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Member of the SAM Group

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Company name: _____

Registration Data: _____

Respondent's name: _____

(person to be contacted in case of questions)

Function/position: _____

Department: _____

Address: _____

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Please submit to FAX: +41 1 397 10 50

Approval Form

Company Name: _____

Confirmation of Truthful Company Statements and Documentation

The following people confirm that all statements made in the SAM Corporate Sustainability Assessment Questionnaire online or on paper as well as additional information / documentation (listed below) provided to SAM Research is true to the best of their knowledge. They confirm that they have read and accepted SAM's Information Policy and Disclaimer concerning the use of the provided information indicated below.

Name Function / Position

Signature Place, date

Name Function / Position

Signature Place, date

Documentation provided

Please include only recent documentation which has not previously been sent to SAM Research.

- SAM Corporate Sustainability Assessment Questionnaire (paper version)
Date submitted: _____
- _____
Annual / Financial Reports
- _____
Sustainability Reports
- _____
Environmental Reports
- _____
Social Reports
- _____
Others

Use of Information Policy and Disclaimer

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Economic Dimension

General corporate information

1. Please indicate the total number of employees and total revenues for the following years.

Please indicate the corresponding currency: _____

	1998	1999	2000	2001
Number of Employees				
Total revenue				
Net earnings (EBITDA)				

Not applicable. Please provide explanations in the comment box below.

Not known

Comment:

2. Please indicate the average number of employees per business/performance unit in 2001.

_____ employees

Not applicable. Please provide explanations in the comment box below.

Not known

Comment:

3. Please indicate your company's largest business sectors in terms of revenue for the year 2001.

Business Sector	Revenue

Currency: _____

Not applicable. Please provide explanations in the comment box below.

Not known

Comment:

Documents (pages):

http://

Corporate governance

4. How many members are on your Board of directors?

_____ members

Not applicable. Please provide explanations in the comment box below.

Not known

Comment:

5. How many Board members have executive functions in your company?

_____ members

Not applicable. Please provide explanations in the comment box below.

Not known

Comment:

6. Is the Board headed by a non-executive chairman and/or a lead director?
- Yes
 - No
 - Not applicable. Please provide explanations in the comment box below.
 - Not known

Comment:

7. Please indicate in the table below the functions for which the Board explicitly assumes formal responsibility. Please also indicate the name of board committees responsible for these issues.

Function	Responsibilities	Name of committee
Strategy	<input type="checkbox"/> Formal Board Responsibility <input type="checkbox"/> No Board Responsibility	
Audit, accounting, risk management	<input type="checkbox"/> Formal Board Responsibility <input type="checkbox"/> No Board Responsibility	
Selection and nomination of board members and top management	<input type="checkbox"/> Formal Board Responsibility <input type="checkbox"/> No Board Responsibility	
Remuneration of board members and top management	<input type="checkbox"/> Formal Board Responsibility <input type="checkbox"/> No Board Responsibility	
Corporate social responsibility, corporate citizenship, sustainable development	<input type="checkbox"/> Formal Board Responsibility <input type="checkbox"/> No Board Responsibility	

- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

8. Please indicate if the Board of your company has issued a formal corporate governance policy. If yes, please attach the document or indicate where it can be found (website, annual report etc.).
- Yes, documented in _____
 - No
 - Not applicable. Please provide explanations in the comment box below.
 - Not known

Comment:

9. Please indicate the percentage of the main nationality represented on your Board of Directors relative to all other nationalities represented on the Board.
- ___%
 - Not applicable. Please provide explanations in the comment box below.
 - Not known

Comment:

10. How many women are members of your company's Board of Directors?
- _____
 - Not applicable. Please provide explanations in the comment box below.
 - Not known

Comment:

11. Are binding rules related to trading company shares in place for Board members? Please provide supporting documentation.
- Yes, documented in: _____
 - No
 - Not applicable. Please provide explanations in the comment box below.

Not known

Comment:

12. What is the average lock-in period for options/shares held by Board members?

- 3 years and higher
- 1-2 years
- No lock period
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

13. Please indicate the percentage of fees for management consulting paid to your auditing firm as a percentage of total fees paid to your auditing firm at corporate level in 2001.

- ___%
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

Documents (pages):

http://

Investor relations

14. Please provide examples of material (e.g. analyst presentations, websites, reports etc.) used to communicate with analysts and investors about sustainability issues.

