

# ESG DATA

(Last Updated: January 30, 2025 )

\* The scope of data collection is Megmilk Snow Brand Co., Ltd. only, unless otherwise mentioned.  
 \* The data may be adjusted retroactively.

## Environment

### 《Policy and Certification》

Environmental Policy	Yes	<a href="https://www.meg-snow.com/english/sustainability/reducing-environmental-load/">https://www.meg-snow.com/english/sustainability/reducing-environmental-load/</a>
Procurement Policy	Yes	<a href="https://www.meg-snow.com/english/sustainability/procurementpolicy/">https://www.meg-snow.com/english/sustainability/procurementpolicy/</a>
Third-Party Certification	[ISO14001]	52 sites (Megmilk Snow Brand Co., Ltd., Yatsugatake Milk Co., Ltd., Ibaraku Co., Ltd., Michinoku Milk Co., Ltd., Bean Stalk Snow Co.,Ltd.)
	[Green Management]	14 sites (Chokuhan Haisou Co., Ltd.)

### [Third-Party Verification of CO2 Emissions]

8 companies ( Megmilk Snow Brand Co., Ltd., Ibaraku Co., Ltd., Kohnan Oils and Fats Mfg. Co., Ltd., Chokuhan Haisou Co., Ltd., Michinoku Milk Co., Ltd., Yatsugatake Milk Industry Co., Ltd., Snow Brand Seed Co., Ltd., Bean Stalk Snow Co., Ltd. )

《Preventing Global Warming》	Unit	2019	2020	2021	2022	2023
Electricity Used* <sup>1</sup>	Millions of kWh	234	229	230	259	255
Total Fuel Used (Crude Oil Equivalent)* <sup>1</sup>	Thousands of kl	109.9	109.4	110.8	128.7	118.3
Fuel Used (Crude Oil Equivalent)* <sup>1</sup>	Thousands of kl	52.4	52.3	53.2	63.7	61.5
Electricity Used(Crude Oil Equivalent)* <sup>1</sup>	Thousands of kl	57.5	57.0	57.6	64.9	56.8
Recyclable Energy Used	kWh	-	24,500	26,668	31,733	230,920
Recyclable Energy Used	%	-	0.01	0.01	0.01	0.10
CO <sub>2</sub> Emissions* <sup>2</sup>	Ten thousands of tons	23.0	22.4	27.2	25.5	24.4
Scope 1* <sup>2</sup>	Ten thousands of tons	11.5	11.5	14.6	14.0	12.9
Scope 2* <sup>2</sup>	Ten thousands of tons	11.4	10.9	12.6	11.5	11.5
Reduction in CO <sub>2</sub> Emissions* <sup>2</sup> (Compared to Fiscal 2013)	%	18.8	21.1	18.4	23.5	26.9
Scope 3	Ten thousands of tons	192.1	236.4	224.7	231.6	232.5
(Category 1) Purchased Goods and Services	Ten thousands of tons	167.3	211.2	200.8	206.6	209.1
(Category 2) Capital Goods	Ten thousands of tons	6.9	7.5	4.5	5.5	4.5
(Category 3) Fuel- and Energy-Related Activities (Not Included in Scope 1 or 2)	Ten thousands of tons	3.5	3.8	3.8	3.8	3.7
(Category 4) Upstream Transportaion and Distribution	Ten thousands of tons	10.8	10.4	10.2	10.3	10.2
(Category 5) Waste Generated in Operations	Ten thousands of tons	0.07	0.1	0.1	0.1	0.0
(Category 6) Business Travel	Ten thousands of tons	0.1	0.1	0.1	0.1	0.1
(Category 7) Employee Commuting	Ten thousands of tons	0.3	0.3	0.3	0.3	0.3
(Category 8) Upstream Leased Assets	Ten thousands of tons	Not calculated	Not calculated	Not calculated	Not calculated	Not calculated
(Category 9) Downstream Transportaion and Distribution	Ten thousands of tons	Not calculated	Not calculated	Not calculated	Not calculated	Not calculated
(Category10) Processing of Sold Products	Ten thousands of tons	Not calculated	Not calculated	Not calculated	Not calculated	Not calculated
(Category11) Use of Sold Products	Ten thousands of tons	Not calculated	Not calculated	Not calculated	Not calculated	Not calculated
(Category12) End-of-Life Treatment of Sold Products	Ten thousands of tons	3.1	3.0	4.9	4.9	4.6
(Category13) Downstream Leased Assets	Ten thousands of tons	Not calculated	Not calculated	Not calculated	Not calculated	Not calculated
(Category14) Franchises	Ten thousands of tons	Not calculated	Not calculated	Not calculated	Not calculated	Not calculated
(Category15) Investments	Ten thousands of tons	Not calculated	Not calculated	Not calculated	Not calculated	Not calculated
Fluorocarbon Leakage	t-CO <sub>2</sub>	3,588	2,484	3,147	2,486	5,410

