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|---|---|--------------------------------|--|
| <b>Society</b>                              |   |                                |  |
| <b>Materiality Aspect: Anti-corruption</b>  |   |                                |  |
| G4-SO4                                      | Communication and training on anti-corruption policies and procedures                                       | 89                             | Sustainability Report: Anti-Corruption             |
| G4-SO5                                      | Confirmed incidents or corruption and actions taken   | 65                             | Corporate Governance Report: Whistleblowing Policy |
| <b>Materiality Aspect: Customer Privacy</b> |   |                                |  |
| G4-PR8                                      | Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data | 101                            | Sustainability Report: Customer Privacy            |