		Disclosure level	Annual Report (page reference)	Notes
	ategy and analysis			
1,1	Statement form the most senior decision-maker of the organization	Full	4, 5	
1,2 Profile: Or	Description of key impacts, risks, and opportunities	Full	8, 31-33, 43-46	
2,1	Name of the organisation	Full	1	
2,2	Primary brands, products, and/or services	Full	6, 7	
2,3	Operational structure of the organisation	Full	14, 86-90	
2,4	Location of organisation's headquarters	Full	1	
2,5	Countries where the organisation operates	Full	6, 7	
2,6	Nature of ownership and legal form	Full	9	
2,7	Markets served	Full	6, 7, 86-90	
2,8	Scale of the reporting organisation	Full Full	8	
2,9 2,1	Significant changes during the reporting period regarding size, structure, ownership Awards received in the reporting period	Full	31, 32 339	
Profile: Re	port parameters	ruii	339	
3,1	Reporting period for information provided	Full	30, 347	
3,2	Date of most recent previous report	Full	30, 347	
3,3	Reporting cycle	Full	30, 314	
3,4	Contact point for questions regarding the report or its contents	Full		sdreport@itcgr.net
3,5	Process for defining report content	Full	347	
3,6	Boundary of the report	Full	347	
3,7 3,8	Specific limitations on the scope, or boundary of the report	Full Full	347 347	
3,0 3,9	Basis for reporting on joint ventures, subsidiaries, outsourced operations, etc Data measurement techniques and the bases of calculations	Full	347 347	
3,10	Explanation of effect of re-statements of information provided in earlier reports	Full	347	
3.11	Significant changes from previous reports in the scope, boundary, or measurement methods	Full	30. 347	
3,12	Table identifying the location of the Standard Disclosures in the report	Full	344	
3,13	Policy and current practice with regard to seeking external assurance for the report	Full	345, 346	
	vernance, Commitments, and Engagement			
4,1	Governance structure of the organisation	Full	14-27	
4,2	Indicate if Chair of the Board is also an executive officer	Full	14	
4,3 4,4	Board members that are independent and/or non-executive members	Full Full	14, 173-182 159-160	
4,5	Mechanisms for shareholders and employees to provide recommendations or direction Link between compensation of Board and management with performance	Full	227-229	
4,6	Processes in place for the Board to ensure conflicts of interest are avoided	Full	172-182	
4,7	Process for determining the qualifications and expertise of the members of the Board	Full	26	
4,8	Internally developed statements of mission or values, codes of conduct, and principles	Full	180, 315-317	
4,9	Procedures of the Board for overseeing identification and management of performance	Full	184-186, 315	
4,10	Processes for evaluating the Board's own performance	Full	184-186	
4,11	Explanation of whether and how the precautionary approach or principle is addressed	Full	315, 326	
4,12	Externally developed economic, environmental, and social charters / principles	Full	315, 320	
4,13	Memberships in associations	Full	315, 320	
4,14 4,15	List of stakeholder groups engaged by the organisation	Full Full	327, 328	
4,16	Basis for identification and selection of stakeholders with whom to engage Approaches to stakeholder engagements	Full	327, 328 327, 328	
4,17	Key topics and concerns that have been raised through stakeholder engagement	Full	327, 328	
	s on Management Approach (DMAs)		,	
DMA EC	Disclosure on Management Approach EC	Full	315	
DMA EN	Disclosure on Management Approach EN	Full	315	
DMA LA	Disclosure on Management Approach LA	Full	315	
DMA HR DMA SO	Disclosure on Management Approach HR	Full	315	
DMA SO	Disclosure on Management Approach SO Disclosure on Management Approach PR	Full Full	315 315	
Economic	Disclosure on Management Approach PK	Full	313	
EC1	Direct economic value generated and distributed	Full	8	
EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change		44-46, 329	
EC3	Coverage of the organisation's defined benefit plan obligations	Full	80, 81, 101-103	
EC4	Significant financial assistance received from government	Full	125, 126	
EC5	Range of ratios of standard entry level wage compared to local minimum wage	Partial	320	
EC6	Policy, practices, and proportion of spending on locally-based suppliers	Full	329	
EC7	Procedures for local hiring and proportion of senior management hired from the local community	Full	320-323	
EC8 EC9	Development and impact of infrastructure provided primarily for public benefit Understanding and describing significant indirect economic impacts	Partial Full	158, 327, 328 31-43	
203	onderstanding and describing significant indirect economic impacts	i un	31*43	

Environme				
			204 207	
EN1	Materials used by weight or volume	Full	331, 337	
EN2	Percentage of materials used that are recycled input materials	Full	331, 337	
EN3 EN4	Direct energy consumption by primary energy source	Full Full	329-332 329-332	
EN4 EN5	Indirect energy consumption by primary source Energy saved due to conservation and efficiency improvements	Full	329-332 329-332	
EN6	Energy saved due to conservation and eniciency improvements Energy-efficient or renewable energy products and services	Full	329-332	
EN7	Initiatives to reduce indirect energy consumption and results	Full	329-332	
EN8	Total water withdrawal by source	Full	335, 336	
EN9	Water sources significantly affected by withdrawal of water	Partial	335, 336	
EN10	Percentage and total volume of water recycled and reused	Partial	335, 336	
EN11	Location and size of land owned, leased, managed in, or adjacent to protected areas and areas of high	Full	336-338	
EN12	Description of significant impacts of activities, products & services on biodiversity in protected areas	Full	336-338	
EN13	Habitats protected or restored	Full	336-338	
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity	Full	336-338	
EN15	IUCN Red List species and other list species with habitats affected by operations	Not available	336-338	
EN16	Total direct and indirect GHG emissions by weight	Full	330	
