

CORPORATE CITIZENSHIP REPORT

Terumo Europe

Fiscal Year 2018

Terumo Europe is a core player in the EMEA healthcare market and provides best in class quality products and services meeting customer and regulatory requirements supported by an effective Quality Management System.

We are a strong actor within the Terumo Group by contributing to innovation and sustainable growth. We conduct business locally while pursuing a unified EMEA strategy. Our EMEA headquarters is based in Leuven (Belgium). Our European Distribution Center is based in Genk (Belgium). We have production facilities in Leuven (Belgium) and in Liverpool (UK); and sales and marketing offices across the EMEA region.

Contributing to Society through Healthcare

We contribute to society by providing valued products and services in the healthcare market and by responding to the needs of patients and healthcare professionals.

This is both Terumo's starting point and unchanging corporate mission. A corporation that does not contribute to society has no value of existence. To become a company indispensable to the world through healthcare is what Terumo is seeking to be and what all Terumo employees, called 'associates', are aiming for. This is our will and commitment.

Based on this corporate mission we will advance communication that promotes even greater trust and understanding from all of our stakeholders, from customers to shareholders, associates, suppliers, and local communities, as we pursue social and environmental initiatives through our business activities. We contribute to society by providing valued products and services in the healthcare market and by responding to the needs of patients and healthcare professionals. This Terumo does not only do through healthcare and innovation, but also by reducing our environmental impact and by continuously developing our associates. Hence, we believe in being responsible towards our patients, our own associates, the environment, our suppliers, our shareholders, authorities and the communities in which we live and work.

Our Corporate Citizenship Approach

The key element of our Terumo Europe Corporate Citizenship Program is the Terumo DNA, which is composed of our corporate mission 'Contributing to Society through Healthcare'.

Society and Healthcare are the key elements in every Corporate Citizenship initiative at Terumo Europe.

Our approach covers three main themes.

- **People:** At Terumo, we respect our associates and offer fulfilling jobs in a safe and healthy work environment where people can continuously develop personal and professional skills. At the same time our social mission of 'Contributing to Society through Healthcare', focusing on local communities and healthcare organizations, is key to all associates.
- **Patient:** At Terumo, we believe that ethical business practices and processes are at the heart of our sustainable organization. Our patient comes first in every business process where the final goal is to supply our customers with the most innovative and high-quality medical products in order to treat our patients in the most efficient manner.
- **Planet:** At Terumo, we engage in the set-up and implementation of an Environmental and occupational Health and Safety policy. Our general objective is to reduce the impact of our activities on the environment.



Message from Nori Kunimoto

Dear reader,

It is my pleasure to introduce the Terumo Europe Corporate Citizenship Report for the fiscal year 2018.

In this report you can discover how our Corporate Citizenship Program is based on our mission and the Terumo values. It is embedded in our business and our associates recognize how Corporate Citizenship is supporting our business goals.

Building on the initiatives we implemented in FY2017, we created new projects in FY2018. Allow me to just mention a few. Terumo Europe has engaged in two structural, long-term partnerships with an international non-profit organization and with a local non-profit organization based in Belgium. We encouraged our associates to participate in social activities for charitable organisations. We have launched a Social Volunteering program where teams have the opportunity to combine a teambuilding with Social Volunteering and contribute to society through extensive teamwork.

As an organization we continue to focus on learning and development. We encourage associates to grow and develop themselves through a well-developed learning and development program. In FY18 we noted 2257 enrollments for trainings.

Reporting on our initiatives and activities is a key Corporate Citizenship commitment for our organization. I invite you to discover our FY18 initiatives and activities in this report.



