

Social performance indicators: Product responsibility

Social performance indicators: product responsibility	
Core indicators	Additional indicators
Customers' health and safety	
SO1. Description of policies to manage impacts on communities in areas affected by activities, as well as description of procedures/programmes to address this issue, including monitoring systems and results of monitoring	SO4. Awards received relevant to social, ethical, and environmental performance
See community section of this report	See the community and environment sections of this report
Bribery and corruption	
SO2. Description of the policy, procedures/management systems, and compliance mechanisms for organisations and employees addressing bribery and corruption	
See corporate governance section of the Annual Report 2004 and the case study on Whistle-blowers programme – success or otherwise on page EG13	
Political contributions	
SO3. Description of policy, procedures/management systems, and compliance mechanisms for managing political lobbying and contributions	SO5. Amount of money paid to political parties and institutions whose prime function is to fund political parties or their candidates
Overseen by political donations committee of the board. Policy available on the website	See company website
Competition and pricing	
	SO6. Court decisions regarding cases pertaining to anti-trust and monopoly regulations
	None
	SO7. Description of policy, procedures/management systems, and compliance mechanisms for preventing anti-competitive behaviour
	Not applicable