

GRI / UNGCP Index

In addition to all GRI reporting elements this online index also includes details relevant to communicating our continued support and progress towards the UN Global Compact Principles. If there is no available information for individual indicators, a short explanation of the reasons is provided.

Strategy and analysis		GC Principles
1.1	<p>Statement from the most senior decision maker of the organisation about the relevance of sustainability to the organisation and its strategy. Statement should present the overall vision and strategy for the short, medium and long term, particularly with regard to managing key challenges associated with economic, environmental and social performance. Statement should include:</p> <ul style="list-style-type: none"> • Strategic priorities and key topics for the short/medium term with regard to sustainability, including respect for internationally agreed standards and how they relate to long-term organisational strategy and success. • Broader trends affecting the organisation and influencing sustainability priorities. • Key events, achievements and failures during the reporting period. • Views on performance with respect to targets. • Outlook on the organisations main challenges and targets for the next year and goals for the coming 3-5 years; and • Other items pertaining to the organisation’s strategic approach. 	<p>Letter from the Chairman</p> <p>Letter from the CEO</p> <p>Continued support for the UNGC Principles</p> <p>Covered</p>
1.2	<p>Description of key impacts, risks and opportunities. Organisation should provide two concise narrative sections on key impacts, risks and opportunities. Section 1 should focus on organisations key impacts on sustainability and effects on stakeholders, including rights as defined by national laws and relevant internationally agreed standards. This should take into account the range of reasonable expectations and interests of the organisation’s stakeholders. Should include:</p> <ul style="list-style-type: none"> • Description of significant impacts the organisation has on sustainability and associated challenges and opportunities. Includes effect on stakeholders’ rights as defined by national laws and the expectations in internationally-agreed standards and norms. • Explanation of the approach to prioritizing these challenges and opportunities. • Key conclusions about progress in addressing these topics and related performance in the reporting period. Including an assessment of reasons for underperformance or over performance; and • Description of the main processes in place to address performance and/or relevant changes. <p>Section 2 should focus on impact of sustainability trends, risks and opportunities on long term prospects and financial performance of the organisation. Should concentrate specifically on information relevant to financial stakeholders or that could become so in the future. Should include:</p> <ul style="list-style-type: none"> • A description of the most important risks and opportunities for the organisation arising from sustainability trends. • Prioritisation on key sustainability topics as risks and 	<p>Grow more from less</p> <p>Human Rights</p> <p>Strengthening rural communities</p> <p>Stewardship</p> <p>Health, Safety & Environment</p> <p>Our people</p> <p>Managing CR</p> <p>What Syngenta thinks about</p> <p>Covered</p>

opportunities according to their relevance for long-term organisational strategy, competitive position, qualitative and quantitative financial value drivers;

Tables summarising:

- Targets, performance against targets, and lessons-learned for the current reporting period; and
- Targets for the next reporting period and mid-term objectives and goals related to the key risks and opportunities.
- Concise description of governance mechanisms in place to specifically manage these risks and opportunities, and identification of other related risks and opportunities.

Profile			
2.1	Name of reporting organisation.	Articles of Incorporation	Covered
2.2	Primary brands, products and or services.	Products & Innovation	Covered
2.3	Operational structure of the organisation including main divisions, operating companies, subsidiaries and joint ventures.	Corporate Governance Report 2010, p. 2 Managing CR Global Presence	Covered
2.4	Location of organisation's headquarters.	This is Syngenta Articles of Incorporation Key Facts	Covered
2.5	Number of countries where organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Our people	Covered
2.6	Nature of ownership and legal form.	Global Presence Articles of Incorporation	Covered
2.7	Markets served (including geographic breakdown, sectors served and types of customers/beneficiaries).	Key Facts Business and markets	Covered
2.8	Scale of the reporting organisation including: <ul style="list-style-type: none"> • Number of employees • Net sales • Total capitalisation broken down in terms of debt and equity; and • Quantity of products or services provided 	Our people People Key Facts Annual Review 2010 Financial Report 2010 Products & Innovation	Covered
2.9	Significant changes during the reporting period regarding size, structure or ownership, including: <ul style="list-style-type: none"> • Location of, or changes in operations, including facility operations, closings, and expansions; and • Changes in the share capital structure and other capital formation, maintenance, and alteration operations. 	Our offer Financial Report 2010, p. 6-7 Corporate Governance Report 2010, p. 2	Covered