Nori Kunimoto
Managing Director Terumo Europe NV

FY18 Highlights

FY18 Targets		Comment
PEOPLE		
Charitable donations <ul style="list-style-type: none"> - Set-up two structural, long-term partnerships with a local and international non-profit organization. - Roll-out of the annual charity theme, (liver) cancer, through donations over the EMEA-region. 	√	
Social activities <ul style="list-style-type: none"> - Associates' activities: Associates can apply for sponsoring for a charitable organization they support through volunteering. - Social activities: Associates can participate in a social activity & apply for sponsoring. - Social volunteering: Support departments in the start-up of social teambuilding activities. 	√	
In FY18, our ongoing listening strategy will be rolled out to ensure an improved Employee Experience of our associates throughout their entire Terumo lifecycle. Therefore, we will implement lifecycle surveys and at least 2 surveys to measure employee experience/engagement.	√	
In FY18, we aim to have implemented a new module in our HRIS System, to further improve the candidate experience of job applicants.		Implementation ongoing
Continuously improve safety of our associates <ul style="list-style-type: none"> - By monitoring & improving the technical installation - By developing awareness and responsibility of our associates 	√	
PLANET		
<ul style="list-style-type: none"> - Continuously reduce environmental impact of our business by reducing energy and water consumption. - Continuously increase waste recycling. 		Effective use of energy and resources, given increased production.
PATIENT		
Implementation of the Supplier Code of Conduct for all existing suppliers and clients.		

PEOPLE

1. ASSOCIATES

At Terumo Europe, the real value of our organization is the total value of the ‘associates’ working here. Terumo respects their rights and offers them fulfilling jobs, by giving maximum consideration to enable each associate to take pride in being a member of Terumo and to lead a happy life. At the same time, associates have an obligation to always improve themselves, bear the responsibility of the corporate philosophy and social mission of ‘Contributing to Society through Healthcare’ and to contribute to Terumo’s development and growth.

1.1. Diversity & inclusion

We value diversity within our organization and aim to offer an inclusive working environment for all.

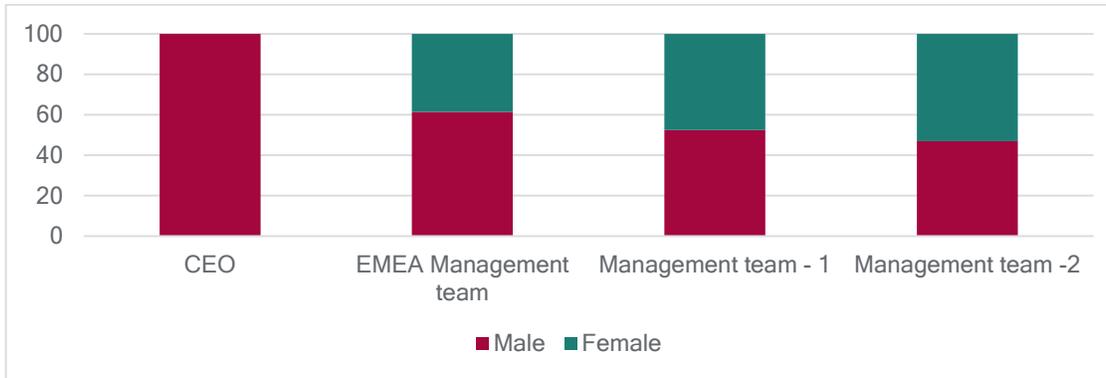
Gender diversity

At Terumo, we continuously strive for a balance concerning gender diversity - overall, as well as for management positions.

Male	Female	Total
707	834	1541
46%	54%	

Date of data retrieval 31/03/2019.

In FY18, the representation of women in management positions was 43,2% versus 56,8% men. However, if we split gender according to the level in the organization, we notice that in top management positions women hold up to 38,5% in the total senior management team.



Number of men and women in management positions, according to different management levels/ Date of data retrieval 31/03/2019.

Diversity and inclusion

As an international organization, we value the diversity that comes with different nationalities. Overall, we employ associates with 50 different nationalities in our EMEA region, with a diverse group of 33 nationalities in our Terumo Europe headquarters in Leuven. Furthermore, in our senior management team, multiple nationalities are represented.