EN17	Other relevant indirect GHG emissions by weight	Not relevant	330	As from the WBCSD GHG Protocol, CO2 is the only relevant gas for the sector. All others account for less than 0.1%
EN18	Initiatives to reduce GHG emissions and results	Full	329, 330	
EN19	Emissions of ozone-depleting substances by weight	Not relevant	329, 330	Already eliminated in most of the Group subsidiaries. Cement process does not require extensive use
EN20	NOx, SO ₂ , and other significant air emissions by type and weight	Full	334, 335	
EN21	Total water discharge by quality and destination	Partial	335, 336	
EN22	Total weight of waste by type and disposal method	Full	333	
EN23	Total number and volume of significant spills	None	-	No recorded events
EN24	Weight of waste deemed hazardous	Full	333	
EN25	Details of water & habitats significantly affected by discharges of water and runoff	None	-	No recorded events
EN26	Initiatives and extent of environmental impacts of products and services mitigation	Partial		
EN27	Percentage of products sold and their packaging materials reclaimed by category	Not relevant	-	Most of production is delivered bulk. Cement bags are supposed to be destroyed when opened. Where in use, pallets are managed in a closed circuit
EN28	Significant fines and non-monetary sanctions for non-compliance with environmental law	Full	333	
EN29	Significant environmental impacts of transporting products etc and workforce	Full	330	
EN30	Total environmental protection expenditures and investments by type pour Practices and Decent Work	Full	332	
LA1	Total workforce by employment type, employment contract, and region	Full	321-323	
LA2	Total number and rate of employee turnover by age group, gender, and region	Full	321-323	
LA3	Benefits for full-time employees, that are not provided to temporary or part-time employees	Full	320, 321	
LA4	Percentage of employees covered by collective bargaining agreements	Full	320, 321	
LA5	Minimum notice period(s) regarding significant operational changes	Partial	320, 321	
LA6	Percentage of total workforce represented in formal joint management–worker health and safety committees	Partial	320, 321	Formal Safety Committees are established at all Group sites, covering the whole workforce, addressing also some healthe
LA7				issues
LAI	Rates of injury, occupational diseases, lost days & absenteeism, & number of work-related fatalities by region	ruii	320, 321	
LA7	Education, training, counselling, prevention, and risk-control programmes in place to assist workforce	Partial	320, 321 323, 324	
LA8	Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases	Partial	323, 324	
	Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases Health and safety topics covered in formal agreements with trade unions	Partial Full	323, 324 324, 325	
LA8 LA9 LA10	Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases Health and safety topics covered in formal agreements with trade unions Average hours of training per year per employee by employee category	Partial Full Full	323, 324 324, 325 323, 324	
LA8 LA9 LA10 LA11	Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases Health and safety topics covered in formal agreements with trade unions Average hours of training per year per employee by employee category Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Partial Full Full Partial	323, 324 324, 325 323, 324 320-324	
LA8 LA9 LA10	Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases Health and safety topics covered in formal agreements with trade unions Average hours of training per year per employee by employee category Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings Percentage of employees receiving regular performance and career development reviews	Partial Full Full	323, 324 324, 325 323, 324	
LA8 LA9 LA10 LA11	Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases Health and safety topics covered in formal agreements with trade unions Average hours of training per year per employee by employee category Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings Percentage of employees receiving regular performance and career development reviews Composition of governance bodies and breakdown of employees per category according to gender, age	Partial Full Full Partial	323, 324 324, 325 323, 324 320-324	
LA8 LA9 LA10 LA11 LA12 LA13	Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases Health and safety topics covered in formal agreements with trade unions Average hours of training per year per employee by employee category Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings Percentage of employees receiving regular performance and career development reviews Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity	Partial Full Full Partial Partial Partial	323, 324 324, 325 323, 324 320-324 320-324 320-324	
LA8 LA9 LA10 LA11 LA12 LA13 LA14	Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases Health and safety topics covered in formal agreements with trade unions Average hours of training per year per employee by employee category Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings Percentage of employees receiving regular performance and career development reviews Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity Ratio of basic salary of men to women by employee category	Partial Full Full Partial Partial	323, 324 324, 325 323, 324 320-324 320-324	
LA8 LA9 LA10 LA11 LA12 LA13 LA14	Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases Health and safety topics covered in formal agreements with trade unions Average hours of training per year per employee by employee category Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings Percentage of employees receiving regular performance and career development reviews Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity Ratio of basic salary of men to women by employee category man Rights Performance Indicators Percentage and total number of significant investment agreements that include human rights clauses or that	Partial Full Full Partial Partial Partial Full	323, 324 324, 325 323, 324 320-324 320-324 320-324 320-324	Included in the HR Merger and Acquisition Policy
