Thinking ahead. Acting today.
Sustainability Brochure
## Content

<table>
<thead>
<tr>
<th>Page</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Our approach to sustainability</td>
</tr>
<tr>
<td>3</td>
<td>Letter from the Chairman</td>
</tr>
<tr>
<td>4</td>
<td>A history of sustainability</td>
</tr>
<tr>
<td>6</td>
<td>Sustainability framework</td>
</tr>
<tr>
<td>8</td>
<td>Economic performance</td>
</tr>
<tr>
<td>9</td>
<td>Letter from the CEO</td>
</tr>
<tr>
<td>10</td>
<td>Safety as a core value</td>
</tr>
<tr>
<td>12</td>
<td>Customer excellence</td>
</tr>
<tr>
<td>14</td>
<td>Our employees</td>
</tr>
<tr>
<td>16</td>
<td>Mindful of the environment</td>
</tr>
<tr>
<td>18</td>
<td>Life cycle assessments</td>
</tr>
<tr>
<td>19</td>
<td>Innovative technology for advanced mobility</td>
</tr>
<tr>
<td>20</td>
<td>Production site ecology and service fleet</td>
</tr>
<tr>
<td>22</td>
<td>Supply chain management</td>
</tr>
</tbody>
</table>
Defining our future
Our sustainable approach to business defines our future direction and ensures we adopt a long-term perspective.

Pioneering ideas
We develop new ideas to help create the next level of urban mobility.

Rooted in our past
Our commitment to sustainability is rooted in our past and is an integral part of our culture.

Powerful solutions
We have the experience it takes to transform innovative concepts into powerful solutions.
Dear stakeholder

Mobility is an essential requirement in the world in which we live and work. Schindler is renowned as a global provider of smart, sustainable mobility solutions. Quality and safety are the hallmarks of our business: every day, one billion people across five continents place their trust in our products and services. At Schindler, we believe that mobility is about more than just reaching a destination: mobility begins in the mind. We are committed to continuously improving the environmental footprint of our products and processes as well as our social conduct.

Innovation leads to value creation

Each one of our innovations is driven by our understanding of future mobility requirements and our determination to solve pressing issues in this field. To realize this goal, we begin by watching closely, listening attentively and developing an intuitive insight into our customers’ needs. Much can be achieved by continuously enhancing our existing products and services. However, there is also a need for real innovation – in other words: for fundamentally new solutions that address new aspects and provide increased efficiency while consuming fewer resources. We are committed to this approach and have repeatedly set new standards in the elevator industry, and trained our staff accordingly. In line with this tradition, Schindler invests in people and in innovation to develop safe and ecologically sound products.

At Schindler, we strive to conduct our business activities in a responsible and exemplary manner. All employees across our company are therefore expected to apply our core values in every aspect of their work. Being a good corporate citizen is also about ensuring the safety and wellbeing of our staff and supporting worthwhile educational, technological and charitable initiatives around the world.

Schindler never stands still: we are driven by our desire to be the partner of choice for our customers and to thus also ensure the continued success of our business.

Transparency

We create transparency by cultivating an open and ongoing dialogue with our employees, customers and suppliers, as well as our shareholders, the financial community and the general public. This publication is intended to provide you with an insight into the principles, values, commitments and targets that drive our business.

Alfred N. Schindler
Chairman of the Board of Directors
of Schindler Holding Ltd.
Rooted in our past. Defining our future.

A history of sustainability.

Since it was founded in Switzerland almost 140 years ago, Schindler has grown from a small manufacturer of machines into a global leader in the elevators and escalators business – transporting one billion people to their destinations each day. Close to 60% of our employees work in the areas of installation and maintenance, reflecting our vision of leadership through customer service. At the same time, we are committed to continuously improving the environmental performance of our products and processes and to assuming our corporate responsibilities.

1996 – The machine room-less elevator
The launch of Schindler’s permanent magnet gearless drive meant that for the first time in the industry, it was possible to eliminate the need for a machine room. The advantages of this innovation are: reduced space requirements, lower energy consumption, less noise, lower utilization of materials and the reduction of oil use. Architects value the additional usable space and increased flexibility that this provides in the construction of buildings. Customers benefit from an energy-efficient installation that offers superior comfort.

1997 – Introduction of the Code of Conduct
All our employees pledge to observe the highest ethical standards of professional and personal conduct when interacting with customers, colleagues, business partners, competitors, regulators and the communities in which we operate. Our global compliance organization is integrated into our business, and regular audits and training are carried out to ensure that the Code of Conduct is applied in all areas of our work.

