

GRI COMPLIANCE INDEX

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1. STRATEGY AND ANALYSIS			
1.1	Statement from the most senior decision-maker of the organisation	Sustainability Report	54
1.2	Description of key impacts, risks and opportunities	Risk Management	94-96
2. ORGANISATION PROFILE			
2.1	Name of the organisation	Corporate Information	Inner back cover
2.2	Primary brand, product, and/service	Business Performance	16-45
2.3	Operational structure of organisation	Enterprise Governance	86-92
2.4	Location of the headquarters	Corporate Information	Inner back cover
2.5	Number of countries where the organisation operates and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the Report	Not Applicable	
2.6	Nature of ownership and legal form	Annual Report of the Board of Directors and Share Information	103-107, 138-141
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries)	Business Performance	16-45
2.8	Scale of the reporting organisation	Enterprise Governance	86-92
2.9	Significant changes during the reporting period	Chairman & CEO's Review	6-9
2.10	Awards received in the period	Sustainability Report	56
3. REPORT PARAMETERS			
3.1	Reporting period	31/03/2009	–
3.2	Date of most recent previous report	31/03/2008	–
3.3	Reporting cycle (annual, biennial, etc.)	12 Months	–
3.4	Contact point for questions regarding the report or its contents.	Sustainability Report	56
3.5	Defining report content	Sustainability Report	55
3.6	Report scope and boundary	Sustainability Report	55-56
3.7	State any specific limitations on the scope or boundary of the report	None	–
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.	Sustainability Report	55
3.9	Data measurement techniques and the bases of calculations	Sustainability Report	55-56
3.10	Explanation of the effect of any re-statement of information provided in earlier report	Not Applicable	–
3.11	Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report.	Not Applicable	–
3.12	Policy and current practice with regard to seeking external assurance	Assurance Report on Sustainability Report	83
4. GOVERNANCE, COMMITMENTS AND ENGAGEMENT			
4.1	Governance structure of the organisation	Enterprise Governance	86-92
4.2	Indicate whether Supervisory Board member is also an executive officer	Enterprise Governance	86-92
4.3	For organisations that have a unitary Board structure, state the number of members of the highest governance body that is independent and/or non-executive members	Enterprise Governance	86-92
4.4	Mechanisms for shareholders and employees to provide recommendations or directions to the highest governance body	Enterprise Governance	86-92
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives	Enterprise Governance/ Remunerations Committee Report	90 98
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided	Enterprise Governance	86-92
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	Enterprise Governance/ Nominations Committee Report	90 99
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	Vision & Values	1

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4.9	Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental and social performance	Sustainability Report	56
4.10	Processes in place to evaluate the Supervisory Board (evaluating the performance)	Enterprise Governance	86-92
4.11	Processes for evaluating the highest governance body's own performance	Enterprise Governance	86-92
4.12	Externally developed economic, environmental and social charters, principles	Sustainability Report Environmental Management System	66
4.13	Membership in industry/business association	Not Reported	–
4.14	List of stakeholder groups engaged by the organisation	Sustainability Report	56-61
4.15	Basis for identification and selection of stakeholders	Not Reported	–
4.16	Approaches to stakeholder engagement	Sustainability Report	56-61
4.17	Key topics and concerns that have been raised	Sustainability Report	54-82

PERFORMANCE INDICATORS

Economic

EC1	Economic Value Generated	Sustainability Report	62
EC2	Financial Impacts due to climate change	Not Reported	–
EC3	Organisation's defined benefit plan obligations	Sustainability Report	64
EC4	Financial assistance received from the Government	Sustainability Report	65
EC5	Total payroll and benefits	Notes to the Financial Statements	123
EC6	Proportion of spending on locally-based suppliers compared to the locations of operations	Sustainability Report	65
EC7	Procedure for hiring local talent	Not Reported	–
EC8	Developments of infrastructure for public benefit	Sustainability Report	65