LA8 LA9 LA10 LA11 LA12 LA13 LA14 Social: Hur	Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases Health and safety topics covered in formal agreements with trade unions Average hours of training per year per employee by employee category Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings Percentage of employees receiving regular performance and career development reviews Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity Ratio of basic salary of men to women by employee category man Rights Performance Indicators	Partial Full Full Partial Partial Partial Full Partial	323, 324 324, 325 323, 324 320-324 320-324 320-324 320-324	Included in the HR Merger and Acquisition Policy
LA8 LA9 LA10 LA11 LA12 LA13 LA14 Social: Hur HR1	Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases Health and safety topics covered in formal agreements with trade unions Average hours of training per year per employee by employee category Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings Percentage of employees receiving regular performance and career development reviews Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity Ratio of basic salary of men to women by employee category man Rights Performance Indicators Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken	Partial Full Full Partial Partial Partial Full	323, 324 324, 325 323, 324 320-324 320-324 320-324 320-324	Included in the HR Merger and Acquisition Policy
LA8 LA9 LA10 LA11 LA12 LA13 LA14 Social: Hur HR1 HR2	Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases Health and safety topics covered in formal agreements with trade unions Average hours of training per year per employee by employee category Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings Percentage of employees receiving regular performance and career development reviews Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity Ratio of basic salary of men to women by employee category man Rights Performance Indicators Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations	Partial Full Full Partial Partial Full Partial Full Partial Full Partial	323, 324 324, 325 323, 324 320-324 320-324 320-324 320, 321 339 323, 324	Included in the HR Merger and Acquisition Policy Included in the training for Sustaiable Development
LA8 LA9 LA10 LA11 LA12 LA13 LA14 Social: Hur HR1	Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases Health and safety topics covered in formal agreements with trade unions Average hours of training per year per employee by employee category Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings Percentage of employees receiving regular performance and career development reviews Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity Ratio of basic salary of men to women by employee category man Rights Performance Indicators Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken Total number of incidents of discrimination and actions taken Total number of incidents of discrimination and actions taken	Partial Full Full Partial Partial Full Partial Full Full	323, 324 324, 325 323, 324 320-324 320-324 320-324 320, 321 339	
LA8 LA9 LA10 LA11 LA12 LA13 LA14 Social: Hur HR1 HR2	Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases. Health and safety topics covered in formal agreements with trade unions. Average hours of training per year per employee by employee category. Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings. Percentage of employees receiving regular performance and career development reviews. Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity. Ratio of basic salary of men to women by employee category. Man Rights Performance Indicators. Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening. Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken. Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations. Total number of incidents of discrimination and actions taken. Operations identified in which the right to exercise freedom of association and collective bargaining may be	Partial Full Full Partial Partial Full Partial Full Partial Full Partial	323, 324 324, 325 323, 324 320-324 320-324 320-324 320, 321 339 323, 324	
LA8 LA9 LA10 LA11 LA12 LA13 LA14 Social: Hur HR1 HR2 HR3 HR4 HR5	Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases Health and safety topics covered in formal agreements with trade unions Average hours of training per year per employee by employee category Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings Percentage of employees receiving regular performance and career development reviews Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity Ratio of basic salary of men to women by employee category man Rights Performance Indicators Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations Total number of incidents of discrimination and actions taken 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	Partial Full Partial Partial Partial Partial Full Partial Full Full Full Full Full	323, 324 324, 325 323, 324 320-324 320-324 320-324 320, 321 339 323, 324 320 320	
LA8 LA9 LA10 LA11 LA12 LA13 LA14 Social: Hur HR1 HR2 HR3 HR4 HR5	Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases. Health and safety topics covered in formal agreements with trade unions. Average hours of training per year per employee by employee category. Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings. Percentage of employees receiving regular performance and career development reviews. Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity. Ratio of basic salary of men to women by employee category man Rights Performance Indicators. Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening. Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken. Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations. Total number of incidents of discrimination and actions taken. 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.	Partial Full Partial Partial Partial Full Partial Full Partial Full Full Full Full Full Full Full	323, 324 324, 325 323, 324 320-324 320-324 320-324 320-324 320, 321 339 323, 324 320 320 320	
