

Our Approach Customers Environment Employees Diversity Community Economy

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Product Responsibility

GRI Ref. #	Standard Disclosures		Location/Notes
DMA	Management approach, goals, performance, policies, contextual information	included	Customer
Customer Health and Safety			
PR2	Incidents of non-compliance with health and safety regulations and codes	included	Conduct and Ethics Customer Protection
Product and Service Labelling			
PR4	Incidents of non-compliance with regulations and codes re product and service information and labelling	included	Conduct and Ethics
PR5	Practices related to customer satisfaction, including results of surveys	included	Customer Feedback
Marketing Communications			
PR6	Programs for adherence to laws, standards and voluntary codes related to marketing communications	included	Product Responsibility
PR7	Incidents of non-compliance with regulations and voluntary codes concerning marketing communications	included	Product Responsibility
Customer Privacy			
PR8	Substantiated complaints regarding privacy breaches	included	Customer Protection
Compliance			
PR9	Significant fines for non-compliance with laws and regulations concerning products and services	included	Conduct and Ethics

DMA = Disclosure on Management Approach

In Depth

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