ Environmental Impacts of Business Activities ▶ Reducing Waste
b.	Amount of materials recycled in the facilities of an organization (unit: ton)	
c.	Type and amount of each material recycled in the facilities of an organization (unit: ton)	
d.	Amount of water recycled in the facilities of an organization (unit: cubic meters) and measures to increase it	
e.	Breakdown of the amount of water recycled (unit: cubic meters) <ul style="list-style-type: none"> ▪ Amount of recycled water (in principle, cooling water is not included) ▪ Use of recycled wastewater 	▶ Environmental Impacts of Business Activities
OP-5: Total amount of manufactured products or sales		
a.	Total amount of manufactured products or that of sold commodities	
OP-6: Amount of greenhouse gas emissions and reduction measures		
a.	Policy, targets, plans, initiatives, results, etc. related to measures to reduce greenhouse gas emissions, etc.	▶ "SMART for GREEN 2020" Environmental Vision for FY2020 ▶ FY2010 Medium-Term Environmental Targets and Achievements ▶ Environmental Targets ▶ Preventing Global Warming
b.	Total amount (converted to tons of CO ₂) of greenhouse gas emissions (six substances subject to the Kyoto Protocol) (The breakdown of the amount both in Japan and overseas is needed.)	▶ Environmental Impacts of Business Activities ▶ Preventing Global Warming
c.	Breakdown by type of the amount (converted to tons of CO ₂) of greenhouse gas emissions (six substances subject to the Kyoto Protocol)	

Indicator		Link
OP-7: Air pollution, its environmental impacts on the living environment, and reduction measures		
a.	Policy, targets, plans, initiatives, results, etc. related to measures to reduce the amount of released sulfur oxides (SOx), nitrogen oxides (NOx), and volatile organic compounds (VOC)	
b.	Each released amount (in tons) of sulfur oxides (SOx), nitrogen oxides (NOx), and volatile organic compounds (VOCs) according to the Air Pollution Control Act	
c.	Status of noise, etc. generated (in decibels) according to the Noise Regulation Law and reduction measures	
d.	Status of vibrations, etc. generated (in decibels) according to the Vibration Regulation Law and reduction measures	
e.	Status of offensive odors, etc. generated (specified offensive odor substance concentration or odor index) according to the Offensive Odor Control Law and reduction measures	
OP-8: Amount of release and transfer of chemical substances and reduction measures		
a.	Chemical substance management policy and status of chemical substances being managed	▶ Compliance with Environmental Laws and Regulations ▶ Promoting Green Procurement
b.	Policy, targets, plans, initiatives, results, etc. related to the released and transferred amount of chemical substances and reduction measures	
c.	Initiatives, results, etc. concerning replacement of current chemical substances with safer ones	
d.	Released and transferred amount of chemical substances subject to the PRTR system based on the Law Concerning Reporting etc., of Release of Specific Chemical Substances to the Environment and Promotion of the Improvement of Their Management (unit: ton)	
e.	Concentration of specified substances when released into the atmosphere (benzene, trichloroethylene, and tetrachloroethylene) among hazardous air pollutants controlled by the Air Pollution Control Act	
f.	Status of soil and groundwater pollution	
g.	Status of pollution by dioxins controlled by the Law concerning Special Measures against Dioxins	
h.	Concentration of hazardous substances, controlled by the Water Pollution Control Law, contained in wastewater and specified underground infiltrated water	

Indicator		Link
OP-9: Total amount of waste generation and final disposal and reduction measures		
a.	Policy, targets, plans, initiatives, results, etc. related to measures to prevent further wastes from being generated and to reduce, and recycle them	<ul style="list-style-type: none"> ▶ Environmental Protection: Basic Approach & FY2010 Highlights ▶ "SMART for GREEN 2020" Environmental Vision for FY2020 ▶ Environmental Targets ▶ Reducing Waste ▶ Promoting Resource Efficiency and Recycling
b.	Total amount of discharged wastes (unit: ton)	<ul style="list-style-type: none"> ▶ Environmental Impacts of Business Activities ▶ Reducing Waste
c.	Amount of final disposal wastes (unit: ton)	<ul style="list-style-type: none"> ▶ Environmental Impacts of Business Activities ▶ Reducing Waste
OP-10: Total amount of water discharge and reduction measures		
a.	Policy, targets, plans, initiatives, results, etc. related to measures to reduce the total amount of discharged wastewater	
b.	Total amount of discharged wastewater (unit: cubic meters)	
c.	Concentration (average and maximum values) of hazardous substances in wastewater (which are classified into health items, living environment items, and dioxins), the release of which is controlled by the Water Pollution Control Law and the Law Concerning Special Measures Against Dioxins; and the pollutant discharge load of the substances subject to the total volume control of the Water Pollution Control Law, etc., and reduction measures	
d.	Breakdown of the amount of wastewater by discharge destination (unit: cubic meters) <ul style="list-style-type: none"> ▪ Rivers ▪ Lakes and marshes ▪ Sea areas ▪ Sewage, etc. 	

