

Global Reporting Initiative (GRI) G3 Content Assessment

STANDARD DISCLOSURES PART I: Profile Disclosures				
1. Strategy and Analysis				
Profile Disclosure	Description	Reference	Section	Comments
1.1	Statement from the most senior decision-maker of the organization	8	Chairman's report	The Chairman highlights the key legs of sustainability within his report further pointing/highlighting the significant changes throughout the year, the challenges experienced, and the strategy to overcome them.
1.2	Description of key impacts, risks, and opportunities.	8; online	Chairman's report; Gaming industry review (online); Governance & sustainability (online)	The chairman's report and the chief executive and management report covers and describes the risks, opportunities and impacts of material issues that affect the Group.
2. Organizational Profile				
Profile Disclosure	Description	Reference	Section	Comments
2.1	Name of the organization.	IFC	Our integrated report	The name of the organisation is Sun International Limited (SIL)
2.2	Primary brands, products, and/or services.	4 and 5	Group overview & Group Portfolio (online)	The primary brands, products and services are detailed in the annual integrated report.
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	4 and 5	Group overview & Group Portfolio (online)	A clear organisational chart has been provided for all the operations in the Sun International Group.
2.4	Location of organization's headquarters.	BC	Back Cover	The location of the Head office is disclosed in the Integrated Annual Report.
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.	IFC; 4	Our integrated report; Group overview	The Group Structure is disclosed in the Integrated Annual Report. The properties are also mentioned within the Chief Executive and Management Report as well as the Group overview.
2.6	Nature of ownership and legal form.	62	Annual general meeting	Sun International is a publicly-traded company incorporated in South Africa on the JSE.
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	1-7; online	Our business model; Group overview; Gaming market review;	The Group serves the leisure market catering to local and international travellers as well as the casinos located in the SADC region, Chile and Nigeria.
2.8	Scale of the reporting organization.	4-5; 12-49: online	Group Overview; Chief Executive & Management report; Human capital (online)	The scale is reported in terms of number of employees, number of operations, revenue and EBITDA contribution to the Group.
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	IFC, Chairman's report; 4-5	Chairman's report; Group overview	Significant changes are disclosed in the Integrated Annual Report
2.10	Awards received in the reporting period.	45; GRI Table	Chief executive & Management Report.	During the current year our property in Zambia was awarded the following awards: Tripadvisor certificate of excellence, Travel and Leisure - World's best awards (was ranked 9th) and Annual World Travel Awards: Zambia's Leading Hotel.

3. Report Parameters				
Profile Disclosure	Description	Reference	Section	Comments
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	1	Our integrated report	The current year is 30 June 2014.
3.2	Date of most recent previous report (if any).	GRI Table	GRI Table	The most recent previous report was for the year ended 30 June 2013.
3.3	Reporting cycle (annual, biennial, etc.)	IFC	Our integrated report	The Group reports annually.
3.4	Contact point for questions regarding the report or its contents.	IFC	Our integrated report	For more information on Sun International and/or this report please contact investor.relations@za.suninternational.com.
3.5	Process for defining report content.	IFC	Our integrated report	The Group has an evolving reporting process that encompasses Governance, Risk and Compliance. We have applied the recommendation of King III report on corporate governance and applied the GRI framework. We also comply with International Financial Reporting Standards (IFRS) as set by the IASB.
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	IFC	Our integrated report	All subsidiaries and operating units are to be covered in the report.
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	IFC	Our integrated report	Sun International covers all operating units and subsidiaries.
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.	IFC	Our integrated report	All subsidiaries and operating units are to be covered in the report. Our accounting policies also cover the accounting for subsidiaries. All units in the Group are considered subsidiaries and are therefore consolidated. No data on outsourced functions has been included in the report.
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.	Online	Governance & Sustainability	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. SI provides basis of their measurement on OH&S incidents.
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).	Online	Governance & Sustainability (online IAR)	A restatement concerning waste management was clearly identified and explained (see p.XX)
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Online	Governance & Sustainability (online IAR)	There are no significant changes.
3.12	Table identifying the location of the Standard Disclosures in the report.	1;GRI Table	Integrated annual report contents	This is covered in this table as well as the IAR.
3.13	Policy and current practice with regard to seeking external assurance for the report.	Online	Governance & Sustainability	The report has been externally assured in accordance with AccountAbility's AA1000AS (2008) assurance standard to meet Type II (moderate) requirements.