In addition to our internal diversity, we also focus on inclusion by collaborating with various organizations that support disabled people by offering them adjusted work opportunities in a controlled environment. In our Terumo Spain office, we are collaborating with Fundación Prodis and, hand in hand with them, we have successfully integrated an associate with autism spectrum disorder. In addition, Terumo collaborates with Bewel and Entiris in Belgium for assembling, finishing and packaging.

1.2. Work environment

Work/life balance

Terumo aims to increase flexibility so that associates can work enthusiastically and exercise their full potential. Our employment system aims to promote flexible work approaches to enable our associates to achieve balance in their professional and private life. Therefore, we offer flexible work schedules, including flextime and home office.



Continuous Management- Worker dialogue

Terumo recognizes that a successful employer-employee relationship, based on trust and mutual understanding, is extremely important for us to grow and develop together with our associates. Input from the workers' union is treated as valuable feedback, and we resolve issues by taking actions that are acceptable to both management and associates through a successful and constructive dialogue.

Fostering a motivating and challenging work environment

Because we believe that recognition to our associates is important in terms of their engagement, we regularly organize social events where associates are rewarded for their everyday work.

- Terumo EMEA Awards

The Terumo EMEA Awards are created to promote and reward a culture of 'Contribution' and 'Innovation' within our business.

- EMEA Customer service week

With over 100 customer service associates in Terumo EMEA, we have participated to the Customer Service Week, during which customer service employees are internationally recognized for their continuous support and service towards customers. In Terumo EMEA, various internal social initiatives were organized to recognize all involved associates for their continuous contribution.

- Terumo Patient's Day

During our annual Terumo Patient's Day, associates get the opportunity to reconnect with our mission, consider again what it means to personally contribute to the progress of medical care and reflect on the value we provide to patients and society.



Listening to our associates

We believe that input and feedback from our associates is key to the well-functioning and growth of our organization. By introducing Employee Lifecycle Surveys on various key moments, we aim to optimize the Employee Experience of all associates at Terumo EMEA. In addition to the Annual Employee Experience Survey - with a response rate of 82% - we have also introduced a Candidate Experience Survey, as well as an Exit survey, to measure the Employee Experience on various touchpoints in the Employee Lifecycle.

In order to continuously inform our management and associates on various business-related topics, we regularly organize meetings where business updates are shared amongst the business. We believe that increased information sharing across departments benefits the overall functioning of our organization.

1.3. Personal development

Our vision starts from the concept of the Learning Organization, where people continually expand their capacity to create the results they truly desire; where new and expansive patterns of thinking are nurtured; where collective aspiration is set free, and where people are continually learning how to learn together.

Training catalogue

Some years ago, we have launched The Cube, our Learning Management System. By providing an extensive array of trainings, our associates are encouraged to find those specific trainings that are interesting to them. In the course of FY18, we have added more online trainings (reading and E-learnings), as well as virtual sessions to the platform.

Insights Discovery

In FY 18, we had 2257 enrollments for 74 different Learning Moments that are available via The Cube (excl. product trainings). We had 773 unique associates that followed trainings (566 of whom followed classroom trainings, 164 of who choose online trainings or informal trainings in The Cube).

At Terumo Europe, we believe that self-awareness is the first step in any self-development process. In order to become more self-aware, it is necessary to have a good insight into your own thoughts, feelings, preferences and styles. Therefore, we adopted the Insights Discovery Framework and embedded it in our trainings and way of working.

Leadership program

In addition to our training catalogue, which targets all Terumo EMEA associates, we have implemented a specific development program for people managers. In this program, managers that are steering teams have the opportunity to acquire specific skills and abilities that will allow them to become better at managing their people.

Managers are invited to join a bi-annual learning moment T-Talks, where we feed our managers with the latest corporate trends to make sure we put these on their radar to make our organization more future proof.

Finally, in FY18 we have launched a Talent Guide to support managers in their discussions with talented direct reports.