- _____
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

15. Please indicate the percentage of your company's total freely available shares held by ethical, sustainable, or socially responsible investors.

- _____% of total freely available shares
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

16. Please provide an estimate of your company's total invested shareholder capital split by investment style.

Investment Style	Percentage of Total Invested Capital
Value	
Growth	
Index	
Others (specialties), please specify:	

- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

Documents (pages):

http://

Strategic planning

17. Please indicate the three most important business challenges your company faces in the mid-to-long term.
- _____
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

18. Which of the following tools do you systematically use for strategic planning at corporate level?

Answer:

Portfolio theory; briefly describe how it is applied

Real options methods; briefly describe how they are applied

Scenario planning; indicate the average time horizon used: _____

Systems dynamics methods; briefly describe how it is applied:

Others: please describe:

Not applicable. Please provide explanations in the comment box below.

Not known

Comment:

19. Please attach or indicate a web address of corporate statements or reports that indicate the core values and/or business principles of your company.

Not applicable. Please provide explanations in the comment box below.

Not known

Comment:

Documents (pages):

http://

Scorecards/Measurement Systems

20. Please indicate the main purposes of your scorecard/measurement systems (such as Balanced Scorecards or similar).

Answer:

To measure and integrate overall tangible and intangible corporate performance

To act as an integrated strategic planning and management tool, linking different levels of the company

To share process best practice across business units

To compare business unit performances and Key Performance Indicators

No scorecard/measurement systems implemented

Not applicable. Please provide explanations in the comment box below.

Not known

Comment:

21. Which perspectives are integrated in your company's scorecards/measurement systems (Balanced Scorecard or similar)?

- Answer:
- Customer / Stakeholder perspective
 - Financial / Shareholder perspective
 - Process / Internal perspective
 - People / Learning perspective
 - Others, please specify_____
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

22. Are Key Performance Indicators used in your scorecard/measurement systems externally communicated? Please attach relevant documentation or web address.

- Yes, documented in:_____
- No
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

Documents (pages):

http://

Risk & Crisis management

23. Please indicate the name and position of your chief risk officer or person responsible for this function.

- Name_____ Position _____ Number of levels from the Board _____
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

24. Is an incident / near miss notification procedure implemented at corporate level?

- Yes
- No
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

If yes, does your company externally communicate about incidents / near misses? Please attach relevant documentation or web address.

- Yes, please specify:_____
- No
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

25. Please indicate the elements included in your company's crisis/emergency plans.

- Answer:
- Business continuity plan
 - Communication with the media and other critical audiences/stakeholders affected
 - Co-ordination between departments involved (e.g. Public Relations, Investor Relations, Manufacturing, Customer Service, Finance and Risk Management departments)
 - Frequent rehearsal/testing of plans
 - Mechanisms for early internal/external notification of an emergency situation
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

Documents (pages):

http://

Codes of Conduct/Compliance

26. Please indicate areas for which corporate codes of conduct have been defined. Please attach supporting documents, actual codes of conduct etc.

- Answer:
- Corruption and bribery
 - Discrimination
 - Confidentiality of information
 - Money-laundering, insider trading
 - Security of staff, business partners, customers
 - Environment, health and safety

Documented in:

-
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

27. What mechanisms are in place to ensure effective implementation of your company's codes of conduct?

- Answer:
- Responsibilities, accountabilities and reporting lines are systemically defined in all divisions and group companies
 - Regular employee communication
 - Dedicated help desks
 - Intranet with practical examples for training purposes
 - Codes of conduct linked to employee remuneration
 - Employee performance appraisal systems integrates compliance/codes of conduct

- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

28. Do you use Key Performance Indicators to track the performance of your codes of conduct?

- Yes
- No
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

If yes, are the results externally communicated? (please attached relevant documentation or web address)

- Yes, please specify: _____
- No
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

Documents (pages):

http://

Customer relationship management

29. Does your company have a centralized database system to manage all customer related information (e.g. contact persons, preferences, history of transactions, prospects/leads)?

- Yes
- No
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

Please indicate the percentage share of total revenues generated by clients covered by the system.

- ___ % of revenues
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

Documents (pages):

http://

Supply chain management

30. Does your company have a centralized database system to manage all supplier related information?

- Yes
- No
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

If yes, please indicate the estimated share of total supply costs related to suppliers covered by the system.