4. Governance, Commitments, and Engagement				
Profile Disclosure	Description	Reference	Section	Comments
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.	Online	Governance & Sustainability	The board structure is clearly laid out and responsibilities of the board are outlined in the board charter and the respective committee sections. These are also disclosed in the King III register which is online.
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Online	Governance & Sustainability	The board is chaired by Mr MV Moosa, a non-executive director, appointed as chairman on 1 July 2009, he is not considered to be independent, as he is a shareholder and director of Lereko Investments (Pty) Limited, which is a material shareholder of Dinokana Investments (Pty) Limited, a 6.5% shareholder of the Company. The chief executive is Graeme Stephens.
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.	Online	Governance & Sustainability	Sun International has a unitary board structure comprising a mix of executive and non-executive directors, the majority of whom are independent non-executive directors. The board presently comprises three executive and ten non-executive directors, eight of whom are considered independent in terms of governance criteria.
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Online	Report of the Board	This is covered in the report to the Board in the online reports.
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).	Online	Governance & Sustainability; Remuneration Report	The remuneration structure is designed to attract and retain employees as well as incentivise employees based on the achievement of Group strategic objectives.
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Online	Governance & Sustainability	The process to ensure that conflicts of interest are avoided is reported.
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.	Online	Governance & Sustainability	The board appointment are formal and transparent and are conducted by the nomination committee, there is also training in the various trends of social, economic and legal environment impacts that affect the company for board members, furthermore SIL states that there non-executive directors have the necessary skill, qualifications and experience as evident in their resumes.
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.	2 - 3	Vision	Vision and Mission statement are stated.
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.	Online	Governance & Sustainability	The five strategic priorities are used to measure the CEO's performance. The CEO delegates responsibilities for different aspects of each strategy down through the organisation. Internal reporting structures are aligned to the five strategic priorities, which form the basis of reporting up to board level.
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Online	Committee report's (Governance & Sustainability)	The board has an annual strategy meeting and progress on strategic objectives is reported back to the board.

4. Governance, Commitments, and Engagement continued				
Profile Disclosure	Description	Reference	Section	Comments
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Online	Governance & Sustainability	The Risk committee is responsible for monitoring, developing and communicating the processes for managing risks across the Group. A risk register which includes risks related to sustainability issues has been compiled and is continually reviewed and updated.
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	IFC	Our integrated report; Environmental report	We comply with the following: Companies Act, Consumer Protection Act, National Responsible Gambling Programme, United States Foreign Corrupt Practices Act, The United Kingdom Bribery Act, UN Global Compact Principles, Employment Equity Act, Broad-Based Black Economic Empowerment Act. We also follow the King III guidelines and voluntarily participate in CDP.
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.	Online	Governance & Sustainability	Memberships in SASSI, WWF-SA and the NBI PSEE program.
4.14	List of stakeholder groups engaged by the organization.	Online	Stakeholder engagement (Operations review)	Key shareholders are included in the report of the board.
4.15	Basis for identification and selection of stakeholders with whom to engage.	Online	Stakeholder engagement	Sun International identifies its stakeholders as those groups that are affected by the operations or decisions of the Group, or who have the ability to influence the performance of the Group.
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Online	Stakeholder engagement.	Material stakeholders have been identified and the Group is actively engaging with them to establish material issues. We have categorised them into various types of stakeholders and groups. Various stakeholders have provided the Group with written updates, and we have addressed the issues raised at risk committee meetings.
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.	Online	Stakeholder engagement.	Various stakeholders have provided the Group with written updates, and we have addressed the issues raised at risk committee meetings.
STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)				
G3 DMA	Description	Reference	Section	Comments
DMA EC	Disclosure on Management Approach EC	12-49;52-61; Online	Chief executive and management report; Abridged Financial Information; Enterprise development (online); Governance & sustainability (online)	This is reported in the various sections of the Integrated Annual Report as well as online in the 2014 Report.
DMA EN	Disclosure on Management Approach EN	Online	Governance & Sustainability	Sun International has stated why managing its environmental impact is a material issue and identifies ways in which different aspects (water, energy, emissions, etc.) are handled by management.