Lunch and Learn

With our monthly Lunch and Learn sessions at our HQ in Belgium, we aim to stimulate informal, quick learning moments during lunchbreak. 'Lunch and Learn' creates a workplace of learning, communication and collaboration where sharing thoughts and best practices go hand in hand with asking questions.

Performance development

Our digitalized HR platform, including an online performance management system (Success Factors GMPM), enables our organization to:

- Share the overall organizational and leadership priorities down through the chain of command, going from vision to practical execution
- Monitor progress and encourage a (2-way) feedback culture

- Compare results at regular intervals versus expectations, and aligning the rewards and recognition
- Align training of skills development for immediate needs, and building towards future needs (both on individual and organizational levels)

Associates are expected to set P-Smart objectives, a Positive formulation, Specific, Measurable, Achievable and Realistic, with a clear Time aspect, in four mandatory categories: quality & compliance, people management (depending on job function), business objectives, personal development. Subsequently, the associate undergoes a yearly performance evaluation based on these set objectives. In addition, the 'Ask feedback process' gives our managers the opportunity to ask feedback on their direct reports to other associates.

Compliance of this online performance development system (between 90-95% of office-based associates) is as close as we can get to full adoption, taking into account employee movement (in/out) and absences. Our operators in Leuven and Genk work with an offline performance system.

1.4. Well-being

At Terumo Europe, we strive to create a safe and healthy workplace so that our associates can realize their full potential. Additionally in Belgium, the prevention committee guards the effective implementation of our Code of Conduct and addresses all health- and safety topics concerning our associates.

Similar representative bodies also fulfill this mission in certain of our country affiliates, such as France, Germany and our UK Plant.



In addition, in FY18 we have introduced an Employee Assistance Program for all EMEA Associates; the EAP offers our associates and their families, expert guidance and specialist support on any kind of private or professional issue.

Confidential advisor + prevention advisor

In addition to our external prevention advisor, two internal confidential advisors are at the disposal of our associates in Belgium. In case of violence, bullying or sexual harassment in the workplace, the confidential advisors will help our associates to find appropriate solutions for their specific issue.

Medical

At the beginning of an employment agreement in Belgium, every associate is invited to an on-site medical checkup. Furthermore, our associates are offered on-site influenza immunizations annually. In addition, the members of our higher management are invited for an extra annual medical screening.

Training

Terumo holds a global EHS policy - Environmental Health and Safety - in order to regulate and guide all. We work to ensure the safety and health of associates in all business activities and create safe and comfortable work environments. Additionally, we strive to prevent occupational injuries by continuously providing training and EHS information to all associates. We systematically and continuously provide education and training in order to increase EHS awareness. To ensure that our first aid workers and fire fighters team are both fully trained, an annual refresher training is organized. Additionally, all new hires are trained concerning EHS regulations, as well as GMP and GDP - Good Manufacturing Practice and Good Documentation Practice.

EHS Communications

In order to continuously inform our associates on various EHS related topics and/or changes in regulations, we regularly communicate with them via multiple channels.

2. COMMUNITY

In addition to caring for our associates, Terumo Europe also places great importance on the community surrounding our organization and associates. This we aim to accomplish by supporting various organizations throughout various company programs.

2.1. Grants and donations

In line with the MedTech Europe Code of Ethical Business Practice, we comply with the Grants and Donations Policy. This independent decision-making/review process is created to identify, prevent and mitigate against potential bribery and corruption risks arising in connection with the provision of a Grant or a Charitable Donation to a specific prospective recipient.



Charitable donations

In order to increase the impact of the charitable donations we make, Terumo Europe supports charitable organizations that are related to our corporate mission of 'Contributing to Society through Healthcare'. In FY18, we have started up two structural partnerships with a local and an international charitable organization for a four-year period. In addition, we have rolled out an annual charity theme, liver cancer, for which we have made various donations throughout the EMEA region.

