

Global Reporting Initiative Index of Indicators

From our inaugural 2007 Annual Sustainability Report, we have referenced certain Global Reporting Initiative (GRI) guidelines and standards and published an annual index of where information relevant to these GRI standards can be found within our report. We did not pursue external assurance for this report; however, the only restatements to information presented in this or previous reports are two corrections in this year’s report reflecting updates to previously misreported customer satisfaction statistics due to data entry error.

GRI 2: General disclosures		
2-1	Organizational details	Pages 4, 10-K
2-2	Entities included in the organization's sustainability reporting	10-K
2-3	Reporting period, frequency, and contact point	Back cover
2-6	Activities, value chain, and other business relationships	Pages 4, 10-K
2-7	Employees	Pages 16, 10-K
2-9	Governance structure and composition	Pages 40-42, Proxy
2-10	Nomination and selection of the highest governance body	Proxy
2-11	Chair of the highest governance body	Proxy
2-12	Role of the highest governance body in overseeing the management of impacts	Pages 40-41, Proxy
2-13	Delegation of the responsibility for managing impacts	Proxy
2-14	Role of the highest governance body in sustainability reporting	Pages 40-41, Proxy
2-17	Collective knowledge of the highest governance body	Proxy
2-18	Evaluation of the performance of the highest governance body	Proxy
2-19	Remuneration policies	Proxy
2-20	Process to determine remuneration	Proxy
2-21	Annual total compensation ratio	Proxy
2-22	Statement on sustainable development strategy	Page 1, Proxy
2-23	Policy commitments	Pages 45-47
2-26	Mechanisms for seeking advice and raising concerns	Page 47
2-28	Membership associations	Page 64
2-29	Approach to stakeholder engagement	Page 11, Proxy
2-30	Collective bargaining agreements	Page 64
GRI 3: Material topics		
3-1	Process to determine material topics	Pages 40, 43, 45
3-2	List of material topics	Pages 6, 45, 10-K
3-3	Management of material topics	Pages 54-56, 10-K

GRI 201: Economic performance		
201-1	Direct economic value generated and distributed	Pages 4, 10-K
201-2	Financial implications and other risks and opportunities due to climate change	Pages 54-56, 10-K
GRI 203: Indirect economic impacts		
203-1	Infrastructure investments and services supported	Pages 33-34
203-2	Significant indirect economic impacts	Pages 17, 33-34, 36
GRI 205: Anti-corruption		
205-2	Communication and training about anti-corruption policies and procedures	Page 64
GRI 301: Material		
301-2	Recycled input materials used	Page 49
GRI 302: Energy		
302-1	Energy consumption within the organization	Page 53
302-3	Energy intensity	Page 22
GRI 303: Water and effluents		
303-1	Interactions with water as a shared resource	Pages 25-26, 54-56
303-2	Management of water discharge-related impacts	Page 49
303-5	Water consumption	Page 63
GRI 304: Biodiversity		
304-2	Significant impacts of activities, products and services on biodiversity	Pages 35, 57
304-3	Habitats protected or restored	Pages 33, 57
GRI 305: Emissions		
305-1	Direct (Scope 1) GHG emissions	Page 53
305-2	Energy indirect (Scope 2) GHG emissions	Page 53
305-3	Other indirect (Scope 3) GHG emissions	Page 53
305-4	GHG emissions intensity	Page 53
305-5	Reduction of GHG emissions	Page 22

GRI 306: Waste		
306-2	Management of significant waste-related impacts	Page 49
306-4	Waste diverted from disposal	Pages 49, 63
GRI 308: Supplier environmental assessments		
308-1	New suppliers that were screened using environmental criteria	Page 47
308-2	Negative environmental impacts in the supply chain and actions taken	Pages 35, 50
GRI 401: Employment		
401-1	New employees hires and employee turnover	10-K
GRI 403: Occupational healthy & safety		
403-1	Occupational health & safety management system	Page 29
403-3	Occupational health services	Page 29
403-5	Worker training on occupational health & safety	Pages 29, 64
403-6	Promotion of worker health	10-K
403-7	Prevention and mitigation of occupational health & safety impacts directly linked by business relationships	Page 29
403-8	Workers covered by occupational health & safety management system	Page 29
403-9	Work-related injuries	Page 58
GRI 404: Training and education		
404-1	Average hours of training per year per employee	Page 64
404-2	Programs for upgrading employee skills and transition assistance programs	Page 17, 10-K
GRI 405: Diversity and equal opportunity		
405-1	Diversity of governance bodies and employees	Pages 42, 64
GRI 414: Supplier social assessment		
414-1	New suppliers that were screened using social criteria	Page 47
GRI 415: Public Policy		
415-1	Political contributions	Page 46
GRI 417: Marketing & labeling		
417-1	Requirements for product and service information and labeling	Page 47