\*1 Aggregation of 8group companies since fiscal 2022. ( Megmilk Snow Brand Co., Ltd., Ibaraku Co., Ltd., Kohnan Oils and Fats Mfg. Co., Ltd., Chokuhan Haisou Co., Ltd., Michinoku Milk Co., Ltd., Yatsugatake Milk Industry Co., Ltd., Snow Brand Seed Co., Ltd., Bean Stalk Snow Co., Ltd. )

\*2 Aggregation of 8group companies since fiscal 2021. ( Megmilk Snow Brand Co., Ltd., Ibaraku Co., Ltd., Kohnan Oils and Fats Mfg. Co., Ltd., Chokuhan Haisou Co., Ltd., Michinoku Milk Co., Ltd., Yatsugatake Milk Industry Co., Ltd., Snow Brand Seed Co., Ltd., Bean Stalk Snow Co., Ltd. )

《Sustainably Using Resources》		2019	2020	2021	2022	2023
% of Paper Made of Eco-Friendly Materials Used (Scope of Data Collection: Paper Packaging and Cardboard)* <sup>1</sup>	%	63.1	83.6	87.1	97.7	99.0
% of Certified Palm Oil Used* <sup>2</sup> * Refined palm oil only	%	10.0	20.0	20.4	14.5	54.4
Petroleum-derived plastic usage per unit of sales revenue* <sup>1</sup>	t/Hundred million yen	3.9	4.0	4.2	4.1	3.8
Reduction in petroleum-derived plastic usage per unit of sales revenue (Compared to Fiscal 2018)* <sup>1</sup>	%	-	1.5	2.5	5.3	12.2

\*1 Aggregation of 4group companies since fiscal 2021. ( Megmilk Snow Brand Co., Ltd., Ibaraku Co., Ltd., Yatsugatake Milk Industry Co., Ltd., Bean Stalk Snow Co., Ltd. )

\*2 Aggregation of 4group companies since fiscal 2022. ( Megmilk Snow Brand Co., Ltd., Kohnan Oils and Fats Mfg. Co., Ltd., Snow Brand Seed Co., Ltd., Bean Stalk Snow Co., Ltd. )

《Recycling-Based Society》		2019	2020	2021	2022	2023
Raw Materials Used	Thousands of t	1,169.7	1,162.0	1,164.6	1,148.7	1,080.6
Raw Milk	Thousands of t	995.0	1,005.0	1,027.0	999.1	960.1
Oils and Fats	Thousands of t	17.8	17.3	15.8	14.2	11.6
Milk-Derived Raw Materials	Thousands of t	43.1	33.5	16.8	28.9	15.5
Other Raw Materials	Thousands of t	51.3	48.5	46.1	48.0	44.6
Resources for Packaging Used(Paper, Plastic, Glass, Alminum, etc.)	Thousands of t	62.5	57.7	58.9	58.5	48.8
Waste (incl. General Waste from Business Activities)* <sup>1</sup>	Thousands of t	17.3	16.2	19.1	20.0	16.3
Waste* <sup>1</sup>	Thousands of t	16.8	15.6	18.3	19.2	15.6

Reduction in Waste (Compared to Fiscal 2013) * <sup>1</sup>	%	18.4	23.9	23.1	19.6	34.4
Amount of Recycled Waste * <sup>1</sup>	Thousands of t	16.4	14.9	17.4	18.9	15.4
% of Recycled Waste * <sup>1</sup>	%	97.5	95.4	95.2	98.8	98.8
Food Waste * <sup>2</sup>	Thousands of t	3.9	3.7	4.2	5.8	3.0
Amount of Recycled Food Waste * <sup>2</sup>	Thousands of t	3.4	3.1	3.6	5.5	2.9
% of Recycled Food Waste * <sup>2</sup>	%	88.2	83.6	86.2	94.8	96.3
Amount of Industrial Plastic Waste	Thousands of t	1.33	1.38	1.30	1.25	1.16
Reduction in Industrial Plastic Waste (compared to Fiscal 2018)	%	7.0	4.1	9.4	12.8	19.3
% of Recycled Plastic Waste	%	94.3	93.7	97.5	98.0	98.3
Final Disposal of Waste	Thousands of t	0.42	0.72	0.67	0.15	0.13