Educational and research grants

Terumo Europe regularly engages in granting Educational and Research Grants within the medical sector. These Grants are intended to support genuine independent medical research, advancement of medical science or education, or patient and public education.

2.2. Social activities

Multiple teams of Terumo Europe associates participated in social (sports) events to support various local charities. By not only donating resources, but also engaging our associates, we intend to increase engagement and participation in social charitable activities as a medical company. As of FY18, our associates have received the opportunity to apply for a sponsoring to support their participation to these type of social events.

2.3. Contributing to the wider community

Next to charitable donations in the healthcare sector, we also focus on the wider community that surrounds our associates. In FY18 we have launched a Social Volunteering program where teams have the opportunity to combine a teambuilding with Social Volunteering and contribute to society through extensive teamwork. Additionally, associates that volunteer in their private time, can now also apply for an extra sponsoring for the specific charitable organization they support by giving time.



In addition to these structural support programs, many local initiatives are being organized to support the communities surrounding our EMEA offices and associates.

PATIENT

Terumo believes that ethical and sustainable business practices and processes are at the heart of our sustainable organization. For Terumo, our patient takes up a central position in every business process where the final goal is to supply our customers with the most innovative and high-quality medical products in order to treat our patients.

1. Sustainable procurement and supply chain

Sustainability is a key element of Terumo's mission and forms an integral part of our procurement and supply chain strategy.

1.1. Supplier Code of Conduct

Terumo is committed to conducting its business and all its relationships based on ethical conduct, integrity and without modern slavery. Therefore, we demand reliable procurement performance from our valued suppliers and subcontractors, relating to key practices that include business ethics, labor rights, health and safety, environment, patient safety and related management systems. We expect our suppliers to share the principles that are expressed in this Supplier Code of Conduct and to replicate these standards further down the supply chain.

1.2. EcoVadis assessment

Terumo Europe regularly undergoes audits and tender questionnaires from customers in order to be assessed as an eligible supplier. During our latest assessment by EcoVadis in FY17, we have received a Golden CSR rating.

“Your company has obtained a score of 68, and for this reason has been awarded a gold recognition level. This excellent result includes your company among the top 5% performers evaluated by EcoVadis. Congratulations!”

2. Compliance and ethical business practices

2.1. Compliance

Terumo Europe is committed to maintaining high standards of business ethics. Terumo expects from its associates, representatives, consultants, distributors, agents and any other third party intermediary acting on behalf of Terumo Europe to comply with applicable laws, regulations, industry codes and contractual terms, as well as generally accepted standards such as the protection of human rights, safety and environment, and the prohibition of child or forced labor, money laundering and bribery.

The Terumo Group has formulated the “Code of Conduct of the Terumo Group”, also called “Sakura Rules”, that provides guidance on all aspects of behavior and conduct of associates are expected to adhere to in their daily business activities. The Sakura Rules are applied within Terumo Europe. Terumo Europe also has its own Terumo EMEA Code of Business Compliance, which has been updated in order to integrate the principles of the new MedTech Europe Code of Ethical Business Practice. Each new Associate of Terumo Europe is trained on the Sakura rules and Terumo EMEA Code of Business Compliance when joining the organization. In addition, compliance trainings are provided on a case-by-case basis during annual meetings, specific meetings or upon request.

In order to bring compliance under the attention of our associates, we have rolled out a Compliance Awareness Campaign ‘Speak Up’ in FY18. Hereby we strongly encourage every associate to report any actual or apparent violation of legal or ethical standards through our recently implemented Terumo Integrity Helpline. The Integrity Helpline is a global electronic whistleblowing system that was launched to raise compliance concerns or serious issues in confidence.

2.2. GDPR implementation

Terumo Europe is committed to protect personal data of its associates, business partners and patients by collecting, storing and using such data in a secure, transparent and lawful manner. For doing so, Terumo Europe created a governance structure with a Privacy Office taking the lead on all data protection questions. We work in different work streams in order to ensure that GDPR principles are embedded at all levels within our company and for all types of processing of personal data.