- ___ % of supply costs
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

31. Please indicate in which of the following areas your company has defined corporate requirements/guidelines for the selection and ongoing evaluation of key suppliers and service providers

world-wide. Please attach examples of such guidelines.

- Answer:
 - Environment
 - Labour standards/employment practices
 - Occupational health & safety
 - Human rights
 - External supplier audits
 - Other: specify: _____
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

Documents (pages):

http://

Combat smuggling

32. Tobacco companies are under ongoing accusations that there is an active involvement in smuggling. How does your company react on these accusations?

- _____
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

33. How is your company interacting with governments in order to combat smuggling?

- _____
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

Documents (pages):

http://

Environmental Dimension

Strategic planning

34. Please indicate the three most important environmental trends which could affect your company in the mid-to-long term.

- _____
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

Documents (pages):

http://

Environmental Management

35. Has your company adopted a corporate environmental policy? (whether stand alone or integrated into a broader policy statement). Please refer to the policy or indicate where it can be found on the web.
- Yes, documented in: _____
 - No
 - Not applicable. Please provide explanations in the comment box below.
 - Not known

Comment:

If yes, please indicate whether this policy applies to:

- Answer:
 - Company's own operations
 - Environmental impacts of products & services
 - Suppliers & service providers (e.g. contractors)
 - Other key business partners (e.g. non-managed operations, JV partners, ...), please specify: _____
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

36. Have quantified environmental targets been defined for the whole company? Please attach relevant documents.
- Yes
 - No
 - Not applicable. Please provide explanations in the comment box below.
 - Not known

Comment:

Documents (pages):

http://

Environmental Performance

37. Please complete the following table and include a short explanation of the trend.

Indicator	Unit (if different from unit indicated)	Estimated coverage (%) of total resource use or emissions in 2001	1998	1999	2000	2001	Explanation of trend
Total energy consumption (GJ)							
Proportion of renewable energy (%)							
Total direct GHG emissions (tons CO2 equivalent)							
Total water use (tons)							
Total waste generation							

(tons)							
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- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

Documents (pages):

http://

Public reporting

38. Please indicate the organisational coverage (approximate number of employees covered) of your publicly available environmental reports.

- ___ % of total employees
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

Documents (pages):

http://

Diversification

39. Please indicate the revenues relating to non-tobacco products as compared to total annual revenues.

- In absolute terms for 2001:_____. In percentage of total revenues in 2001: ___ %.
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

Documents (pages):

http://

Sustainable agriculture

40. Please indicate what organic farming standards your company uses for raw materials used in the production.

- Answer:
 - International standard, please specify _____
 - National standard, please specify _____
 - Other; please specify _____

- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

41. Please indicate the percentage of total product revenues from certified organic products.

- ___%
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

42. Please indicate what integrated agriculture methods your company uses for raw materials used in the production for raw material.

- Answer: _____
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

43. Please indicate the percentage of total product revenue derived from products made from raw materials produced according to intergrated farming methods.

- ___%
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

44. Do you actively promote organic and/or integrated agricultural practices? Please attach documents and/or web address.

- Yes, _____
- No
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

Documents (pages):

http://

Genetically modified organisms

45. Is your company's policy on GMOs publicly available? Please refer to attached documents and/or web address.

- Yes, documents: _____ and/or web address: _____
- No
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

46. Please indicate percentage of revenues from products containing GMOs in 2001.

- ___%
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

Documents (pages):

http://

Advanced environmental management

47. Please indicate for which aspects corporate environmental requirements or guidelines been developed for.

- Answer:
- Production operations
 - Selection/on-going evaluation of suppliers
 - Selection/on-going evaluation of contractors
 - Development of new products & services
 - Product distribution/logistics
 - Packaging material and design
 - Due-diligence/Mergers and acquisitions
 - Other

Not applicable. Please provide explanations in the comment box below.

Not known

Comment:

48. How frequently is environmental data (e.g. emissions to air, water, land, resource consumption, accidents) reported by operations/business units to corporate?