\*1 Aggregation of 7group companies since fiscal 2021. (Megmilk Snow Brand Co., Ltd., Ibaraku Co., Ltd., Kohnan Oils and Fats Mfg. Co., Ltd., Michinoku Milk Co., Ltd., Yatsugatake Milk Industry Co., Ltd., Snow Brand Seed Co., Ltd., Bean Stalk Snow Co., Ltd. ) Figures before fiscal 2020 are non-consolidated. Headquarters and sales offices are excluded before fiscal 2019.

\*2 Aggregation of 6group companies since fiscal 2021. (Megmilk Snow Brand Co., Ltd., Ibaraku Co., Ltd., Kohnan Oils and Fats Mfg. Co., Ltd., Michinoku Milk Co., Ltd., Yatsugatake Milk Industry Co., Ltd., Bean Stalk Snow Co., Ltd. ) Figures before fiscal 2020 are non-consolidated headquarters and sales offices are excluded before fiscal 2019.

《Water Resources》		2019	2020	2021	2022	2023
Water Used*	Thousands of m <sup>3</sup>	10,900	10,800	10,800	12,100	11,700
Ground Water	Thousands of m <sup>3</sup>	-	-	-	-	11,310
Tap Water	Thousands of m <sup>3</sup>	-	-	-	-	130
Water for Industrial Use	Thousands of m <sup>3</sup>	-	-	-	-	40
Rivers	Thousands of m <sup>3</sup>	-	-	-	-	220
Reduction in Water Used(Compared to Fiscal 2013)*	%	-	-	8.2	7.6	10.5
Wastewater*	Thousands of m <sup>3</sup>	10,300	10,400	10,400	11,400	11,230
Rivers	Thousands of m <sup>3</sup>	-	-	-	9,400	9,170
Public Sewer	Thousands of m <sup>3</sup>	-	-	-	2,000	2,060

\* Aggregation of 7group companies since fiscal 2022. (Megmilk Snow Brand Co., Ltd., Ibaraku Co., Ltd., Kohnan Oils and Fats Mfg. Co., Ltd., Michinoku Milk Co., Ltd., Yatsugatake Milk Industry Co., Ltd., Snow Brand Seed Co., Ltd., Bean Stalk Snow Co., Ltd. )

《Environmental Management》		2019	2020	2021	2022	2023
Number of Incidents of Environmental Non-Compliance	Violations	0	0	0	0	0
Total Cost of Incidents of Environmental Non-Compliance	Yen	0	0	0	0	0

《Environmental Audit and Education》		2019	2020	2021	2022	2023
Environmental Audit*	Sites	55	53	63	67	65
% of Participants in Environmental e-learning Course	%	100.0	100.0	100.0	100.0	100.0
Number of Participants in ISO14001 Environmental Basic Fundamental Training for Marketing and Administration Section	People	38	5	52	69	59
Number of Participants in Internal ISO14001 Environmental Auditor Development Training	People	60	95	87	100	47
Number of Participants in Environmental e-learning Course for Group Companies	People	-	-	448	592	647

\* Aggregation of 4 group companies. (Megmilk Snow Brand Co., Ltd., Ibaraku Co., Ltd., Michinoku Milk Co., Ltd., Yatsugatake Milk Industry Co., Ltd. )

## Society

### 《Policy and Certification》

Third-Party Certification of Food Safety 「FSSC22000」

25 Plants (96% of the food facilities in and outside Japan  
that manufacture Megmilk Snow Brand products )

METI Recognition under the Certified Health  
& Productivity Management Outstanding  
Organizations Recognition Program Yes

