



Our Approach

Customers

Environment

Employees

Diversity

Community

Economy

[› Strategy & Profile](#)
[› Economic](#)
[› Environmental](#)
[› Labour Practices](#)
[› Human Rights](#)
[› \*\*Society\*\*](#)
[› Product  
Responsibility](#)
[› Financial Services](#)

## Society

GRI Ref. #	Standard Disclosures		Location/Notes
DMA	Management approach, goals, performance, policies, contextual information	included	Employees Diversity
<b>Community</b>			
SO1	Programs for managing operational impacts on communities	included	Our Commitments <a href="#">Dynamic Workforce Planning</a>
<b>Public Policy</b>			
SO4	Actions taken in response to incidents of corruption	included	Conduct and Ethics Customer Protection
SO5	Public policy positions and participation in public policy development and lobbying	included	Civic and Political Contributions
SO6	Political donations	partially included	Civic and Political Contributions
<b>Anti-Competitive Behaviour</b>			
SO7	Number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices and their outcomes	included	Conduct and Ethics
<b>Compliance</b>			
SO8	Significant fines and sanctions for non-compliance with laws and regulations	included	Conduct and Ethics

DMA = Disclosure on Management Approach

## In Depth

- KPIs
- GRI Index
- Charts and Graphs
- Case Studies
- Scorecards and Priorities for 2010
- PDF downloads

## Tools

- [Add this page to Custom Report](#)
- [Download this pdf here](#)
- [View custom report](#)

Current PDF Queue

About This Report

Conduct &amp; Ethics

Labour Code  
and Human Rights**Governance**[Corporate Responsibility](#)

Environment

Diversity

## Our Reports

[CR Summary Report](#)[CR Summary Report and Public  
Accountability Statement](#)[Snapshot - Canada](#)[Snapshot - U.S.](#)

Feedback

[Contact](#)