

## 2008 Sustainability Reporting GRI Index Table

Our sustainability reporting includes information provided in our Nyrstar Annual Report, on the Nyrstar website and in our Nyrstar Sustainability Report. We review the information provided against the GRI Guidelines and self-assess the extent of information provided as being either:

- Fully reported
- Partially reported (as only part of the indicator is considered to be relevant to Nyrstar, or we are working towards this being fully reported in the future)
- Not reported (not relevant, not applicable in the reporting period, or reporting mechanisms being developed for this to be fully reported in the future)

<b>GRI Indicator Reference and Description</b>	<b>Extent Reported</b>	<b>Where the Information is Reported</b>
<b>Profile</b>		
<b>1. Strategy and Analysis</b>		
<b>1.1 Statement from the CEO about relevance of sustainability to organisation and its strategy</b>	Fully reported	Nyrstar 2008 Annual Report - page 3 Nyrstar 2008 Sustainability Report - page 3
<b>1.2 Description of key impacts, risks and opportunities</b>	Fully reported	Nyrstar 2008 Annual Report - pages 6-13, 24-25 Nyrstar 2008 Sustainability Report - pages 3-5
<b>2. Organisational Profile</b>		
<b>2.1 Name of the organisation</b>	Fully reported	Nyrstar 2008 Annual Report – Front page, page 46 Nyrstar 2008 Sustainability Report – Front Page
<b>2.2 Primary brands, products and/or services</b>	Fully reported	Nyrstar Website - <a href="http://www.nyrstar.com/nyrstar/en/products/">http://www.nyrstar.com/nyrstar/en/products/</a> Nyrstar 2008 Annual Report - pages 14-21 Nyrstar 2008 Sustainability Report - pages 4
<b>2.3 Operational structure of the organisation, including major divisions, operating companies, subsidiaries and joint ventures</b>	Fully reported	Nyrstar Website - <a href="http://www.nyrstar.com/nyrstar/en/operations/operations_flash/">http://www.nyrstar.com/nyrstar/en/operations/operations_flash/</a> Nyrstar 2008 Annual Report – pages 14, 46, 88
<b>2.4 Location of the organisation’s headquarters</b>	Fully reported	Nyrstar Website - <a href="http://www.nyrstar.com/nyrstar/en/operations/operations_flash/">http://www.nyrstar.com/nyrstar/en/operations/operations_flash/</a> <a href="http://www.nyrstar.com/nyrstar/en/siteservices/contacts/">http://www.nyrstar.com/nyrstar/en/siteservices/contacts/</a>

<b>GRI Indicator Reference and Description</b>	<b>Extent Reported</b>	<b>Where the Information is Reported</b>
<b>2.5 Countries in which the organisation's operations are located</b>	Fully reported	Nyrstar Website - <a href="http://www.nyrstar.com/nyrstar/en/operations/operations_flash/">http://www.nyrstar.com/nyrstar/en/operations/operations_flash/</a> Nyrstar 2008 Annual Report – page 14 Nyrstar 2008 Sustainability Report – Inside cover
<b>2.6 Nature of ownership; legal form</b>	Fully reported	Nyrstar Website - <a href="http://www.nyrstar.com/nyrstar/en/aboutus/overview/">http://www.nyrstar.com/nyrstar/en/aboutus/overview/</a> Nyrstar 2008 Annual Report – pages 46, 88
<b>2.7 Markets served (including geographic breakdown, sectors served and types of customers)</b>	Partially reported	Nyrstar Website – <a href="http://www.nyrstar.com/nyrstar/en/products/">http://www.nyrstar.com/nyrstar/en/products/</a>
<b>2.8 Scale of reporting organisation</b>	Fully reported	Nyrstar 2008 Annual Report – pages 14-20 Nyrstar 2008 Sustainability Report – Inside cover
<b>2.9 Significant changes during the reporting period regarding size, structure, ownership</b>	Fully Reported	Nyrstar 2008 Annual Report – pages 3, 36-39
<b>2.10 Awards received in the reporting period</b>	Fully Reported	Nyrstar 2008 Sustainability Report – page 19
<b>3. Report Parameters</b>		
<b>3.1 Reporting period, eg. fiscal or calendar year, for information provided</b>	Fully reported	Nyrstar 2008 Annual Report — inside front cover Nyrstar 2008 Sustainability Report – inside front cover
<b>3.2 Date of most recent previous report (if any).</b>	Fully reported	Nyrstar 2008 Sustainability Report – inside front cover <i>The 2008 Report is the first Nyrstar Group Sustainability Report.</i>
<b>3.3 Reporting cycle</b>	Fully reported	Nyrstar 2008 Sustainability Report – inside front cover
<b>3.4 Contact person(s) for the report, including e-mail and web addresses</b>	Fully reported	Nyrstar 2008 Sustainability Report – inside front cover
<b>3.5 Process for defining report content</b>	Fully reported	Nyrstar Website – Sustainability Reports
<b>3.6 Boundaries of the report (countries/ divisions/ subsidiaries/ leased facilities/ joint ventures/ suppliers)</b>	Fully reported	Nyrstar Website – Sustainability Reports Nyrstar 2008 Sustainable Development Report – inside front cover
<b>3.7 Specific limitations on scope or boundary of report</b>	Fully reported	Nyrstar Website – Sustainability Reports Nyrstar 2008 Sustainable Development Report – inside front cover