Third-Party Certification of Animal  
Experiment Yes

<https://www.meg-snow.com/corporate/rd/contribution/index.html#ani>

《Dairy Farming》		2019	2020	2021	2022	2023
Number of Participants in the Japan Dairy Farmer's Research Association Conference	People	260	218	208	261	313
Number of Dairy Farming Advisory Committee Meetings	Times	2	1	2	2	2
Area of land planted with Snow Brand Seed Feedstuff Seeds by Compared to Fiscal 2019 Levels	%	-	99.8	100.2	103.7	96.3

《Workstyle Reform》		2019	2020	2021	2022	2023
Total Working Hour (Non-Managerial Employees, Annual )	Hours	1,952.1	1,972.7	1,946.6	1,938.5	1,924.5
Men	Hours	1,983.9	2,001.7	1,976.8	1,967.3	1,950.9
Women	Hours	1,810.8	1,843.5	1,817.6	1,817.0	1,814.7
Hours of Overtime Work (Non-Managerial Employees, Average per Month, Compared to Normal Working Hours)	Hours	17.2	17.5	17.4	17.6	16.7
Men	Hours	18.3	18.6	18.4	18.6	17.5
Women	Hours	12.1	12.4	13.0	13.6	13.4
% of Annual Paid Leave Taken (All Employees)	%	80.7	73.8	73.2	80.1	83.3
Men	%	76.6	72.0	70.7	76.8	80.6
Women	%	95.2	79.4	81.2	90.6	91.8

《Diversity and Inclusion》		2019	2020	2021	2022	2023
Number of Consolidated Regular Employees	People	5,367	5,669	5,665	5,715	5,731
Number of Consolidated Temporary Employees	People	3,746	3,438	3,383	3,328	3,185

Number of Regular Employees	People	3,144	3,161	3,134	3,118	3,129
Men	People	2,664	2,670	2,635	2,606	2,601
Women	People	480	491	499	512	528
Female Share of Total Regular Employees	%	15.3	15.5	15.9	16.4	16.9
Number of Temporary Employees	People	1,138	1,123	1,103	1,083	1,029
Men	People	588	558	554	560	540
Women	People	550	565	549	523	489
Average Age of Employees	Age	40.0	40.4	40.8	41.2	41.7
Men	Age	40.6	41.0	41.5	41.9	42.4
Women	Age	36.6	36.9	37.1	37.7	38.0
Average Years of Employment	Years	14.5	14.3	14.8	15.4	15.8
Men	Years	14.8	14.7	15.2	15.7	16.3
Women	Years	12.7	12.5	12.8	13.4	13.6
Number of Newly Hired Employees(New Graduates)	People	112	75	72	43	74
Men	People	78	49	47	27	42
Women	People	34	26	25	16	32
Number of Newly Hired Employees(Mid-Career)	People	33	21	14	40	49
Men	People	29	21	10	34	38
Women	People	4	0	4	6	11
% of Mid-Career Regular Employees	%	22.8	21.9	16.3	48.2	39.8
Number of Retirees	People	134	72	113	107	121
Retired	People	61	30	50	41	46
The Others	People	73	42	63	66	75
Personnel Turnover Rate of Newly Hired Graduates within 3 Years	%	6.8	9.4	14.3	10.7	12.5
% of Rehired Staff After Retirement	%	78.7	86.7	84.0	82.9	84.8
Number of Management Positions * As of April of the next fiscal year	People	680	686	694	711	704
Men	People	649	652	652	660	649
Women	People	31	34	42	51	55
Mid-Career	People	-	-	-	25	25
% of Females in Management Positions * As of April of the next fiscal year	%	4.6	5.0	6.1	7.2	7.8
Employees Taking Childcare Leave	People	75	76	107	113	132
Men	People	43	43	77	87	98
Women	People	32	33	30	26	34
Average Days of Childcare Leave Taken (Men) *1	Days	8.9	13.6	14.8	21.0	25.2
% of Employees Taking Childcare Leave *2	%	62.0	56.3	79.3	95.8	111.9
Men	%	46.2	45.3	72.0	90.7	112.6
Women	%	114.3	82.5	107.1	118.2	109.7
Gender Pay Gap (Average Female Salary / Average Male Salary)	%	-	-	-	60.5	62.3
Regular Employees (incl. Full-Time Employees Changed to Permanent Employment )	%	-	-	-	64.0	65.4
Temporary Employees	%	-	-	-	75.0	73.8
% of Six Months Tenure after Taking Maternity and Childcare Leave	%	97.4	100.0	98.9	100.0	100.0
Shortened Working Hours	People	53	47	59	55	61
Care Leave	People	57	35	36	45	55
Number of Care Leaves	People	74	79	80	83	89
% of Disabled in Workforce	%	1.96	2.22	2.25	2.39	2.59
% of Employees Unionized	%	99.6	99.6	99.6	99.5	99.6

\*1 The average number of days taken by male regular employees who took childcare leave.