G3 DMA	Description	Reference	Section	Comments
DMA LA	Disclosure on Management Approach LA	51; 42	Human capital; Governance & sustainability	This is disclosed online.
DMA HR	Disclosure on Management Approach HR	Online	Human capital; Financials	Labour procedures are outlined in the data collected as management and control procedures are acknowledged.
DMA SO	Disclosure on Management Approach SO	6; 24	Social and relationship capital (Business model); King III	This is disclosed online.
DMA PR	Disclosure on Management Approach PR	12-49; online	Chief Executive and Management Report; Governance & Sustainability	The management approach is disclosed in the Integrated Annual Report.
STANDARD DISCLOSURES PART III: Performance Indicators				
Economic				
Performance Indicator	Description	Reference	Section	Comments
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.	52;61	Group Statements of Comprehensive Income; Value added statement	This has been disclosed in the IAR
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Online	Governance & Sustainability	This is disclosed online.
EC3	Coverage of the organization's defined benefit plan obligations.	Online	Annual financial Statements	This is covered in the Group Financial Statements.
EC4	Significant financial assistance received from government.	GRI Table	GRI Table	No significant financial assistance has been received in the current financial year.
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	N/A	N/A	Sun International is committed to paying fair and reasonable wages which are competitive at all locations throughout the Group.
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Online	Preferential procurement	This is disclosed online.
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	GRI Table	GRI Table	As part of our bid to the Gaming Boards in the various provinces, we undertake to offer employment to local people at all levels within the organisation by advertising to local communities in the local newspapers, once the position is advertised to the Group. Senior Management appointments in the last financial year have largely been made within the Sun International Group. No appointments at a Senior Management level in these business units have at this stage been made from the local community within the last financial year.
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Online	Socio-Economic Development Report	CSI Spend and SED contributions are outlined. We have successfully implemented an enterprise development programme in South African-based units.

Performance Indicator	Description	Reference	Section	Comments
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	GRI Table	GRI Table	Sun international has interventions and staff training in place to ameliorate negative impacts, such as the Responsible Gambling Programme and child care procedures, which the Group continually monitors.
Environmental				
Performance Indicator	Description	Reference	Section	Comments
EN1	Materials used by weight or volume.	Online	Governance & Sustainability	This is disclosed online.
EN2	Percentage of materials used that are recycled input materials.	Online	Governance & Sustainability	This is disclosed online.
EN3	Direct energy consumption by primary energy source.	Online	Governance & Sustainability	This is disclosed online.
EN4	Indirect energy consumption by primary source.	Online	Governance & Sustainability	This is disclosed online.
EN5	Energy saved due to conservation and efficiency improvements.	Online	Governance & Sustainability	New lighting system in Zambia is explained and the reductions achieved are disclosed.
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Online	Governance & Sustainability	New lighting system in Zambia is explained and the reductions achieved are disclosed.
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Online	Governance & Sustainability	This is disclosed online.
EN8	Total water withdrawal by source.	Online	Governance & Sustainability	This is disclosed online.
EN9	Water sources significantly affected by withdrawal of water.	Online	Governance & Sustainability	This is disclosed online.
EN10	Percentage and total volume of water recycled and reused.	Online	Governance & Sustainability	This is disclosed online.
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Online	Governance & Sustainability	This is disclosed online.
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Online	Governance & Sustainability	This is disclosed online.
EN13	Habitats protected or restored.	Online	Governance & Sustainability	This is disclosed online.
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Online	Governance & Sustainability	This is disclosed online.
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Online	Governance & Sustainability	This is disclosed online.
EN16	Total direct and indirect greenhouse gas emissions by weight.	Online	Governance & Sustainability	This is disclosed online.
EN17	Other relevant indirect greenhouse gas emissions by weight.	38	Governance & Sustainability	This is disclosed online.