Eco-Efficiency Indicator: EEI

Indicator		Link
a.	The relationship of economic value created by economic activities, such as value added, with environmental impacts caused by the same activities	▶ Environmental Accounting

Social Performance Indicators: SPI

Indicator		Link
Status of social initiatives		
1	Information and indicators concerning industrial safety and hygiene	▶ Mental Health Support
2	Information and indicators concerning employment	▶ Employment and Compensation
3	Information and indicators concerning human rights	▶ Top-Level Commitment ▶ Respecting Human Rights at the Workplace ▶ Compliance
4	Information and indicators concerning contributions to local communities	▶ Utilizing ICT to Help Solve Issues Facing Society ▶ Social Contribution Activities
5	Information and indicators concerning corporate governance, corporate ethics, compliance, and fair trade	▶ Corporate Governance System ▶ Compliance
6	Information and indicators concerning personal information protection	▶ Ensuring Information Security ▶ Risk Management
7	Information and indicators concerning a wide range of consumer protection and product safety	▶ Maintaining Product Safety
8	Economic information and indicators concerning organization's social aspects	▶ Economic Relationships with Our Stakeholders
9	Information and indicators concerning other social aspects	▶ CSR Goals and Achievements

ISO 26000 Core Subjects Index

MOE Guidelines and Corresponding Report Sections

Core subject	Issues	Addressed in sub-clause	Link	GRI Index
Organizational governance		6.2	<ul style="list-style-type: none"> ▶ Top-Level Commitment ▶ CSR Approach and Framework ▶ CSR Goals and Achievements ▶ Corporate Governance System 	1.1, 1.2, 2.3, 4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7, 4.8, 4.9, 4.10, 4.11, 4.12, 4.13, 4.14, 4.15, 4.16, 4.17
Human rights		6.3		HR1, HR2, HR3, HR4, HR5, HR6, HR7, HR8, HR9
Issue 1	Due diligence	6.3.3	<ul style="list-style-type: none"> ▶ Respecting Human Rights at the Workplace ▶ Working with Other Businesses ▶ Compliance 	HR1, HR2, HR5, HR6, HR7
Issue 2	Human rights risk situations	6.3.4	<ul style="list-style-type: none"> ▶ Working with Other Businesses 	HR5, HR6, HR7
Issue 3	Avoidance of complicity	6.3.5	<ul style="list-style-type: none"> ▶ Working with Other Businesses 	HR1, HR2, HR3, HR5, HR6, HR7, HR8
Issue 4	Resolving grievances	6.3.6	<ul style="list-style-type: none"> ▶ Improving Our Coverage Area 	HR4, HR9
Issue 5	Discrimination and vulnerable groups	6.3.7	<ul style="list-style-type: none"> ▶ Employment and Compensation 	LA13, LA14, HR4, HR6, HR7, HR9
Issue 6	Civil and political rights	6.3.8		HR5, HR9
Issue 7	Economic, social and cultural rights	6.3.9	<ul style="list-style-type: none"> ▶ Mental Health Support 	EC8, EC9, SO1, PR1, PR2
Issue 8	Fundamental principles and rights at work	6.3.10	<ul style="list-style-type: none"> ▶ Respecting Human Rights at the Workplace 	LA4, LA13, LA14, HR4, HR5, HR6, HR7

Core subject	Issues	Addressed in sub-clause	Link	GRI Index
Labour practices		6.4		LA1, LA2, LA3, LA4, LA5, LA6, LA7, LA8, LA9, LA10, LA11, LA12, LA13, LA14
Issue 1	Employment and employment relationships	6.4.3	▶ Employment and Compensation	LA1, LA2, LA3, LA4, LA5, LA13, LA14, HR2, HR4, HR5, HR8
Issue 2	Conditions of work and social protection	6.4.4	▶ Promoting Work-Life Balance ▶ Mental Health Support	EC5, LA3, LA4, LA5, LA14
Issue 3	Social dialogue	6.4.5	▶ Communicating with Employees	LA4, LA5, HR5
Issue 4	Health and safety at work	6.4.6	▶ Mental Health Support	LA6, LA7, LA8, LA9
Issue 5	Human development and training in the workplace	6.4.7	▶ Professional Skill Development	LA10, LA11, LA12