\*2 This rate may exceed 100% because it includes employees who had a child in the previous fiscal year but did not take childcare leave in that same year, and instead took childcare leave in the following fiscal year.

《Securing and Training Human Resources》		2019	2020	2021	2022	2023
Amount Cost of Training(Regular Employee)	Ten thousand yen/ People/Year	2.3	1.5	1.9	2.0	4.2
Number of Participants in Female Leader Training	People	39	22	38	25	25
Number of Participants in the Training for Heads of Departments	People	-	-	-	-	18
Number of Participants in Public Offering Business Skills Training	People	190	0	351	347	268
Number of Participants in Career Development Training (Workshop Style)	People	310	201	518	363	553
Number of Participants in Self-Development Correspondence Education	People	290	374	364	374	368
% of Participation in Group Activities for Sustainability (Actual Participation)	%	83.2	93.6	95.7	93.8	91.1

《Work Engagement》		2019	2020	2021	2022	2023
Engagement Score	Points	-	-	-	-	63.3
% of Employees That Have Undergone Routine Health Checkup	%	100.0	100.0	100.0	100.0	99.9
% of Employees That Have Undergone Stress Check	%	91.0	91.9	91.8	90.2	88.4
% of Obesity (Over 40years Old )	%	-	-	44.8	44.6	43.4
% of Smoking	%	-	-	24.6	23.8	23.3
% of Specific Health Guidance	%	-	22.5	21.4	20.0	19.5
% of Employees That Have Health Management e-learning Course	%	-	-	-	91.5	90.4
Absenteeism * 1	Days	-	-	-	1.6	1.8
Presenteeism * 2	%	-	-	-	91.6	91.5

Frequency Rate (Total Number of Work-Related Injury Accidents ÷ Total Working Hours × 1,000,000)	%	1.12	1.91	1.69	1.72	0.92
Severity Rate (Total Number of Days Lost due to Work-Related Accidents ÷ Total Working Hours × 1,000)	%	0.02	0.04	0.01	0.02	0.01

\*1 Sick and absent from work. Average number of days of sick leave taken.

\*2 Working with poor physical condition, reducing productivity. Ratio of labor impairment due to health issues, assessed to quantify the organization's labor function.

《Quality Control》		2019	2020	2021	2022	2023
% of Certification under an International Food Safety Scheme (such as FSSC or SQF) Recognized by GFSI.*	%	-	93	93	96	96
Certified Sensory Evaluation Technicians with the Ability to Evaluate Flavor * As of April of the next fiscal year	People	1,479	1,522	1,601	1,573	1,574
Number of Quality Assurance Basic Understanding Check	People	-	4,877	4,860	4,740	4,800
Number of Certified Inspectors	People	-	537	579	530	567
Number of Participants in Food Safety Training	People	-	3,460	3,455	3,500	3,586
Number of Corporate Ethics Committee Quality Subcommittee (incl. Plant Audits)	Times	13	5	9	15	9

\* Food facilities in and outside Japan that manufacture Megmilk Snow Brand products. (Megmilk Snow Brand Co., Ltd., Ibaraku Co., Ltd., Kohnan Oils and Fats Mfg. Co., Ltd., Michinoku Milk Co., Ltd., Yatsugatake Milk Industry Co., Ltd., Bean Stalk Snow Co., Ltd., Snow Brand Australia Pty. Ltd., PT. Megmilk Snow Brand Indonesia, Luna Bussan Co., Ltd., Miruku no Sato Co., Ltd.)

《Food for Contributions to Health》		2019	2020	2021	2022	2023
Number of Functional Products* <sup>1</sup> * As of April of the next fiscal year	Items	-	-	-	168	159
The Nutrition Business Products	Items	-	-	-	137	124
Food for Health Uses	Items	-	-	-	31	35
Food Education Activities Participants* <sup>2</sup>	People	38,618	9,715	44,376	64,150	62,764
Number of Research Presentations That Contribute to Extending Healthy Life Expectancy	Papers	13	6	10	4	11
Number of Research Papers Published That Contribute to Extending Healthy Life Expectancy	Papers	11	5	6	6	5

\*1 Aggregation of 6 group companies. (Megmilk Snow Brand Co., Ltd., Bean Stalk Snow Co., Ltd., Belle Neige Direct Co., LTD., Snow Brand Taiwan Co., Ltd., Snow Brand Australia Pty. Ltd., Megmilk Snow Brand Singapore Pte. Ltd.)

