

Table 6.2 Culture of Sustainability Matrix

Material Issues	Goals	Target	Driver	Metric (annual)
ENVIRONMENTAL CAPITAL				
Climate change risk	Zero GHG Emissions by 2020	10% Reduction	Energy Usage	GHG from Fuel Utilized
Environmental spills/accidents	Zero Environmental Accidents by 2017	Reduction: 25% Year 1, 50% Year 2, 75% Year 3, 100% Year 4	Accidents/Errors	Occurrence/Unit of Product
Water usage	Water Education	50% Employee Training Year 1	Facility Water Usage	Water/Unit of Product
Energy usage				
Fuel usage				
GHG emissions				
Waste management				
Biodiversity				
SOCIAL CAPITAL				
Stakeholder engagement	Improved Internal Stakeholder Satisfaction	25% Rating Improvement	Stakeholder Engagement Plan	Annual Employee Survey Results
Community relations	Increase Community Investment	20% Increase in Volunteer Hours	Community Programs/Voluntarism	Community Volunteer Hours/Employee
Facilities impact				
Customer impact				
Customer safety				
Product safety				
Marketing message				
Market access	Increase Service to Underserved Market	10% 2016, 20% 2017	New Business Opportunity	# Under Served Customers/Total Customers
Client privacy	Zero Data Breaches	Reduction: 50% 2017, 75% 2018, 100% 2019	Personal Information Protection	# Data Security Breaches/Annum
Underserved markets				
HUMAN CAPITAL				
Diversity & inclusion	Increase Board Diversity	Women Comprise 25% of Board 2020	More Diverse Slate of Board Candidates	% of Women on Board
Training & development				

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Table 6.2 Culture of Sustainability Matrix (Continued)

Recruitment & retention					
Compensation & incentives					
Labor practices					
Health, safety, & wellness					
Child labor					
BUSINESS PROCESS					
Economic viability					
Incorporating externalities					
Research & development					
Product's social impact					
Circular economy	End of Life Product Recapture	100% by 2020	Customer Health and Safety	% Product Taken Back for Reuse/ Disposal	
Packaging					
Pricing					
Product quality					
GOVERNANCE					
Regulatory & legal requirements					
Policies & codes					
Ethics	Compliance with Regulation	100% of Employees Trained by 2018	Employee Education and Compliance	Annual Amount of Regulatory Fines # of Settlements	
Investor relations					
Board composition					
Executive pay					
Political lobbying					
Sourcing policies					
Value chain standards	Tier 1 Supplier Code Compliance	100% Tier 1 Supplier Compliance by 2020	Tier 1 Suppliers' Policy and Compliance Protocols	% Suppliers Participating in 3rd-Party Audits	
Supply chain engagement					