2.10	Awards received in the reporting period.	External recognition	Covered
		People	
Report Parameters			
3.1	Reporting period for information provided.	Annual Review 2010/CR Summary	Covered
		Assurance	
3.2	Date of most recent previous report.	Publications	Covered
3.3	Reporting cycle	Publications	Covered
3.4	Contact point for questions regarding the report or its contents.	Contact us	Covered
Report scope and boundary			
3.5	Process for defining report content, including: <ul style="list-style-type: none"> Determining materiality. Prioritising topics within the report; and Identifying stakeholders the organisation expects to use the report. 	Focus areas	Covered
		Stakeholder engagement	
3.6	Boundary of the report.	Annual Review 2010/CR Summary	Covered
3.7	State any specific limitations on the scope or boundary of the report.	Annual Review 2010/CR Summary	Covered
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organisations.	Annual Review 2010/CR Summary	Covered
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.	Annual Review 2010/CR Summary	Covered
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement.	Annual Review 2010/CR Summary	Covered
3.11	Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report.	Annual Review 2010/CR Summary	Covered
GRI content index			
3.12	Table identifying the location of the Standard disclosures in the report. Identify the page number or web links where the following can be found: Strategy and analysis Organisational profile Report parameters Governance, Commitments and Engagement Disclosure of Management approach per category Core performance indicators Any GRI additional indicators that were included; and Any GRI Sector Supplement indicators included in the report GRI Index	GRI / UNGCP Index	Covered
Assurance			
3.13	Policy and current practice with regard to seeking external assurance for the report. If not included in the assurance report accompanying the sustainability report, explain the scope and basis of any external assurance provided. Also explain the relationship between the reporting organisation and the assurance provider.	Assurance	Covered
Governance, Commitments and Engagement			
Governance			
4.1	Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight.	Articles of Incorporation Corporate Governance Report 2010	Covered
4.2	Indicate whether the Chair of the highest governance body is also	Corporate	Covered

	an executive officer (and if so, their function within the organisation's management and the reasons for this arrangement).	Governance Report 2010		
4.3	For organisations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Corporate Governance Report 2010	Covered	
4.4	Mechanisms for stakeholders and employees to provide recommendations or direction to the highest governance body. Include reference to processes regarding: <ul style="list-style-type: none"> Use of shareholder resolutions or other mechanisms for enabling minority shareholders to express opinions to the highest governance body; and Informing and consulting employees about the working relationships with formal representation bodies such as 'work councils' and representation of employees in the highest governance body. <p>Identify topics related to economic, environmental and social performance raised through these mechanisms during the reporting period.</p>	Contact us Engagement Corporate Governance Report 2010 Managing CR	Covered	
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements) and the organisation's performance (including social & environmental performance).	Corporate Governance Report 2010	Covered	
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Articles of Incorporation	Covered	
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organisation's strategy on economic, environmental and social topics.	Code of Conduct Corporate Governance Report 2010	Covered	
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. Explain the degree to which these: <ul style="list-style-type: none"> Are applied across the organisation in different regions and departments/units; and Relate to internationally agreed standards. 	Articles of Incorporation CR Policy & Commitments Code of Conduct	Covered	1-10
4.9	Procedures of the highest governance body for overseeing the organisation'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. Include frequency with which the highest governance body assesses sustainability performance.	Corporate Governance Report 2010 Managing CR	Covered	1-10
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Corporate Governance Report 2010	Partially covered	1-10
Commitments to external initiatives				
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organisation. Address the organisations approach to risk management in operational planning or the development and introduction of new products.	Safety in research and development Global Compact Member What Syngenta Thinks About	Covered	7
4.12	Externally developed economic, environmental, and social charters, principles or other initiatives to which the organisation subscribes or endorses. Include date of adoption, countries/operations where applied and	Code of Conduct Human rights	Covered	1-10

	the range of stakeholders involved in the development. Differentiate between non-binding, voluntary initiatives and those with which the organisation has an obligation to comply.		
4.13	Members in associations and/or national/international advocacy organisations in which the organisation: <ul style="list-style-type: none"> • Has positions in governance bodies • Participates in projects or committees • Provides substantive funding beyond routine membership dues; or • Views membership as strategic 	Stakeholder engagement	Covered
Stakeholder engagement			
4.14	List of stakeholder groups engaged by the organisation E.g. communities, civil society, customers, shareholders and providers of capital, suppliers and employees, other workers and their trade unions.	Stakeholder engagement Our People > Engagement Managing our supply chain Secure storage	Covered
4.15	Basis for identification and selection of stakeholders with whom to engage. Includes process for defining stakeholder groups and for determining the groups with which to engage.	Stakeholder engagement	Partially covered
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group. E.g. surveys, focus groups, community panels, corporate advisory panels, written communication, management/union structures and other vehicles. Say whether any engagement was undertaken specifically as part of the report preparation process.	Stakeholder engagement Our People > Engagement Annual Review 2010/CR summary	Covered
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.	What Syngenta thinks about Focus areas	Covered