\*2 Due to the COVID-19 pandemic, we shelved these activities from February 2020, resumed food education activities in a limited way on June 2020, and started online on October 2020.

《Communication》		2019	2020	2021	2022	2023
Plant Tours Participants*	People	65,608	213	9,198	12,570	43,205
Human Rights Impact Assessment	Times	-	-	-	4	4
Dialogue with Human Rights Experts	Times	-	-	-	2	0

\* Due to the COVID-19 pandemic, we shelved these activities from February 2020, started online on June 2021.

《Complaints》		2019	2020	2021	2022	2023
Number of Comments Received from Customers	Comments	55,042	53,722	51,016	46,988	42,759
Of These, Number of Complaints	Complaints	5,258	5,259	4,421	3,912	3,825

## Governance

Form of Organization	Company with Audit and Supervisory Committee
Accounting Auditor	Deloitte Touche Tohmatsu LLC
Anti-Takeover Measures	No
Whistleblowing System	Yes (Internal Whistleblowing Hotline "the Megmilk Snow Brand Hotline", and an External Hotline (Attorney))

《Board of Directors and Audit and Supervisory Committee》	As of June 26, 2024	
Number of Directors (incl. Audit and Supervisory Committee Members)	People	11
External Directors	People	4
Female Director	People	1
Number of Executive Officers	People	18 * Of them, 3 people concurrently serve as directors.
Number of Directors who Concurrently Serve as Audit and Supervisory Committee Members	People	3
Independent External Directors	People	2

《Number of Meetings》	2023	
Number of Board Meetings	Times	17
Board Meetings Attendance	%	99.5
Number of Audit and Supervisory Committee Meetings	Times	19
Audit and Supervisory Committee Meetings Attendance	%	100.0
Number of Nomination Advisory Committee Meetings	Times	6
Nomination Advisory Committee Meetings Attendance	%	97.6
Number of Remuneration Advisory Committee Meetings	Times	4
Remuneration Advisory Committee Meetings Attendance	%	96.4

《IR Activities》		2019	2020	2021	2022	2023
Results Briefings for Investors and Analysts	Times	2	4	4	4	4
Small Meetings	Times	11	8	7	5	5
Of these, with Attendance of the President	Times	2	2	1	2	2
One-on-One Meetings	Times	96	62	55	51	74
One-on-One Meetings in the Conference Held by Securities Company	Times	1	1	1	1	1
IR Briefings (Business Presentations, Facility Tours, etc.)	Times	0	0	0	0	2
Briefings for Personal Investors	Times	6	0	0	0	3

《Compliance》		2019	2020	2021	2022	2023
% of Employees That Have Information Security e-learning Course* <sup>1</sup>	%	97.4	98.4	99.3	99.2	97.0
Product Recovery with Announcement	Incidents	2	1	0	0	0
Number of Corporate Ethics Committee	Times	12	6	6	6	6
Number of Corporate Ethics Committee Product Information Subcommittee	Times	6	6	6	6	6
Number of Participants in Compliance Training	People	151	123	115	93	117
% of Employees That Have Compliance e-learning Course* <sup>2</sup>	%	-	-	-	99.7	96.5

\*1 Aggregation of 17group companies until fiscal 2021, aggregation of 18group companies since fiscal 2022.

\*2 Aggregation of 13group companies in fiscal 2022, aggregation of 18group companies in fiscal 2023.

《Whistleblowing》		2019	2020	2021	2022	2023
Number of Whistleblowing (Boundary: Megmilk Snow Brand Group Total (Japan) )	Matters	68	52	42	61	67
Human Relations	Matters	6	26	24	30	36
Quality Control	Matters	0	0	2	1	0
Compliance	Matters	5	4	1	4	2
Problem Behavior in the Workplace	Matters	30	11	5	7	10
Questions about Internal Systems and Structures	Matters	8	10	8	17	10
Others	Matters	19	1	2	2	9