GRI Indicator Reference and Description	Extent Reported	Where the Information is Reported
3.8 Basis for reporting on joint ventures, partially owned subsidiaries, leased facilities, out-sourced operations and other entities that can significantly affect comparability from period to period and/or between organisations.	Fully reported	Nyrstar 2008 Sustainable Development Report – inside front cover  <i>Comparability between periods and organisations is not applicable – the 2008 Report is the first Nyrstar Group Sustainability Report.</i>
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.	Fully reported	Nyrstar Website – Sustainability Reports
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 relevant	<i>The 2008 Report is the first Nyrstar Group Sustainability Report.</i>
3.11 Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report	Not relevant	<i>The 2008 Report is the first Nyrstar Group Sustainability Report.</i>
3.12 Table identifying location of Standard Disclosures in the report	Fully reported	<i>This document - GRI Content Index</i>
3.13 Policy and current practice with regard to seeking external assurance for the report.	Fully reported	Nyrstar Website – Sustainability Reports  Nyrstar 2008 Sustainable Development Report – inside back cover
<b>4. Governance, Commitments and Engagement</b>		
4.1 Governance structure of the organisation, including major committees under the board of directors that are responsible for setting strategy or organisational oversight.	Fully reported	Nyrstar 2008 Annual Report – pages 27-29
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).	Fully reported	Nyrstar 2008 Annual Report – pages 4, 27-29
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.	Fully reported	Nyrstar 2008 Annual Report – pages 4, 27-29

GRI Indicator Reference and Description	Extent Reported	Where the Information is Reported
<p><b>4.4 Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.</b></p> <p><b>Include reference to processes regarding:</b></p> <ul style="list-style-type: none"> <li>• The use of shareholder resolutions or other mechanisms for enabling minority shareholders to express opinions to the highest governance body; and</li> <li>• Informing and consulting employees about the working relationships with formal representation bodies such as organization level 'work councils', and representation of employees in the highest governance body.</li> </ul> <p><b>Identify topics related to economic, environmental, and social performance raised through these mechanisms during the reporting period.</b></p>	Partially reported	<p>Nyrstar website - <a href="http://www.nyrstar.com/nyrstar/en/aboutus/corporategov/">http://www.nyrstar.com/nyrstar/en/aboutus/corporategov/</a></p> <p>Nyrstar Website – page 16</p>
<p><b>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).</b></p>	Fully reported	Nyrstar 2008 Annual Report – pages 30-32, 75-77
<p><b>4.6 Processes in place for the highest governance body to ensure conflicts of interest are avoided.</b></p>	Fully reported	Nyrstar 2008 Annual Report – page 33
<p><b>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.</b></p>	Partially reported	<p>Nyrstar website - <a href="http://www.nyrstar.com/nyrstar/en/aboutus/corporategov/">http://www.nyrstar.com/nyrstar/en/aboutus/corporategov/</a></p>
<p><b>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.</b></p> <p><b>Explain the degree to which these:</b></p> <ul style="list-style-type: none"> <li>• Are applied across the organization in different regions and department/units; and</li> <li>• Relate to internationally agreed standards.</li> </ul>	Fully reported	<p>Nyrstar website – <a href="http://www.nyrstar.com/nyrstar/en/aboutus/corporategov/">http://www.nyrstar.com/nyrstar/en/aboutus/corporategov/</a></p> <p>Nyrstar 2008 Annual Report – pages 27-28</p> <p>Nyrstar 2008 Sustainability Report – pages 2,5</p>