LA8 LA9 LA10 LA11 LA12 LA13 LA14 Social: Hur HR1 HR2 HR3 HR4 HR5 HR6 HR7	Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases Health and safety topics covered in formal agreements with trade unions Average hours of training per year per employee by employee category Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings Percentage of employees receiving regular performance and career development reviews Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity Ratio of basic salary of men to women by employee category man Rights Performance Indicators Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations Total number of incidents of discrimination and actions taken 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 Operations with significant risk of forced or compulsory labour, and measures taken to eliminate Operations with significant risk of forced or compulsory labour, and measures to eliminate	Partial Full Partial Partial Partial Full Partial Full Partial Full Full Full Full Full Full Full Fu	323, 324 324, 325 323, 324 320-324 320-324 320-324 320, 321 339 323, 324 320 320 320 320 320	
LA8 LA9 LA10 LA11 LA12 LA13 LA14 Social: Hur HR1 HR2 HR3 HR4 HR5 HR6 HR7	Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases. Health and safety topics covered in formal agreements with trade unions. Average hours of training per year per employee by employee category. Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings. Percentage of employees receiving regular performance and career development reviews. Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity. Ratio of basic salary of men to women by employee category man Rights Performance Indicators. Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening. Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken. Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations. Total number of incidents of discrimination and actions taken. 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.	Partial Full Partial Partial Partial Full Partial Full Partial Full Full Full Full Full Full Full	323, 324 324, 325 323, 324 320-324 320-324 320-324 320-324 320, 321 339 323, 324 320 320 320	
LA8 LA9 LA10 LA11 LA12 LA13 LA14 Social: Hur HR1 HR2 HR3 HR4 HR5 HR6 HR7	Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases Health and safety topics covered in formal agreements with trade unions Average hours of training per year per employee by employee category Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings Percentage of employees receiving regular performance and career development reviews Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity Ratio of basic salary of men to women by employee category man Rights Performance Indicators Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations Total number of incidents of discrimination and actions taken 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 Operations with significant risk for incidents of child labour, and measures taken to eliminate Operations with significant risk of forced or compulsory labour, and measures to eliminate Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of	Partial Full Partial Partial Partial Full Partial Full Partial Full Full Full Full Full Full Full Fu	323, 324 324, 325 323, 324 320-324 320-324 320-324 320, 321 339 323, 324 320 320 320 320 320	

Social: Society Performance Indicators							
SO1	Nature, scope, and effectiveness of any programmes and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting	Partial	327, 328	Partially embedded in Social Initiatives Policy and supported by ESIA approch			
SO2	Percentage and total number of business units analysed for risks related to corruption	Full	317				
SO3	Percentage of employees trained in organisation's anti-corruption policies and procedures	Full	317				
SO4	Actions taken in response to incidents of corruption	Full	317				
SO5	Public policy positions and participation in public policy development and lobbying	None	-	Only through participations in regional trade associations			
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by	None	-	No occurrence recorded			
SO7	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	Full	317				
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Full	-	Non material contribution to non-recurring income (expense)			
Social: Pro	duct Responsibility Performance Indicators						
PR1	Life cycle stages in which health & safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures	Partial	326, 327	Partially included in the approach to product resonsibility. It will be also implemented through the Product Sustainabiliy Index			
PR2	Incidents of non-compliance with regulations and voluntary codes on health & safety impacts of products and services during their life cycle	None	-	No occurrence recorded			
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements	Partial	326, 327	All cement products already covered by relevant nformation sheet			
PR4	Incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling	None	-	No occurrence recorded			
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	Full	339				
PR6	Programmes for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	Partial	326	Embedded in the approach to customer satisfaction, quality and product design			
PR7	Incidents of non-compliance with regulations and voluntary codes on marketing communications, including advertising, promotion, and sponsorship by type of outcomes	None	-	No occurrence recorded			
PR8	Substantiated complaints regarding breaches of customer privacy and losses of customer data	None	-	No occurrence recorded			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Full	-	Non material contribution to non-recurring income (expense)			