- Monthly
- Quarterly
- Yearly
- Irregularly
- Not reported as yet
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

49. Please indicate what types of environmental audit programs are in place within your organization.

- Answer:
- Corporate audit program in place since_____
 - Divisional audit programs for divisions representing___ % of revenues
 - Site-based audits are conducted by individual operations representing___ % of revenues
 - Not applicable. Please provide explanations in the comment box below.
 - Not known

Comment:

50. Which parts of your organization are certified to ISO 14001 or EMAS?

- Answer:
- Individual operations representing___ % of revenues
 - Divisional/business unit operations (e.g. procurement, logistics)
 - Corporate headquarters
 - Not applicable. Please provide explanations in the comment box below.
 - Not known

Comment:

Documents (pages):

http://

Fuels for tobacco curing

51. Are alternative fuels used instead of wood for tobacco curing on your company's or your suppliers' plantations?

Yes, please specify and attach documents:

- _____
- No
 Not applicable. Please provide explanations in the comment box below.
 Not known

Comment:

If wood is used for tobacco curing: does your company undertake measures to promote reforestation? Please explain and attach documents.

- _____
- Not applicable. Please provide explanations in the comment box below.
 Not known

Comment:

Documents (pages):

http://

Social Dimension

Strategic planning

52. Please indicate the three most important social/demographic/cultural trends which could impact your company in the mid-to-long term.

- _____
- Not applicable. Please provide explanations in the comment box below.
 Not known

Comment:

Documents (pages):

http://

Human Capital Indicators

53. Does your company use Key Performance Indicators (KPIs) in monitoring in-house or supplier/contractor workplace and human rights performance the following issues, and are these externally communicated? Please complete table and provide documents and/or web address.

	Diversity	Discrimination	Freedom of Association	Child Labor	Forced Labor	Layoffs and HSE	Others (Please specify)
KPI	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Externally communicated	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
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- Not applicable. Please provide explanations in the comment box below.
 Not known

Comment:

54. Is a system in place to collect and handle employee grievances and complaints (e.g. help line or independent Ombudsman ensuring employee anonymity)?

- Yes
 No
 Not applicable. Please provide explanations in the comment box below.
 Not known

Comment:

55. Does your company publicly endorse (having signed or publicly acknowledging adherence to) one or more of the following charters/frameworks?

- Answer:
 UN Universal Declaration of Human Rights
 ILO Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policy
 OECD Guidelines for Multinational Enterprises
 Other charters related to labour practices/HR issues, please specify and attach:_____
- Not applicable. Please provide explanations in the comment box below.
 Not known

Comment:

Documents (pages):

http://

Management attention to Human Resources

56. Does your company have a documented HR strategy agreed with the CEO and the top management, and how frequently is it discussed?

- Yes, documented, discussed and agreed yearly
 Yes, documented, discussed and agreed but biannually or less frequently
 No
 Not applicable. Please provide explanations in the comment box below.
 Not known

Comment:

57. In management reporting and discussions, does your company regularly work with employee-oriented measures of financial performance (e.g. sales per employee, value-added per employee)?

- Yes, employee-oriented measures of financial performance are a priority
 Yes, but other measures are our primary focus
 No
 Not applicable. Please provide explanations in the comment box below.
 Not known

Comment:

58. In management reporting and discussions, does your company regularly work with employee-oriented measures to understand the drivers of financial performance (e.g. employee utilization, competences or motivation)?

- Yes, these are critical performance drivers
- Yes, but other measures are our primary focus
- No
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

59. Does your company have a medium-term workforce and skills plan comparing current employees and their skills with the future number of employees required and new skills required to execute the business plan for your important job categories?

- Yes, Available for all business /performance units
- Yes, Available for most business units
- Yes, Available for some business units
- Not available
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

Documents (pages):

http://

Workforce capabilities

60. Please indicate the percentage of employees hired based on a validated selection test in 2001.

- ___%
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

61. Please provide the number of external qualified applicants per hire in 2001.

- _____ qualified applicants
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

62. Please indicate the percentage of skilled employees (managerial, professional and technical employees) leaving the company in the course of the past year relative to the total average number of skilled employees during the year.

- ___%
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

Of those skilled employees (managerial, professional and technical employees) leaving, what percentage did so involuntarily for reasons of personal poor performance or staff layoffs?

- ___ % of total leaving

- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

63. Please indicate the percentage of employees receiving a regular (e.g.annual) explicit performance appraisal.

- ___%
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

64. Please indicate the percentage of your workforce that is systematically outplaced or re-assigned because of weak performance each year.