GRI Indicator Reference and Description	Extent Reported	Where the Information is Reported
<b>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.</b>	Fully reported	Nyrstar website – <a href="http://www.nyrstar.com/nyrstar/en/aboutus/corporategov/">http://www.nyrstar.com/nyrstar/en/aboutus/corporategov/</a> Nyrstar 2008 Annual Report – pages 28-29
<b>4.10 Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.</b>	Fully reported	Nyrstar website – <a href="http://www.nyrstar.com/nyrstar/en/aboutus/corporategov/">http://www.nyrstar.com/nyrstar/en/aboutus/corporategov/</a>
<b>4.11 Explanation of whether and how the precautionary approach or principle is addressed by the organization.</b>	Partially reported	Nyrstar website – <a href="http://www.nyrstar.com/nyrstar/en/aboutus/corporategov/">http://www.nyrstar.com/nyrstar/en/aboutus/corporategov/</a> Nyrstar 2008 Annual Report – pages 24-25
<b>4.12 Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.</b>	Fully reported	Nyrstar website – <a href="http://www.nyrstar.com/nyrstar/en/aboutus/corporategov/">http://www.nyrstar.com/nyrstar/en/aboutus/corporategov/</a> <a href="http://www.nyrstar.com/nyrstar/en/sustainability/community/affiliations/">http://www.nyrstar.com/nyrstar/en/sustainability/community/affiliations/</a>
<b>4.13 Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization:</b> <ul style="list-style-type: none"> <li>• Has positions in governance bodies;</li> <li>• Participates in projects or committees;</li> <li>• Provides substantive funding beyond routine membership dues; or</li> <li>• Views membership as strategic.</li> </ul>	Fully reported	Nyrstar website – <a href="http://www.nyrstar.com/nyrstar/en/sustainability/community/affiliations/">http://www.nyrstar.com/nyrstar/en/sustainability/community/affiliations/</a> Nyrstar 2008 Sustainability Report – pages 18-19
<b>4.14 List of stakeholder groups engaged by the organization.</b> <b>Examples of stakeholder groups are:</b> <ul style="list-style-type: none"> <li>• Communities;</li> <li>• Civil society;</li> <li>• Customers;</li> <li>• Shareholders and providers of capital;</li> <li>• Suppliers; and</li> <li>• Employees, other workers, and their trade unions.</li> </ul>	Fully reported	Nyrstar 2008 Sustainability Report – pages 16-19

<b>GRI Indicator Reference and Description</b>	<b>Extent Reported</b>	<b>Where the Information is Reported</b>
<b>4.15 Basis for identification and selection of stakeholders with whom to engage.</b>	Fully reported	Nyrstar 2008 Sustainability Report – pages 16-19
<b>4.16 Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.</b>	Fully reported	Nyrstar 2008 Sustainability Report – pages 16-19
<b>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.</b>	Fully reported	Nyrstar 2008 Sustainability Report – pages 16-19
<b>5. Performance Indicators</b>		
<b>Economic Performance Indicators</b>		
<b>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.</b>	Fully reported	Nyrstar 2008 Annual Report – pages 59-70 Nyrstar 2008 Sustainability Report – pages 6, 18-19
<b>EC2 Financial implications and other risks and opportunities for the organization’s activities due to climate change.</b>	Partially reported	Nyrstar 2008 Sustainability Report – pages 3, 18-19
<b>EC3 Coverage of the organisation’s defined benefit plan obligations</b>	Fully reported	Nyrstar 2008 Annual Report – pages 72-74
<b>EC4 Significant financial assistance received from government.</b>	Not reported	
<b>EC5 Range of ratios of standard entry-level wage compared to local minimum wage at significant locations of operation.</b>	Not reported	
<b>EC6 Policy, practices, and proportion of spending on locally based suppliers at significant locations of operation.</b>	Not reported	
<b>EC7 Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.</b>	Not reported	
<b>EC8 Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind or pro bono engagement.</b>	Not reported	<i>There were no relevant investments or services during 2008.</i>

