

GRI Content Index

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Economic Performance Indicators				Page
Economic Performance	Core	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.	P4-5, 45-63
	Core	EC2.	Financial implications and other risks and opportunities for the organization's activities due to climate change.	P11-14, 34
	Core	EC3.	Coverage of the organization's defined benefit plan obligations.	P51
	Core	EC4.	Significant financial assistance received from government.	—
Market Presence	Additional	EC5.	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	CSR & Annual Report 2007-P24
	Core	EC6.	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	CSR & Annual Report 2007-P23 WEB
	Core	EC7.	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.	P12-15
Indirect Economic Impacts	Core	EC8.	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	P38, 40-44
	Additional	EC9.	Understanding and describing significant indirect economic impacts, including the extent of impacts.	—

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Environmental Performance Indicators				Page
Materials	Core	EN1.	Materials used by weight or volume.	P5, 31, 35
	Core	EN2.	Percentage of materials used that are recycled input materials.	P31, 35, 37, 40
Energy	Core	EN3.	Direct energy consumption by primary energy source.	P31, 32
	Core	EN4.	Indirect energy consumption by primary source.	—
	Additional	EN5.	Energy saved due to conservation and efficiency improvements.	P15, 32, 33, 37, 39
	Additional	EN6.	Initiatives to provide energy-efficient or renewable energy based products	P9, 15, 21, 30, 34, 37, 39
	Additional	EN7.	Initiatives to reduce indirect energy consumption and reductions achieved.	P37
Water	Core	EN8.	Total water withdrawal by source.	P5, 31
	Additional	EN9.	Water sources significantly affected by withdrawal of water.	—
	Additional	EN10.	Percentage and total volume of water recycled and reused.	—
Biodiversity	Core	EN11.	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	P43
	Core	EN12.	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	P43
	Additional	EN13.	Habitats protected or restored.	CSR & Annual Report 2007-P41
	Additional	EN14.	Strategies, current actions, and future plans for managing impacts on biodiversity.	—
	Additional	EN15.	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	—
Emissions, Effluents, and Waste	Core	EN16.	Total direct and indirect greenhouse gas emissions by weight.	P5, 34
	Core	EN17.	Other relevant indirect greenhouse gas emissions by weight.	P34, 36
	Additional	EN18.	Initiatives to reduce greenhouse gas emissions and reductions achieved.	P34, 36, 39
	Core	EN19.	Emissions of ozone-depleting substances by weight.	—
	Core	EN20.	NO, SO, and other significant air emissions by type and weight.	—
	Core	EN21.	Total water discharge by quality and destination.	P31
	Core	EN22.	Total weight of waste by type and disposal method.	P31
	Core	EN23.	Total number and volume of significant spills.	—
	Additional	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.	—
	Additional	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.	—
Products and Services	Additional	EN26.	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	P6-9, 21, 27, 35, 37
	Additional	EN27.	Percentage of products sold and their packaging materials that are reclaimed by category.	—
Compliance	Core	EN28.	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Not applicable
Transport	Additional	EN29.	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	CSR & Annual Report 2008-P14
Overall	Additional	EN30.	Total environmental protection expenditures and investments by type.	P5, 8-9

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Labor Practices and Decent Work Performance Indicators				Page
Employment	Core	LA1.	Total workforce by employment type, employment contract, and region.	P5
	Core	LA2.	Total number and rate of employee turnover by age group, gender, and region.	—
	Additional	LA3.	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	P15
Labor/ Management Relations	Core	LA4.	Percentage of employees covered by collective bargaining agreements.	—
	Core	LA5.	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	—
Occupational Health and Safety	Additional	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.	WEB, BCG
	Core	LA7.	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	P15
	Core	LA8.	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	—
	Core	LA9.	Health and safety topics covered in formal agreements with trade unions.	—
Training and Education	Core	LA10.	Average hours of training per year per employee by employee category.	P13
	Additional	LA11.	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	P9, 13
	Additional	LA12.	Percentage of employees receiving regular performance and career development reviews.	—
Diversity and Equal Opportunity	Core	LA13.	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	P15
	Core	LA14.	Ratio of basic salary of men to women by employee category	—

Human Rights Performance Indicators				Page
Investment and Procurement Practices	Core	HR1.	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	—
	Core	HR2.	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	—
	Additional	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.	P12-13, BCG
Non-discrimination	Core	HR4.	Total number of incidents of discrimination and actions taken.	—
Freedom of Association and Collective Bargaining	Core	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.	—
Child Labor	Core	HR6.	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	BCG
Forced and Compulsory Labor	Core	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.	BCG
Security Practices	Additional	HR8.	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	P12-13, BCG
Indigenous Rights	Additional	HR9.	Total number of incidents of violations involving rights of indigenous people and actions taken.	—

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Society Performance Indicators				Page
Community	Core	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.	—
Corruption	Core	SO2.	Percentage and total number of business units analyzed for risks related to corruption.	P13
	Core	SO3.	Percentage of employees trained in organization's anti-corruption policies and procedures.	P11-14, BCG
	Core	SO4.	Actions taken in response to incidents of corruption.	—
Public Policy	Core	SO5.	Public policy positions and participation in public policy development and lobbying.	BCG
	Additional	SO6.	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	BCG, No donations made
Anti-Competitive Behavior	Additional	SO7.	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	BCG, Not applicable
Compliance	Core	SO8.	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Not applicable

Product Responsibility Performance Indicators				Page
Customer Health and Safety	Core	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.	P14-15
	Additional	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.	P14-15, Not applicable
Product and Service Labeling	Core	PR3.	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	P14-15
	Additional	PR4.	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	—
	Additional	PR5.	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	—
Marketing Communications	Core	PR6.	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	BCG, Not applicable
	Additional	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.	BCG, Not applicable
Customer Privacy	Additional	PR8.	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	BCG
Compliance	Core	PR9.	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	—

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