Core subject	Issues	Addressed in sub-clause	Link	GRI Index
The environment		6.5		EN1, EN2, EN3, EN4, EN5, EN6, EN7, EN8, EN9, EN10, EN11, EN12, EN13, EN14, EN15, EN16, EN17, EN18, EN19, EN20, EN21, EN22, EN23, EN24, EN25, EN26, EN27, EN28, EN29, EN30
Issue 1	Prevention of pollution	6.5.3	<ul style="list-style-type: none"> ▶ "SMART for GREEN 2020" Environmental Vision for FY2020 ▶ Preventing Global Warming ▶ Reducing Waste 	EN19, EN20, EN21, EN22, EN23, EN24
Issue 2	Sustainable resource use	6.5.4	<ul style="list-style-type: none"> ▶ Environmental Protection: Basic Approach & FY2010 Highlights ▶ "SMART for GREEN 2020" Environmental Vision for FY2020 ▶ Promoting Green Procurement ▶ Preventing Global Warming ▶ Reducing Waste ▶ Developing Eco-Friendly Mobile Phones 	EN1, EN2, EN3, EN4, EN5, EN6, EN7, EN8, EN9, EN10, EN25, EN26, EN27, EN29
Issue 3	Climate change mitigation and adaptation	6.5.5	<ul style="list-style-type: none"> ▶ "SMART for GREEN 2020" Environmental Vision for FY2020 ▶ Preventing Global Warming ▶ Helping Prevent Global Warming 	EC2, EN16, EN17, EN18
Issue 4	Protection of the environment, biodiversity and restoration of natural habitats	6.5.6	<ul style="list-style-type: none"> ▶ "SMART for GREEN 2020" Environmental Vision for FY2020 ▶ Biodiversity Initiatives 	EN11, EN12, EN13, EN14, EN15, EN25

Core subject	Issues	Addressed in sub-clause	Link	GRI Index
Fair operating practices		6.6		SO2, SO3, SO4, SO5, SO6, SO7, SO8
Issue 1	Anti-corruption	6.6.3	▶ Compliance	SO2, SO3, SO4
Issue 2	Responsible political involvement	6.6.4	▶ CSR Approach and Framework	SO5, SO6
Issue 3	Fair competition	6.6.5	▶ Compliance	SO7
Issue 4	Promoting social responsibility in the value chain	6.6.6	▶ Working with docomo Shops ▶ Working with Other Businesses	EC6, EC9, EN26, EN29, HR1, HR2, HR8, PR1, PR2
Issue 5	Respect for property rights	6.6.7		EC9, HR9, SO1, SO7, SO8

Core subject	Issues	Addressed in sub-clause	Link	GRI Index
Consumer issues		6.7		PR1, PR2, PR3, PR4, PR5, PR6, PR7, PR8, PR9
Issue 1	Fair marketing, factual and unbiased information and fair contractual practices	6.7.3	▶ Accurate and Clear Advertising	PR3, PR4, PR6, PR7
Issue 2	Protecting consumers' health and safety	6.7.4	▶ Maintaining Product Safety ▶ Radio Wave Safety	PR1, PR2, PR3, PR4, PR5
Issue 3	Sustainable consumption	6.7.5	▶ Promoting Green Procurement ▶ Working with Customers for the Environment	EN26, EN27, PR1, PR2, PR3, PR4, PR5
Issue 4	Consumer service, support, and complaint and dispute resolution	6.7.6	▶ Enhancing Service and Support ▶ Communicating with Customers ▶ Easy-to-Understand Billing Plans ▶ Maintaining Product Safety	PR3, PR4, PR5, PR6, PR7, PR9
Issue 5	Consumer data protection and privacy	6.7.7	▶ Ensuring Information Security	PR8
Issue 6	Access to essential services	6.7.8	▶ Consistent Quality: Basic Approach & FY2010 Highlights ▶ Improving Our Coverage Area	EC9, PR5
Issue 7	Education and awareness	6.7.9	▶ Safety and Security: Basic Approach & FY2010 Highlights ▶ Addressing the Impact on Children ▶ Assistance for Seniors	PR3, PR4, PR5, PR6, PR7

Core subject	Issues	Addressed in sub-clause	Link	GRI Index
Community involvement and development		6.8		EC1, EC5, EC6, EC7, EC8, EC9, LA8, SO1
Issue 1	Community involvement	6.8.3	<ul style="list-style-type: none"> ▶ Social Welfare Activities ▶ International Contribution Activities ▶ Mobile Communication Fund Activities 	EC1, EC8, LA8, SO5, SO6
Issue 2	Education and culture	6.8.4	<ul style="list-style-type: none"> ▶ Working on Behalf of Children ▶ Mobile Communication Fund Activities 	EC8, LA8
Issue 3	Employment creation and skills development	6.8.5	▶ Employment and Compensation	EC6, EC7, EC8, EC9, LA11, SO1
Issue 4	Technology development and access	6.8.6	▶ Utilizing ICT to Help Solve Issues Facing Society	EC8, EC9
Issue 5	Wealth and income creation	6.8.7	▶ Mobile Communication Fund Activities	EC1, EC6, EC7, EC8, EC9, SO1, SO8
Issue 6	Health	6.8.8	▶ Social Welfare Activities	LA8
Issue 7	Social investment	6.8.9	<ul style="list-style-type: none"> ▶ Consistent Quality: Basic Approach & FY2010 Highlights ▶ Improving Our Coverage Area ▶ Contributing to the Further Development of Safe Social Infrastructure 	EC1, EC8, EC9