2.3. Fraud awareness program

As many other companies, also Terumo Europe N.V. is a target of fraud attempts, however several actions are taken to not become a victim of these fraud attempts. The majority of the fraud attempts Terumo Europe N.V. is facing are related to phishing emails. In order to recognize phishing emails a fraud awareness campaign was started as well as fraud awareness training that was attended by more than 500 associates of Terumo Europe in total.

In addition, the Finance & Accounting department reviewed the procure-to-pay business process to avoid fraud attempts and implemented additional controls on vendor master data and outgoing payments. Furthermore, two insurance policies related to cybercrime and CEO fraud were signed. The IT and Internal Audit department of Terumo Europe N.V. are working closely together on IT Security and implemented Advance Treat Protection (ATP) and Multi Factor Authentication (MFA) to protect the company from outside hacking attacks.

3. Quality assurance

3.1. Commitment to quality

Terumo Europe is a core player in the EMEA healthcare market by providing best in class quality products and services meeting customer and regulatory requirements. This commitment to quality is embedded in Terumo Europe's quality policy as a formal statement. The quality policy is supported by an effective Quality System, and is communicated to all associates.

3.2. Maintenance of quality management system

Terumo Europe establishes, documents, implements and maintains a Quality Management System, and continuously improves its effectiveness in accordance with the requirements of the applicable standards and regulations.

3.3. Training

Terumo Europe ensures that all associates are properly qualified to perform their job autonomously, in accordance with the Quality Management System procedures. A Training Plan is set-up per function, including on the job trainings and assessments. Yearly trainings on Good Manufacturing Practices and on changes in regulatory environment are given. Training gaps are closely monitored through a validated electronic management system.

3.4. Quality management system certifications

Terumo Europe has a documented Quality Management System based on recognized standards and regulatory requirements. Amongst others, the following standards and regulations apply:

- ISO certification: EN ISO 13485: 2016 certification in 2018.
- Applicable Parts of the Federal food and Drug Regulation 21 CFR.
- European Directive: EC Medical Devices Directive 93/42/EEC of June 1993, as last amended.
- Federal Food, Drug and Cosmetic Act, Chapter V, Drug and Devices as last amended.

Moreover, Terumo Europe assures regulatory compliance in countries worldwide by obtaining the required quality system certification and national product registrations whenever needed to support and assure our business.

PLANET

1. EHS Management

EHS (Environment, Health and Safety) initiatives are a social responsibility and a key for ongoing growth. The entire Terumo Group works to advance EHS initiatives as we endeavor to be a good corporate citizen.

Within Terumo Europe, we use an EHS management system that is compliant with law, environmental standard (ISO 14001:2015), occupational health and safety standard (OHSAS 18001:2007). We conduct regular internal and external audits to monitor the compliancy.

2. Effective use of resources

For the energy, raw materials and other inputs we use, we identify the environmental impact in terms of wastewater, and waste generated by our business activities, and use this data as indicators for activities aimed at reducing environmental impacts going forward. The following numbers include data from our EMEA headquarters, production facility in Leuven (Belgium), and our European Distribution Center in Genk (Belgium).

Energy

We strive to continuously reduce and optimize the utilization of electricity and gas, taking into account the production.

Haasrode	Average of Energy Efficiency Factor	Evolution Energy Efficiency
FY2017	0,20	5,65%
FY2018	0,24	19,64%
Genk		
FY2017	0,02	37,33%
FY2018	0,02	-9,57%

Water

We continuously strive to reduce waste and to promote water recycling by utilizing water resources effectively through activities. In FY18, we noticed an increase of 6, 9% of our water consumption in Haasrode, taking into account that our production rates have increased.