Performance: Economic

Disclosure on Management approach - Provide a concise disclosure on the Management Approach items outlined below with reference to the following economic aspects; economic performance, market presence and indirect economic impacts

Aspect: Economic Performance

EC1	Core	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.	Annual Review 2010/CR Summary	Covered	
EC2	Core	Financial implications and other risks and opportunities for the organisation's activities due to climate change.	Financial Report 2010, p. 46-47, note 2 Grow more from less	Covered	7, 8, 9
EC3	Core	Coverage of the organisation's defined benefit plan obligations.	A global challenge Financial Report 2010, p. 65-69, note 22	Covered	
EC4	Core	Significant financial assistance received from government.	F20 Form, p. 2 Financial Report 2010, p. 46-47, note 2 Corporate Governance Report 2010, p. 3	Partially covered	
Aspect: Market presence					
EC5	Additional	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.		Not reported	1, 6
EC6	Core	Policy, practices, and proportion of spending on locally based suppliers at significant locations of operation.		Not reported	
EC7	Core	Procedures for local hiring and proportion of senior	Diversity	Covered	6

management hired from the local community at locations of significant operation.

Aspect: Indirect economic impacts

EC8	Core	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro-bono engagement.	Economic value shared Syngenta Foundation Safe use	Covered	
EC9	Additional	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Better solutions for the farmer of the future Strengthening rural economies Syngenta Foundation Safe use Agricultural production, p. 18	Covered	

Performance: Environmental

Disclosure on Management approach - Provide a concise disclosure on the management approach items outlined below with reference to the following environmental aspects: materials, energy, water, biodiversity, emissions, effluents and waste, products and services, compliance, transport and overall

Aspect: Materials

EN1	Core	Materials used by weight or volume.	Input material volumes are tracked on local levels; Due to the complexity of the different local reporting standards and the variety of input materials used, a global summary is not possible at the current stage but we are constantly improving the reporting processes.	Not material	7, 8, 9
EN2	Core	Percentage of materials used that are recycled input materials.	Input material volumes are tracked on local levels; Due to the complexity of the different local reporting standards and the variety of input materials used, a global summary is not possible at the current stage but we are constantly improving the reporting processes.	Not material	7, 8, 9

Aspect: Energy

EN3	Core	Direct energy consumption by primary energy source.	Improving energy efficiency	Covered	8, 9
EN4	Core	Indirect energy consumption by primary source.	Improving energy efficiency	Partially covered	8, 9
EN5	Additional	Energy saved due to conservation and efficiency improvements.	Improving energy efficiency	Covered	8, 9
EN6	Additional	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Improving energy efficiency	Covered	7, 8, 9
EN7	Additional	Initiatives to reduce indirect energy consumption and reductions achieved.	Improving energy efficiency	Covered	7, 8, 9

[Climate change & carbon](#)