Environmental

EN1	Materials used by weight or volume	Not Reported	–
EN2	Percentage of recycled materials	Sustainability Report	68
EN3	Direct energy consumption	Not Reported	–
EN4	Indirect energy consumption	Sustainability Report	68
EN5	Energy saved due to conservation	Sustainability Report	69, 71
EN6	Usage of energy efficient products and services	Sustainability Report	71-72
EN7	Initiatives to reduce indirect energy consumption	Sustainability Report	70-71
EN8	Total water usage	Sustainability Report	71
EN10	Water recycling mechanisms employed	Sustainability Report	71, 73
EN11	Locations of land owned with surroundings that have a high biodiversity	Not Applicable	–
EN12	Impacts on the environment due to organisational activities	Not Applicable	–
EN13	Habitats protected or restored	Not Applicable	–
EN14	Strategies and future plans in managing the impacts on the diversity of the environment	Not Applicable	–
EN15	Endangered Species living around organisational premises	Not Applicable	–
EN16	Direct and indirect greenhouse gas emissions released by weight	Not Reported	–
EN17	Other relevant indirect greenhouse gas emissions by weight	Sustainability Report	72
EN18	Initiatives to reduce gas emissions	Sustainability Report	72
EN19	Emissions of ozone depleting emissions by weight and type	Sustainability Report	72
EN20	Total water discharged by quality and destination	Sustainability Report	72
EN21	NO, SO and other significant air emissions by weight and type	Not Reported	–
EN22	Total weight of waste by type and disposal method	Sustainability Report	73-74
EN23	Total number of volumes of significant spills	Sustainability Report	72
EN24	Weight of transported, imported, exported or treated waste deemed hazardous under the terms of Basel Convention Annex I, II, III and VIII and percentage of transported waste shipped internationally	Not Applicable	–
EN25	Identify size, protected status and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation's discharges of water and runoff	Not Applicable	–

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EN26	Initiative to mitigate environmental impacts from products and services	Sustainability Report	66-74
EN27	Percentage of products sold and their packaging reclaimed by category	Not Reported	–
EN28	Monetary value of significant fines due to non-compliance with environmental laws	None	–
EN29	Significant impacts on the environment due to the transportation of goods and services	Not Reported	–
EN30	Total environmental protection expenditures and investments	Not Reported	–
Labour Practices and Decent Work			
LA1	Total workforce	Sustainability Report	75
LA2	Total labour turnover	Risk Management	95
LA3	Benefits provided to employees	Sustainability Report	76
LA4	Percentage of employees covered by collective bargaining agreements	Sustainability Report	76
LA5	Minimum notice period regarding operational change	Not Applicable	–
LA7	Rates of injury, occupational diseases etc	Not Reported	–
LA8	Educating the employees regarding the safeguarding of themselves against serious illnesses	Not Reported	–
LA10	Average hours of training per year per employee	Sustainability Report	77
LA12	Percentage of employees receiving career development reviews	Sustainability Report	64, 75-76
LA13	Composition of the employees	Sustainability Report	78
LA14	Ratio of basic salary of man to woman	Sustainability Report	78
Human Rights			
HR1	Percentage of agreements that has undergone human rights screening	Not Reported	–
HR2	Percentage of suppliers that have undergone human rights screening	Not Reported	–
HR3	Total number of employees who has undergone training with regard to human rights	Not Reported	–
HR4	Total number of incidents of discrimination actions taken	None	–
HR5	Operations identified in which the right to exercise freedom of association maybe at significant risk	Not Reported	–
HR6	Operations involving child labour	Sustainability Report	79
HR7	Actions taken to contribute to the elimination of forced labour	Not Reported	–
HR8	Security personnel trained with regard to human rights	Sustainability Report	79
Society			
SO1	Programmes aimed to assess and manage the impact on the community due to business activities	Not Reported	–
SO2	Percentage of business units analysed for risk-based corruption	Not Reported	–
SO3	percentage of employees trained on anti-corruption policies	Not Reported	–
SO4	Actions taken in response to indications of risk-based corruption	Not Reported	–
SO5	Public policy positions in public policy development and lobbying	Not Reported	–
SO6	Total value of contributions to political parties	Sustainability Report	80
SO7	Total number of legal cases taken against the Company for anti-competitive behaviour	Sustainability Report	81
SO8	Monetary value of significant fines for non-compliance with laws and regulations	Sustainability Report	81
PRODUCTS RESPONSIBILITY			
PR1	Life cycles of the products	Not Reported	–
PR2	Total number of incidents involving non-compliance with regulations and voluntary codes	None	–
PR3	Types of information with regard to products and services required by procedures	Not Reported	–
PR4	Number of incidents involving non-compliance with regard to product labelling	Sustainability Report	82
PR5	Customer satisfactory data	Business Performance/ Sustainability Report	16-45 61
PR6	Ethical marketing campaigns	Sustainability Report	82
PR7	Incidents involving the non-compliance of ethical marketing campaigns	Sustainability Report	82
PR8	Policy procedures/management systems and compliance mechanisms for customer privacy	Sustainability Report	82
PR9	Monetary values of fines with regard to non-compliance with laws and regulations	Sustainability Report	82