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STANDARD DISCLOSURES PART I: Profile Disclosures

1. Strategy and Analysis		Reported	Annual Report Sections	Page Reference
1.1	Statement from the most senior decision-maker of the organisation	Fully	Letter to Shareholders	6-13
1.2	Description of key impacts, risks, and opportunities	Fully	Letter to Shareholders Risk Management	6-13 36-39
2. Organisation Profile		Reported	Annual Report Sections	Page Reference
2.1	Name of the organisation	Fully	Corporate Vision & Profile	1
2.2	Primary brands, products, and/or services	Fully	Corporate Vision & Profile	1
2.3	Operational structure of the organisation	Fully	Corporate Structure	46
2.4	Location of organisation's headquarters	Fully	Corporate Directory	47
2.5	Number and names of countries where the organisation operates	Fully	Corporate Vision & Profile	1
2.6	Nature of ownership and legal form	Fully	Corporate Directory	47
2.7	Markets served	Fully	Corporate Vision & Profile	1
2.8	Scale of the reporting organisation	Fully	Corporate Vision & Profile	1
2.9	Significant changes during the reporting period	Fully	Letter to Shareholders	6-13
2.10	Awards received in the reporting period	Fully	Awards & Accolades	78-79
3. Report Parameters		Reported	Annual Report Sections	Page Reference
3.1	Reporting period for information provided	Fully	Managing Sustainability	16
3.2	Date of most recent previous report	Fully	Managing Sustainability	16
3.3	Reporting cycle	Fully	Managing Sustainability	16
3.4	Contact point for questions regarding the report or its contents	Fully	Managing Sustainability	19
3.5	Process for defining report content	Fully	Managing Sustainability	16-19
3.6	Boundary of the report	Fully	Managing Sustainability	16-19
3.7	Limitations on the scope or boundary of the report	Fully	Managing Sustainability	16-19
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities	Fully	Managing Sustainability	16-19
3.9	Data measurement techniques and the bases of calculations	Fully	Nurturing People Workplace Safety & Security Protecting the Environment	90-97 98-103 104-109
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement	Fully	Managing Sustainability Protecting the Environment	19 105-108
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods	Fully	Nil	-
3.12	Table identifying the location of the Standard Disclosures in the report	Fully	GRI Index	114-118
3.13	Policy and current practice with regard to seeking external assurance for the report	Fully	Managing Sustainability	19
4. Governance, Commitments, and Engagement		Reported	Annual Report Sections	Page Reference
4.1	Governance structure of the organisation	Fully	Board of Directors Senior Management Corporate Governance	20-23 24-25 26-35

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4.2	Indicate whether the Chair of the highest governance body is also an executive officer	Fully	Corporate Governance	31
4.3	Members of the highest governance body that are independent and/or non-executive members	Fully	Board of Directors	20-23
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	Fully	Corporate Governance Risk Management Nurturing People	26-35 36-39 91, 95
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives, and the organisation's performance	Fully	Corporate Governance Nurturing People	26-35 94
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided	Fully	Corporate Governance	26-35
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees	Fully	Corporate Governance	26-35
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	Fully	Corporate Vision & Profile Core Values, Certifications Managing Sustainability Nurturing People Workplace Safety & Security Protecting the Environment	1 14-15 16-19 90-91 98, 100-101 104
4.9	Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental, and social performance	Fully	Corporate Governance Managing Sustainability Risk Management	26-35 16-19 36-39
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance	Fully	Corporate Governance Risk Management	26-35 36-39
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organisation	Fully	Managing Sustainability	16-19
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses	Fully	Certifications Managing Sustainability Corporate Governance Enhancing Competitiveness Nurturing People Workplace Safety & Security Protecting the Environment	15 16-19 26-35 85 91 98, 103 104
4.13	Memberships in associations	Fully	Caring for the Community	112-113
4.14	List of stakeholder groups engaged by the organisation	Fully	Managing Sustainability	17
4.15	Basis for identification and selection of stakeholders with whom to engage	Fully	Managing Sustainability	18
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Fully	Managing Sustainability Investor Relations Enhancing Competitiveness Nurturing People Workplace Safety & Security Protecting the Environment Caring for the Community	17 40-43 84-89 90-97 98-103 104-107 110-113
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting.	Fully	Managing Sustainability Corporate Governance Risk Management Financial Review Enhancing Competitiveness Nurturing People Workplace Safety & Security Protecting the Environment Caring for the Community	16-19 26-35 36-39 48-61 84-89 90-97 98-103 104-109 110-113

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STANDARD DISCLOSURES PART II: Performance Indicators