			footprint		
Aspect: Water					
EN8	Core	Total water withdrawal by source.	Water	Covered	8
EN9	Additional	Water sources significantly affected by withdrawal of water.	Our water intense production sites (mainly located in Switzerland) are obligated to cover water usage by water permits signed by public authorities.	Not material	8
EN10	Additional	Percentage and total water volume of water recycled and reused.	Water	Covered	8, 9
Aspect: Biodiversity					
EN11	Core	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity outside protected areas.	All chemical production & packaging and formulations sites, as well as field trial sites undergo biodiversity risk assessments prior to construction/opening.	Not material	8
EN12	Core	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Conserving biodiversity	Covered	8
EN13	Additional	Habitats protected or restored.	Plight of the honey bee	Covered	8
EN14	Additional	Strategies, current actions and future plans for managing impacts on biodiversity.	Conserving biodiversity Resource efficient programs	Covered	8
EN15	Additional	Strategies, current actions and future plans for managing impacts on biodiversity.	Conserving biodiversity	Not reported	8
Aspect: Emissions, effluents and waste					
EN16	Core	Total direct and indirect greenhouse gas emissions by weight.	Greenhouse gas emissions	Covered	8
EN17	Core	Other relevant indirect greenhouse gas emissions by weight.	Climate change & carbon footprint Greenhouse gas emissions	Covered	8
EN18	Additional	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Other emissions to air Greenhouse gas emissions	Covered	7, 8, 9
EN19	Core	Emissions of ozone-depleting substances by weight.	Climate change & carbon footprint Greenhouse gas emissions	Covered	8
EN20	Core	NOx, SOx, and other significant air emissions by type and weight.	Other emissions to air Other emissions to air	Covered	8
EN21	Core	Total water discharged by quality and destination.	Waste Water	Covered	8
EN22	Core	Total weight of waste by type and disposal method.	Waste	Covered	8
EN23	Core	Total number and volume of significant spills.	Environmental Compliance	Covered	8
EN24	Additional	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.		Not reported	8
EN25	Additional	Identity, size, protected status and biodiversity value of water bodies and related habitats significantly affected but the reporting organisation's discharges of water and runoff.	Our water intense production sites (mainly located in Switzerland) are obligated to cover	Not material	

			water usage by water permits signed by public authorities.		
Aspect: Products and services					
EN26	Core	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	The high stakes for water Resource efficient programs Increasing resource efficiency	Covered	7, 8, 9
EN27	Core	Percentage of products sold and their packaging materials that are reclaimed by category.	Stewardship	Partially covered	8, 9
Aspect: Compliance					
EN28	Core	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Financial Report 2010, p. 31-47, p. 73-76, note 2, note 25	Covered	8
Aspect: Transport					
EN29	Additional	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce.	Climate change & carbon footprint Greenhouse gas emissions	Covered	8
Aspect: Overall					
EN30	Additional	Total environmental protection expenditures and investments by type.	Financial Report 2010, p. 31-47, p. 73-76, note 2, note 25	Partly covered	7, 8, 9

Performance: Labour Practices and Decent work

Disclosure on management approach - Provide a concise disclosure on the management approach items outlined below with reference to the following labour aspects; employment, labour/management relations, occupational health and safety, training and education and diversity and equal opportunity. The ILO Tripartite Declaration Concerning Multinational Enterprises and Social Policy and the OECD Guidelines for Multinational Enterprises should be primary reference points

Aspect: Employment

LA1	Core	Total workforce by employment type, employment contract and region.	People retention	Covered	
LA2	Core	Total number and rate of employee turnover by age group, gender and region.	People retention	Partially covered	6
LA3	Additional	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.		Not reported	6

Aspect: Labour/management relations

LA4	Core	Percentage of employees covered by collective bargaining agreements.	Data privacy regulations in some countries prevents the disclosure of this number.	Not material	1, 3
LA5	Core	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	Information in this regard is internally communicated in the global labor policy but not publicly available.	Not reported	3

Aspect: Occupational health and safety

LA6	Additional	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.	HSE policy & standards	Covered	1
LA7	Core	Rates of injury, occupational diseases, lost days, absenteeism, and number of work related fatalities by region.	Health & safety performance	Covered	1
LA8	Core	Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases.	Health & safety performance	Covered	1
LA9	Additional	Health and safety topics covered in formal agreements with trade unions.	HSE policy & standards	Covered	1, 3

Code of Conduct					
Aspect: Training and education					
LA10	Core	Average hours of training per year per employee by employee category.	Employee development	Partly covered	1
LA11	Additional	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing their careers.	Learning and development Syngenta Awards	Covered	1
LA12	Additional	Percentage of employees receiving regular performance and career development reviews.	Employee development Employee development Learning and development	Covered	
Aspect: Diversity and equal opportunity					
LA13	Core	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership and other indicators of diversity.	Corporate Governance Diversity	Partially covered	1, 6
LA14	Core	Ratio of basic salary of men to women by employee category.	Code of Conduct The code of conduct clearly stipulates that Syngenta is an equal opportunity company.	Covered	1, 6

Performance: Human rights

Disclosure on management approach - Provide a concise disclosure on the management approach items outlined below with reference to the following human rights; investment and procurement practices, non-discrimination, freedom of association and collective bargaining, abolition of child labour, prevention of forced and compulsory labour, complaints and grievance practices, security practices and indigenous rights.
The ILO Tripartite Declaration Concerning Multinational Enterprises and Social Policy and the OECD Guidelines for Multinational Enterprises should be primary reference points