- ___ %
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

65. Please indicate the percentage of employees for whom clearly defined career paths are available.

- ___%
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

66. Please indicate the percentage of employees for whom there is a company training program, specific to their job category (e.g. specific to the company's sales managers) which must be taken before or within a defined time period after taking up their position.

- ___ %
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

Documents (pages):

http://

Employee satisfaction

67. Do you regularly track and benchmark employee satisfaction against industry peers with regard to the following issues?

- Answer:
 - Rewards and recognition
 - Leadership
 - Supportive/collaborative team environment
 - Personal development possibilities
 - Job satisfaction/opportunity to make a difference
 - Working environment (Health and safety, social climate, etc.)
 - Identification with corporate values and strategy
 - Others, please specify_____
 - No

- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

68. Do you make the results of your employee satisfaction survey publicly available? Please attach documents and/or web address.

- Yes, please specify: _____
- No
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

Documents (pages):

http://

Remuneration, benefits, flexible work-schemes

69. Please indicate the percentage of company stock which, as part of a company organised stock ownership plan, is owned by:

<input type="radio"/>		Percentage of company stock (%)
	Board members / CEO	
	Senior Management	
	Middle Management / other employees	

- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

70. Please indicate the percentage of the company's shares that are covered by options owned by employees as part of the company option plan.

<input type="radio"/>		Percentage of company's shares (%)
	Board members / CEO	
	Senior Management	
	Middle Management / other employees	

- Not known
- Not applicable

Comment:

71. Please indicate the percentage of employees that received shares or equivalent forms of compensation.

<input type="radio"/>	Type	Percentage of Board Members / CEO (%)	Percentage of Senior Management (%)	Percentage of Middle Management / other employees (%)
	Restricted Stocks			
	Stock Options			
	Savings Related Plans			
	Others, please specify:			

- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

72. Please indicate the percentage of total compensation which is - on average - performance related.
- CEO and business unit managers and their respective direct reports:___ %
 - Sales and sales management:___ %
 - Other employees:___ %
 - Not applicable. Please provide explanations in the comment box below.
 - Not known

Comment:

73. Among "other employees" are there important job categories which stand out as having high performance-related compensation?
- Yes
 - No
 - Not applicable. Please provide explanations in the comment box below.
 - Not known

Comment:

If yes, please list these job categories and indicate the percentage of their total compensation which is, on average, performance-related:

Job category	% of performance related compensation

- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

74. For top management (CEO and business unit managers and people directly reporting to them), what percentage of performance related pay is constituted by:

Type	Percentage
Stock Options (Valued at time of grant using Black Scholes or other valuation approach) or similar	
Other long term compensation (or similar)	
Profit shares (or similar)	
Sales or order commission (or similar)	
Bonus pool based on profit, divided up based on management assessment	
Scorecard target bonus set in relation to salary granted on basis of management assessment	
Others, please specify:	

- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

75. Please indicate the percentage of your company's workforce whose variable remuneration and compensation (including bonus and all incentive schemes) is linked to environmental, corporate citizenship and corporate responsibility performance.
- ___% of total workforce
 - Not applicable. Please provide explanations in the comment box below.
 - Not known

Comment:

76. Please indicate the types of employee benefits provided by your company in countries where government schemes do not exist.

- Answer:
- Pension plans
 - Health insurance
 - Medical care for employee families
 - Accident insurance
 - Disability insurance/programs
 - Mortgages & loans
 - Others, please describe: _____
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

77. Does your company offer the choice of pension plans with a sustainability/socially responsible component to its employees?

- Yes, please attach documents and/or web address:

- No
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

Documents (pages):

http://

External stakeholders

78. Please indicate how your company engages with external stakeholders at a corporate level, providing documents with examples of such engagement.

- Answer:
- Irregular briefings/meetings, when necessary.
 - Irregular information provided when necessary.
 - Irregular project teams, when necessary.
 - Regular briefings/meetings. Average frequency: _____ per year.
 - Ongoing project teams. _____ teams currently working.
 - Regular written information provided. Average frequency: _____ per year.
- Please provide documents:

- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

79. Does your company regularly track the satisfaction and/or complaints of the following stakeholders?

- Answer:
- Customers
 - Shareholders
 - Suppliers
 - Trade Unions
 - Communities
 - Government
- Not applicable. Please provide explanations in the comment box below.