Performance Indicator	Description	Reference	Section	Comments
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Online	Governance & Sustainability	This is disclosed online.
EN19	Emissions of ozone-depleting substances by weight.	Online	Governance & Sustainability	This is disclosed online.
EN20	NOx, SOx, and other significant air emissions by type and weight.	Online	Governance & Sustainability	This is disclosed online.
EN21	Total water discharge by quality and destination.	N/A	N/A	This is not currently measured by the Group.
EN22	Total weight of waste by type and disposal method.	Online	Governance & Sustainability	This is disclosed online.
EN23	Total number and volume of significant spills.	Online	Governance & Sustainability	This is disclosed online.
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.	Online	Governance & Sustainability	This is disclosed online.
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.	Online	Governance & Sustainability	This is disclosed online.
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Online	Governance & Sustainability	This is disclosed online.
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Online	Governance & Sustainability	This is disclosed online.
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Online	Key sustainability objectives (Environment report)	This is disclosed online.
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	N/A	This has been deemed 'not applicable' to SIL.
EN30	Total environmental protection expenditures and investments by type.	Online	Energy management initiatives (Environment report); Waste management (Environment report)	This is disclosed online.
Social: Labour Practices and Decent Work				
Performance Indicator	Description	Reference	Section	Comments
LA1	Total workforce by employment type, employment contract, and region.	Online	Human capital (Business model); Human capital	Total workforce reported by region and employment type is reported.
LA2	Total number and rate of employee turnover by age group, gender, and region.	Online	Human capital	Turnover reported by age group and region is reported.
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	GRI Table	GRI Table	Part time employees are not entitled to be on the Group provident or Medical Aid Scheme. This is applicable across all operations.

Performance Indicator	Description	Reference	Section	Comments
LA4	Percentage of employees covered by collective bargaining agreements.	Online	Human rights and freedom of association	This is disclosed online.
LA5	Minimum notice period's regarding significant operational changes, including whether it is specified in collective agreements.	Online IAR	GRI Table	Notice periods vary between the different levels of management ranging from 6 months for senior positions to 1 month notice for other employees. The notice period are not specified in any collective agreements with the trade unions as the employees covered in these collective agreements are on 1 month notice. When dealing with a significant operational change, the notice in which to commence discussions with affected employees is subjective and can vary from 1 year to 2 weeks. The period in which to conclude discussions that could lead to the termination of employment can vary from 6 months to 3 months. Upon the ultimate termination, the employees respective notice periods as per their contracts of employments are adhered to.
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	N/A	This indicator was not covered in the report.
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	Online	Governance & Sustainability	This is disclosed online.
LA8	Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	53	Human capital	This is disclosed online.
LA9	Health and safety topics covered in formal agreements with trade unions.	Online	GRI Table	Health and Safety is covered and strictly regulated by the Occupational Health and safety Act. No deviations from the Act and its associated regulations are condoned by the Department of Labour and thus the Union and the company cannot go into a separate agreed arrangement on these topics., All agreement with the trade union pertain to improve employment benefits and it is accepted between parties that the OHSA is always followed by the parties. No need to provide for it in any other agreement.
LA10	Average hours of training per year per employee by employee category.	Online	Human Capital	The number of interventions are explicitly stated and the number of employees that benefitted during the reporting period.
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Online	Human capital	Opportunity for improvement. It is unclear what types of skills development interventions are offered, or if any would assist employees in continued employability and/or managing career endings.
LA12	Percentage of employees receiving regular performance and career development reviews.	Online	Human capital; Operations review	The number of employees who received training is reported.
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Online	Employment equity; Governance & sustainability	This is disclosed online.
LA14	Ratio of basic salary of men to women by employee category.	N/A	N/A	This indicator was not covered in the report.