Aspect: Investment and procurement activities

HR1	Core	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	Supply chain Supplier assessments	Partially covered	1, 2, 3, 4, 5, 6
HR2	Core	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	Supplier assessments Human rights	Partially covered	1, 2, 3, 4, 5, 6
HR3	Additional	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees that are trained.	Corporate conduct Stewardship Employee development	Partially covered	1, 2, 3, 4, 5, 6

Aspect: Non- discrimination

HR4	Core	Total number of incidents of discrimination and actions taken.	Corporate conduct	Partially covered	1, 2, 6
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Aspect: Freedom of Association and Collective bargaining

HR5	Core	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.	Supplier assessments	Covered	1, 2, 3
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Aspect: Child Labour

HR6	Core	Operations identified as having a significant risk for incidents of child labour, and measures taken to contribute to the elimination of forced or compulsory labour.	Supplier assessments	Covered	1, 2, 5
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Aspect: Forces and compulsory labour

HR7	Core	Operations identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of forced or compulsory labour.	Supplier assessments	Covered	1, 2, 4
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Aspect: Security practices

HR8	Additional	Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.	Not reported	1, 2
Aspect: Indigenous rights				
HR9	Additional	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not reported	1, 2

Performance: Society

Disclosure on management approach - Provide a concise disclosure on the management approach items outlined below with reference to the following society aspects; community, corruption, public policy, anti-competitive behaviour and compliance

Aspect: Community

SO1	Core	Nature, scope and effectiveness of any programmes and practices that assess and manage the impacts of operations on communities, including entering, operating and exiting.	Economic Value Shared Strengthening rural economies	Covered	
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Aspect: Corruption

SO2	Core	Percentage and total number of business units analysed for risks related to corruption.	Code of Conduct Our Code of Conduct principle 1-4 clearly communicates our commitment to uphold the law and fight corruption in all our dealings.	Partially covered	10
SO3	Core	Percentage of employees trained in organisation's anti-corruption policies and procedures.	Code of Conduct	Partially covered	10
SO4	Core	Actions taken in response to incidents of corruption.	Compliance Helpline	Partially covered	10

Aspect: Public policy

SO5	Core	Public policy positions and participation in public policy development and lobbying.	Industry engagement Multi-stakeholder engagement Conserving biodiversity Open secrets	Covered	1-10
SO6	Additional	Total value of financial and in-kind contributions to political parties, politicians and related institutions by country.		Covered	10

Aspect: Anti-competitive behaviour

SO7	Additional	Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices and their outcomes.	If there are risks from litigation and claims, these are published in the Financial Report, p.73, note 25.	Covered	
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Aspect: Compliance

SO8	Core	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Compliance If there are risks from litigation and claims, these are published in the Financial Report, p.73, note 25.	Covered	
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Performance: Product responsibility

Disclosure on management approach - Provide a concise disclosure on the management approach items outlined below with reference to the following society aspects; customer health and safety, product and service labelling, marketing communications, customer privacy and compliance

Aspect: Customer Health and safety

PR1	Core	Lifecycle 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.	Safety in research and development Safe use Secure storage Supply chain	Covered	1, 7
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PR2	Additional	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and service during their life cycle, by type of outcomes.	Code of Conduct If there are risks from litigation and claims, these are published in the Financial Report, p.73, note 25.	Covered	1
Aspect: Product and service labelling					
PR3	Core	Type of product and service information required by procedures, and percentage of significant products and service subject to such information requirements.	Safe use Code of Conduct (Principle 6)	Partially covered	8
PR4	Additional	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.	Code of Conduct (Principle 6) If there are risks from litigation and claims, these are published in the Financial Report, p.73, note 25.	Covered	8
PR5	Additional	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.		Not reported	
Aspect: Marketing communications					
PR6	Core	Programmes for adherence to laws, standards and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship.	Code of Conduct (Principle 6)	Covered	
PR7	Additional	Total number of incidents of non-compliance with regulations and voluntary codes of concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	If there are risks from litigation and claims, these are published in the Financial Report, p.73, note 25.	Covered	
Aspect: Customer privacy					
PR8	Additional	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	If there are risks from litigation and claims, these are published in the Financial Report, p.73, note 25.	Covered	1
Aspect: Compliance					
PR9	Core	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	If there are risks from litigation and claims, these are published in the Financial Report, p.73, note 25.	Covered	



Report Application Levels