Not known

Comment:

Documents (pages):

http://

Public reporting

80. Does your company report publicly and regularly (at least yearly) on the following issues? Please send and refer to documentation and/or web address.

Answer:

- Corporate Governance, documented in:_____
- Corporate risk management, documented in:_____
- Environmental management/performance/liabilities, documented in:_____
- Organisational learning/knowledge management, documented in:_____
- Human capital, Employment practices, human rights, documented in:_____
- Engagement with external stakeholders and communities, documented in:_____

Not applicable. Please provide explanations in the comment box below.

Not known

Comment:

81. Please indicate the organisational coverage (approximate number of employees covered) of your publicly available social reports (i.e. employee, stakeholder and community relations reporting).

___ % of total employees

Not applicable. Please provide explanations in the comment box below.

Not known

Comment:

Documents (pages):

http://

Organizational learning

82. Please indicate if formal organizational learning/ knowledge management systems are in place at your company and the percentage of employees involved in them.

Formal systems in place covering approximately ___% of total employees

Formal systems are not in place

Not applicable. Please provide explanations in the comment box below.

Not known

Comment:

Please indicate the aims of these systems.

Answer

- Increase efficiency
- Support innovation
- Reduce risk, early warning system
- Enhance learning and the intellectual capital of the firm
- Improve understanding of strategy and vision

- Categorize and structure information
- Not known
- Not applicable. Please provide explanations in the comment box below.

Comment:

83. Please indicate the tools/processes widely used by your company in managing organizational learning.

- Answer:
 - Experts directories
 - Informal knowledge/learning networks
 - Formal knowledge/learning networks with regular meetings and staff support
 - Intranet based knowledge repositories/databases
 - Intranet based interactive knowledge platforms integrated into daily work processes
 - Peer group Key Performance Indicator comparisons across Business Units
 - Systematically accessible descriptions of best practice processes
 - Collaboration/ knowledge sharing as formal feedback criterium
 - Bonus directly related to collaboration/ knowledge sharing
 - Company academy/ university
 - Other, please specify: _____
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

Documents (pages):

http://

Sourcing in developing countries

84. What standards does your company apply to suppliers in all countries of operation? Please attach relevant documentation.

- Answer:
 - Diversity
 - Non-Discrimination (based on race, sex, etc.)
 - OHS (Occupational Health & Safety)
 - Layoff practices
 - No forced or slave labor
 - No child labor
 - Freedom of association
- No standards
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

Please indicate how you monitor compliance to these standards.

- Answer:
 - Regular external audits
 - SA8000 certification
 - Internal audits/spot checks
 - Other, please specify: _____
- No formal monitoring system in place
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

Documents (pages):

http://

Responsible marketing policies (sponsoring, advertising)

85. How does your company increase the public awareness of the risks of smoking?

Answer:

information on company's website, please specify and indicate website:

special brochures, please attach examples and specify:

active participation in government negotiations for policies to increase awareness, please specify:

others, please specify:

Not applicable. Please provide explanations in the comment box below.

Not known

Comment:

86. Please describe your company's youth smoking prevention efforts. Please attach relevant documentation (e.g. marketing policy).

Not applicable. Please provide explanations in the comment box below.

Not known

Comment:

87. Please describe your company's efforts to discourage other consumer groups at risk from smoking (e.g. women during pregnancy) and attach relevant documentation.

Not applicable. Please provide explanations in the comment box below.

Not known

Comment:

Documents (pages):

http://

Animal Testing

88. Does your company or its contractors use animal testing in the development of new products?

Yes, but only where required by law

Yes, also for products where not required by law

No

Not applicable. Please provide explanations in the comment box below.

Not known

Comment:

If yes, please indicate the approximate percentage of revenues in 2001 from products that have been

animal tested.

- ___ % of total revenues
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

Documents (pages):

http://

Alcohol

89. Does your company sell or distribute alcoholic beverages?

- Yes
- No
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

If yes, please indicate the approximate percentage of revenues in 2001 from sale or distribution of alcoholic beverages.

- In absolute terms for 2001: _____. In percentage of revenues in 2001: ___ %.
- Not applicable. Please provide explanations in the comment box below.
- Not known

Comment:

Documents (pages):

http://