

Sustainability Reporting *Guidelines* 2002
PART C: REPORT CONTENT - 5. Performance Indicators - Social
Performance Indicators

Product Responsibility

Core Indicators	Additional Indicators
<i>Customer Health and Safety</i>	
<p>PR1. Description of policy for preserving customer health and safety during use of products and services, and extent to which this policy is visibly stated and applied, as well as description of procedures/programmes to address this issue, including monitoring systems and results of monitoring. Explain rationale for any use of multiple standards in marketing and sales of products.</p>	<p>PR4. Number and type of instances of non-compliance with regulations concerning customer health and safety, including the penalties and fines assessed for these breaches.</p>
	<p>PR5. Number of complaints upheld by regulatory or similar official bodies to oversee or regulate the health and safety of products and services.</p>
	<p>PR6. Voluntary code compliance, product labels or awards with respect to social and/or environmental responsibility that the reporter is qualified to use or has received. Include explanation of the process and criteria involved.</p>
<i>Products and Services</i>	
<p>PR2. Description of policy, procedures/management systems, and compliance mechanisms related to product information and labelling.</p>	<p>PR7. Number and type of instances of non-compliance with regulations concerning product information and labelling, including any penalties or fines assessed for these breaches.</p>
	<p>PR8. Description of policy, procedures/management systems, and compliance mechanisms related to customer satisfaction, including results of surveys measuring customer satisfaction. Identify geographic areas covered by policy.</p>
<i>Advertising</i>	
	<p>PR9. Description of policies, procedures/management systems, and compliance mechanisms for adherence to standards and voluntary codes related to advertising. Identify geographic areas covered by policy.</p>
	<p>PR10. Number and types of breaches of advertising and marketing regulations.</p>
<i>Respect for Privacy</i>	

PR3. Description of policy, procedures/management systems, and compliance mechanisms for consumer privacy.

Identify geographic areas covered by policy.

PR11. Number of substantiated complaints regarding breaches of consumer privacy.