Emissions

In order to minimize the air emissions of methylene chloride, we have installed two recovery plants (Rotamill). These installations purify the exhaust by recovering the solvents. The used methylene chloride is revalorized in cement kilos.

Waste

For our production activities, we have dedicated recycling flows for paper, plastic, solvents, wood, pallets etc. In 2018, the dedicated recycling for foil became mandatory. In addition, we have started dedicated recycling for plastic bands and polypropylene waste. In the Belgian office environment, we have implemented recycling islands in order to separately collect plastic, paper and ink cartridges.

3. Product end of life

Not only do we find it important to recycle the waste in our office and production environments, but we also take into account our products' life cycle. Therefore Terumo joined various Producer Compliance Schemes (PCS), such as Recupel, Bebat, MeLaRec and Val-I-Pac. Additionally, we provide quarterly sales information to the compliance scheme (e.g. weight of EEE placed on market) and we mark all EEE products with crossed-out wheeled bin symbol and a producer identification mark.

4. Initiatives for biodiversity conservation

For the recycling of technological equipment, Terumo Europe collaborates with multiple organizations. Concerning our ink-cartridges and e-waste, we collaborate with the organization 'Out Of Use'. This allows us to sustainably recycle our ICT, electrical and electronic waste in order to go from 100% waste to 90% secondary products. In return, they work together with sheltered workplaces where all recycled secondary products are taken apart. In addition, we receive an amount that we donate to 'Natuurpunt'. For every three mobiles or for every electrical device they plant one tree in return.

Through sustainable procurement, we have planted 5 trees over the last year. In addition, Insights Discovery - our supplier - is planting one tree for every Insights Discovery profile we assess at Terumo Europe.

5. Material flow



For the energy, raw materials and other inputs we use, we identify the environmental impact in terms of wastewater and waste generated by our business activities, and use this data as indicators for activities aimed at reducing environmental impacts going forward.

Terumo Haasrode			
INPUT		OUTPUT	
Energy			
- Electricity	19416 MWh		
- Gas	15471 MWh	Water	
Resources		- Total amount of discharged water	41164 m ³
- Water	41164 m ³	Waste	
Chemical substances		- Total generated waste	650 t
- Methylene chloride	72 734,683 l	- Hazardous waste	68 t
- Ethylene oxide	50660 kg (9%)	- Recycled waste	352 t
		- Incinerated and landfilled solid waste	298 t
Terumo EDC Genk			
INPUT		OUTPUT	
Energy			
- Electricity	788 MWh		
- Gas	1676 MWh	Water	
Resources		- Total amount of discharged water	195 m ³
- Water	195 m ³	Waste	

Chemical substances		- Total generated waste	469 t
- Methylene chloride	0 l	- Hazardous waste	0 t
- Ethylene oxide	0 kg	- Recycled waste	422 t
		- Incinerated and landfilled solid waste	47 t

6. Mobility

In order to promote public transportation for all Belgian associates, we offered them a free trial of public transportation between home-work. In addition, various alternative transportation opportunities are being researched to optimize the work-home travel for our associates.

Statement for the future: FY19 Targets

FY19 Targets	
PEOPLE	
Social activities	Continue to elaborate our social activities, such as Associates' activities, Social activities and Social Volunteering.
Wellbeing	Focus on the well-being of our associates by offering various opportunities to grow towards a healthy way of living.
Culture	Cultural sponsoring programs that benefit our internal associates, as well as our patients.
PLANET	
	Continuously implement initiatives to reduce the environmental impact of our business & stimulate an increase in waste recycling.
PATIENT	
	Continuously put ethical and sustainable business practices and processes at the heart of our sustainable organization.



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REPORTING PERIOD

Fiscal year 2018 (April 1, 2018 through March 31, 2019)

REFERENCED GUIDELINES

This report was written with a GRI-reference. This material references disclosures 102-1; 102-2; 102-3; 102-4; 102-5; 102-6; 102-7; 102-8; 102-13 from GRI 102: General disclosures.

CONTACT

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