Social: Human Rights				
Performance Indicator	Description	Reference	Section	Comments
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	N/A	N/A	This has not been reported in the current year.
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	N/A	N/A	This has not been reported in the current year.
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	N/A	This has not been reported in the current year.
HR4	Total number of incidents of discrimination and actions taken.	Online	Governance & Sustainability	This is disclosed online.
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.	Online	Governance & Sustainability	The principle of freedom of association is formally endorsed in employee statements and agreements with all trade unions in South Africa and other countries where they operate.
HR6	Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour.	Online	GRI Table	No operations have been identified as being at risk for incidents of child labour. Sun International does not make use of any child labour at our operations.
HR7	Operations identified as having significant risk for incidents of forced or compulsory labour, and measures taken to contribute to the elimination of forced or compulsory labour.	Online	GRI Table	No operations have been identified as being at risk for incidents of forced or compulsory labour. Sun International does not infringe on this human right.
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	N/A	N/A	This has not been reported in the current year.
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Online	GRI Table	There have been no instances reported of human rights violations against indigenous people.
Social: Society				
Performance Indicator	Description	Reference	Section	Comments
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.	N/A	N/A	This indicator was not covered in the report.
SO2	Percentage and total number of business units analysed for risks related to corruption.	Online	Governance & Sustainability	The social and ethics committee report evidences that the Group as a whole was reviewed (including all units) against the Organisation for Economic Co-operation and Development guidelines for multinational enterprises 2011 regarding corruption. The committee concluded that the Group either complied with or exceeded the requirements and that there were no material areas of concern raised with the committee.
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Online	GRI Table	A code of ethics and anticorruption policy is provided to employees.

Performance Indicator	Description	Reference	Section	Comments
SO4	Actions taken in response to incidents of corruption.	14	Governance & Sustainability	No such incidents occurred during the period.
SO5	Public policy positions and participation in public policy development and lobbying.	Online	GRI Table	Sun International is Non-political and Non-sectarian in all its activities.
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Online	GRI Table	No financial or in-kind contributions have been made to political parties, politicians and related institutions.
SO7	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes.	Online	GRI Table	The Group is pleased to report that there have been no material instances of non-compliance or material fines imposed during the year under review.
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Online	Governance & Sustainability	The report of the social and ethics committee confirms that there were no issues of non-compliance during the year under review and accordingly no fines.
Social: Product Responsibility				
Performance Indicator	Description	Reference	Section	Comments
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	N/A	We are continuously monitoring the health and safety issues of our resorts and casinos and address any health and safety concerns that might arise.
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.	Online	GRI Table	There were no incidents of non-compliance with regulations or voluntary codes concerning the impact of products and services during their life cycles; neither were there any warnings or penalties.
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Online	GRI Table	The Group is pleased to report that there have been no material instances of non-compliance or material fines imposed during the year under review.
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.	Online	GRI Table	The Group is pleased to report that there have been no material instances of non-compliance or material fines imposed during the year under review.
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	N/A	N/A	Customers are asked to rate their experiences and the research demonstrates positive feedback.
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Online	The report of the social and ethics committee	Membership in the Casino Association of South Africa (CASA) and the National Responsible Gambling Programme (NRGP) show Sun International's commitment to responsible gambling.
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.	Online	The report of the social and ethics committee	The Group is pleased to report that there have been no material instances of non-compliance or material fines imposed during the year under review.
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	N/A	N/A	Customer problems and satisfaction measures are included furthermore there is also a rate of problems that are resolved.

Performance Indicator	Description	Reference	Section	Comments
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Online	The report of the social and ethics committee	The Group is pleased to report that there have been no material instances of non-compliance or material fines imposed during the year under review.

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