Economic		Management Approach		Economic Performance 1, 4-7, 48-61, 94, 110		
GRI Indicator Description			Reported	Annual Report Sections	Page Reference	
Economic performance						
EC1	Direct economic value generated and distributed, including revenues, costs, employee compensation, donations, retained earnings, and payments to capital providers and governments		Fully	Financial Review Caring for the Community	48-61 110	
EC3	Coverage of the organisation's defined benefit plan obligations		Partially	Nurturing People	94	
Environmental		Management Approach		Materials 105; Energy 104-105; Water 108; Emissions, effluents and waste 105, 108-109; Compliance 116		
GRI Indicator Description			Reported	Annual Report Sections	Page Reference	
Materials						
EN1	Materials used by weight or volume		Fully	Protecting the Environment	105	
Energy						
EN3	Direct energy consumption by primary energy source		Fully	Protecting the Environment	104-105	
EN4	Indirect energy consumption by primary source		Fully	Protecting the Environment	104-105	
EN5	Energy saved due to conservation and efficiency improvements		Partially	Protecting the Environment	104-105	
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives		Fully	Protecting the Environment Enhancing Competitiveness	104-105 88	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved		Fully	Protecting the Environment	104-105	
Water						
EN8	Total water withdrawal by source		Fully	Protecting the Environment	108	
Emissions, effluents and waste						
EN16	Total direct and indirect greenhouse gas emissions by weight		Fully	Protecting the Environment	108	
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.		Partially	Protecting the Environment	108-109	
EN22	Total weight of waste by type and disposal method.		Partially	Protecting the Environment	105, 108	
EN23	Total number and volume of significant spills		Fully	No significant spills took place during the reporting period.		
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		Fully	Protecting the Environment	105	
Compliance						
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations		Fully	No significant fines or sanctions took place during the reporting period.		
Social: Labour Practices and Decent Work		Management Approach		Employment 90, 91; Labour/Management relations 91, 96; Occupational health & safety 85-86, 98, 100-101; Training and education 93-94; Diversity and equal opportunity 90-91		
GRI Indicator Description			Reported	Annual Report Sections	Page Reference	
Employment						
LA1	Total workforce by employment type, employment contract, and region, broken down by gender		Fully	Nurturing People	91-92	
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region		Partially	Nurturing People	92	

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LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations	Fully	Nurturing People	94
LA15	Return to work and retention rates after parental leave, by gender	Fully	Nurturing People	94
Labour/management relations				
LA4	Percentage of employees covered by collective bargaining agreements	Fully	Nurturing People	96
Occupational health and safety				
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 programmes	Fully	Workplace Safety & Security	98
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender	Partially	Workplace Safety & Security	99
LA8	Education, training, counseling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases	Fully	Nurturing People Workplace Safety & Security	96-97 101
LA9	Health and safety topics covered in formal agreements with trade unions	Fully	Nurturing People Workplace Safety & Security	96-97 101
Training and education				
LA10	Average hours of training per year per employee by gender, and by employee category.	Partially	Nurturing People	93-94
LA11	Programmes for skills management and lifelong learning for continued employability of employees	Fully	Nurturing People	93-94
LA12	Percentage of employees receiving regular performance and career development reviews, by gender	Fully	Nurturing People	94
Diversity and equal opportunity				
LA13	Composition of governance bodies and breakdown of employees by gender, age group, minority groups	Fully	Nurturing People	91-92
Social: Human Rights	Management Approach	Non-discrimination 91-94; Child labour 91; Prevention of forced/compulsory labour 91		
GRI Indicator Description		Reported	Annual Report Sections	Page Reference
Non-discrimination				
HR4	Total number of incidents of discrimination and actions taken	Fully	Nurturing People	91
Child labour				
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour	Fully	Nurturing People	91
Forced and compulsory labour				
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour	Fully	Nurturing People	91
Social: Society	Management Approach	Local communities 110-113, 108; Corruption 34, 39; Anti-competitive behaviour 118; Compliance 118		
GRI Indicator Description		Reported	Annual Report Sections	Page Reference
Local communities				
SO1	% of operations with implemented community engagement, impact assessments, development programmes	Partially	Caring for the Community	110-113
SO9	Operations with significant potential or actual negative impacts on local communities	Partially	Protecting the Environment	108
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities	Partially	Protecting the Environment	105-109

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Corruption				
SO2	Percentage and total number of business units analysed for risks related to corruption	Fully	Risk Management	39
SO3	Percentage of employees trained in organisation's anti-corruption policies and procedures	Fully	Risk Management	39
SO4	Actions taken in response to incidents of corruption	Fully	Risk Management	39
Anti-competitive behaviour				
SO7	Number of legal actions for anti-competitive behavior, anti-trust, monopoly practices and their outcomes	Fully	No significant legal actions took place during the reporting period.	
Compliance				
SO8	Value of significant fines and number of non-monetary sanctions for non-compliance with laws & regulations	Fully	No significant fines or sanctions took place during the period.	
Social: Product Responsibility	Management Approach	Customer health and safety 85, 100-101; Product and service labelling 84		
GRI Indicator Description		Reported	Annual Report Sections	Page Reference
Customer health and safety				
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	Fully	Enhancing Competitiveness Workplace Safety & Security	85 100-101
Product and service labelling				
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	Fully	Enhancing Competitiveness	84