GRI Indicator Reference and Description	Extent Reported	Where the Information is Reported
EC9 Understanding and describing significant indirect economic impacts, including the extent of impacts.	Not reported	
<b>Environmental Performance Indicators</b>		
EN1 Materials used by weight or volume.	Partially reported	Nyrstar 2008 Sustainability Report – page 14
EN2 Percentage of materials used that are recycled input materials.	Fully reported	Nyrstar 2008 Annual Report – page 10 Nyrstar 2008 Sustainability Report – page 14
EN3 Direct energy consumption by primary energy source.	Partially reported	Nyrstar 2008 Sustainability Report – page 13
EN4 Indirect energy consumption by primary source	Partially reported	Nyrstar 2008 Sustainability Report – page 13
EN5 Energy saved due to conservation and efficiency improvements	Not reported	
EN6 Initiatives to provide energy efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives	Partially reported	Nyrstar Website – <a href="http://www.nyrstar.com/nyrstar/en/sustainability/energy/">http://www.nyrstar.com/nyrstar/en/sustainability/energy/</a>
EN7 Initiatives to reduce indirect energy consumption and reductions achieved.	Partially reported	Nyrstar Website – <a href="http://www.nyrstar.com/nyrstar/en/sustainability/energy/">http://www.nyrstar.com/nyrstar/en/sustainability/energy/</a>
EN8 Total water withdrawal by source.	Fully reported	Nyrstar 2008 Sustainability Report – page 14
EN9 Water sources significantly affected by withdrawal of water.	Not reported	
EN10 Percentage and total volume of water recycled and reused.	Not reported	
EN11 Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not reported	
EN12 Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Not reported	
EN13 Habitats protected or restored.	Partially reported	Nyrstar 2008 Sustainability Report – page 19
EN14 Strategies, current actions, and future plans for managing impacts on biodiversity.	Not reported	

<b>GRI Indicator Reference and Description</b>	<b>Extent Reported</b>	<b>Where the Information is Reported</b>
<b>EN15</b> Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Not reported	
<b>EN16</b> Total direct and indirect greenhouse gas emissions by weight.	Fully reported	Nyrstar 2008 Sustainability Report – page 14
<b>EN17</b> Other relevant indirect greenhouse gas emissions by weight.	Not reported	
<b>EN18</b> Initiatives to reduce greenhouse gas emissions and reductions achieved.	Partially reported	Nyrstar Website – <a href="http://www.nyrstar.com/nyrstar/en/sustainability/energy/">http://www.nyrstar.com/nyrstar/en/sustainability/energy/</a>
<b>EN19</b> Emissions of ozone-depleting substances by weight.	Not reported	
<b>EN20</b> NO, SO and other significant air emissions by type and weight.	Partially reported	Nyrstar 2008 Sustainability Report – page 13
<b>EN21</b> Total water discharge by quality and destination.	Fully reported	Nyrstar 2008 Sustainability Report – page 13
<b>EN22</b> Total weight of waste by type and disposal method.	Fully reported	Nyrstar 2008 Sustainability Report – page 15
<b>EN23</b> Total number and volume of significant spills.	Fully reported	Nyrstar 2008 Sustainability Report – page 12
<b>EN24</b> Weight of transported, imported, exported or treated waste deemed to be hazardous under the terms of the Basel Convention Annex I, II, III and VII and percentage of transported waste shipped internationally.	Not reported	
<b>EN25</b> Identity, size, protected status and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation's discharges of water and runoff.	Not reported	
<b>EN26</b> Initiatives to mitigate environmental impacts of products and services and extent of impact mitigation.	Partially reported	Nyrstar 2008 Sustainability Report – page 18
<b>EN27</b> Percentage of products sold and their packaging materials that are reclaimed by category.	Not reported	

GRI Indicator Reference and Description	Extent Reported	Where the Information is Reported
EN28 Monetary value of significant fines and total number of monetary sanctions for non-compliance with environmental laws and regulations.	Fully reported	Nyrstar 2008 Sustainability Report – page 18
EN29 Significant environmental impacts of transporting products and other goods and materials used for the organisation’s operations, and transporting members of the workforce.	Not reported	
EN30 Total environmental protection expenditures and investments by type.	Not reported	
<b>Human Rights performance indicators</b>		
HR1 Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening	Not reported	
HR2 Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	Not reported	
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.	Not reported	
HR4 Total number of incidents of discrimination and actions taken.	Fully reported	Nyrstar 2008 Sustainability Report – page 16
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.	Fully reported	Nyrstar 2008 Sustainability Report – page 16
HR6 Operations identified as having significant risk for incidents of child labor and measures taken to contribute to the elimination of child labor.	Not reported	
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.	Not reported	

GRI Indicator Reference and Description	Extent Reported	Where the Information is Reported
HR8 Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.	Not reported	
HR9 Total number of incidents of violations involving rights of indigenous people and actions taken.	Fully reported	Nyrstar 2008 Sustainability Report – page 16
<b>Labour practices and Decent Work</b>		
LA1 Total workforce by employment type, employment contract and region.	Fully reported	Nyrstar 2008 Sustainability Report – pages 16-17
LA2 Total number and rate of employee turnover by age group, gender and region.	Not reported	
LA3 Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Fully reported	Nyrstar 2008 Sustainability Report – page 16
LA4 Percentage of employees covered by collective bargaining agreements.	Fully reported	Nyrstar 2008 Sustainability Report – page 16
LA5 Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	Not reported	
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.	Fully reported	Nyrstar 2008 Sustainability Report – page 16
LA7 Rates of injury, occupational diseases, lost days and absenteeism and number of work related fatalities by region.	Partially reported	Nyrstar 2008 Sustainability Report – page 9
LA8 Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Partially reported	Nyrstar 2008 Sustainability Report – page 10
LA9 Health and safety topics covered in formal agreements with trade unions.	Not reported	
LA10 Average hours of training per year per employee by employee category.	Not reported	

<b>GRI Indicator Reference and Description</b>	<b>Extent Reported</b>	<b>Where the Information is Reported</b>
<b>LA11</b> Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Fully reported	Nyrstar 2008 Sustainability Report – page 17
<b>LA12</b> Percentage of employees receiving regular performance and career development reviews.	Fully reported	Nyrstar 2008 Sustainability Report – page 16
<b>LA13</b> Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership and other indicators of diversity.	Partially reported	Nyrstar 2008 Sustainability Report – pages 16-17
<b>LA14</b> Ratio of basic salary of men to women by employee category.	Not reported	
<b>Society Performance Indicators</b>		
<b>SO1</b> Nature, scope and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating and exiting.	Not reported	
<b>SO2</b> Percentage and total number of business units analysed for risks related to corruption.	Not reported	
<b>SO3</b> Percentage of employees trained in organisation's anti-corruption policies and procedures.	Fully reported	Nyrstar 2008 Sustainability Report – page 18
<b>SO4</b> Actions taken in response to incidents of corruption.	Fully reported	Nyrstar 2008 Sustainability Report – page 18
<b>SO5</b> Public policy positions and participation in public policy development and lobbying.	Fully reported	Nyrstar 2008 Sustainability Report – page 19
<b>SO6</b> Total value of financial and in-kind contributions to political parties, politicians and related institutions by country.	Fully reported	Nyrstar 2008 Sustainability Report – page 19
<b>SO7</b> Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices and their outcomes.	Fully reported	Nyrstar 2008 Sustainability Report – page 18
<b>SO8</b> Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Fully reported	Nyrstar 2008 Sustainability Report – page 18

GRI Indicator Reference and Description	Extent Reported	Where the Information is Reported
<b>Product responsibility Performance Indicators</b>		
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.	Not reported	
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.	Fully reported	Nyrstar 2008 Sustainability Report – page 18
PR3 Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Not reported	
PR4 Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.	Fully reported	Nyrstar 2008 Sustainability Report – page 18
PR5 Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Not reported	
PR6 Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion and sponsorship.	Fully reported	Nyrstar 2008 Sustainability Report – page 18
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.	Fully reported	Nyrstar 2008 Sustainability Report – page 18
PR8 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Fully reported	Nyrstar 2008 Sustainability Report – page 18
PR9 Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Fully reported	Nyrstar 2008 Sustainability Report – page 18