2002 – Energy recovery technology
Modern elevator drives with energy recovery systems feed unused energy back into the building’s electricity network. These systems are of particular value in high-performance installations such as the Schindler 7000 global high-rise elevator. The technology reduces waste heat and thus also significantly reduces elevator cooling requirements. We have combined this efficient solution with intelligent controls which, for example, place elevators on standby mode and switch off their lights and ventilation systems when they are not in use. The energy efficiency of escalators is also continuously being improved with ECOLINE power management, which makes it possible to define whether escalators should run at full speed during peak times and automatically slow down or even stop when there are no passengers. Further innovations relating to elevator drives and the switch to LED lighting for all escalators have enabled total energy consumption to be reduced by around one-third.

2009 – Revolutionary PORT transit management system
Schindler has been continuously improving passenger traffic flows ever since it launched the world’s first hall call destination system, Miconic 10, in the 1990s. Following the introduction of its second-generation system Schindler ID in 2000, the latest technology that it has unveiled centers on a Personal Occupant Requirement Terminal (PORT) – a universal communication system that is interconnected throughout the building. This communication platform makes it possible to calculate the optimal route to any destination in the building while ensuring a high level of security: residents, visitors and delivery agents are identified and their authorization is checked at the entrance to the building using a pre-programmed access card. PORT technology is revolutionizing the transportation and security concepts for buildings and is opening up previously inconceivable architectural opportunities.

2012 – First solar-powered elevator
Schindler launched its first solar-powered elevator in Barcelona, Spain. The solar elevator is an adapted version of the company’s successful Schindler 3300 model and offers energy savings of up to 50% per year compared to conventional models.
2010
Management decides to take Schindler’s commitment to sustainability to the next level

2007
Launch of behavior-based safety initiative

2005
Corporate citizenship website goes live

2000
First environmental performance chapter published in the Annual Report

1990
Clear commitment to sustainability integrated in our business principles
People

Schindler offers employees a safe, stimulating and innovative working environment and strives to be the employer of choice in the industry and in all the countries in which we operate. We place a strong focus on our customers’ needs and are committed to creating value for them by supplying safe, reliable and energy-efficient products and services.

We offer regular training across all areas of our business in order to continuously develop our employees’ skills and strengthen their motivation. Schindler’s Management Resource Planning Program is designed to provide suitable development opportunities for people within our company. In addition, global initiatives are rolled out on an ongoing basis to further improve internal safety and health and to promote the safe use of our high-quality products.

A Group-wide certification program for installation and service technicians provides our people in the field with regular training. In addition, our Schindler Career Development Program is designed to ensure that we have a pipeline of talented employees with the potential to assume a leadership role within the company. Our lost time injury frequency rate (LTIFR) has improved by 80% since 2006, with the best-ever result recorded in 2012.

The lost time injury frequency rate (LTIFR) is to be improved by a further 25% by 2016 compared to the 2012 rate.
Taking a global perspective. 
Focusing on key areas.

Sustainability framework.

Environmental dimension

Planet

We strive to further improve the energy efficiency of our products and to thus help to reduce the environmental footprint of the buildings in which they are installed. Since our service fleet of around 20,000 vehicles accounts for approximately two-thirds of the total environmental impact of our business, we are committed to reducing its level of CO₂ emissions. Production site ecology and supply chain management are other areas that we are focusing on.

Economic dimension

Profit

We are systematically executing our strategy in order to further expand our leading position, provide secure long-term employment and generate added value for our shareholders. This is based on the commitment of all Schindler employees to observe the highest ethical standards of professional and personal conduct in their interaction with stakeholders and the communities in which we operate.

Our strategic orientation is based on our vision of Leadership through Customer Service. Two factors are essential to achieve this: first, the strengthening of our global presence and service network, and second, a clear focus on our core competencies in order to achieve cost leadership and thus outperform the competition in an increasingly price-sensitive market. At the same time, we are committed to developing first-class products that feature the latest technology.

Our offering ranges from new, cost-effective mobility solutions for the low-rise residential segment to products that meet the sophisticated needs of the high-rise segment – including advanced access and transit management concepts. We conduct regular maintenance checks to ensure that our equipment runs safely and reliably.

All new elevator product lines achieve the energy efficiency class ‘A’ under the VDI 4707 standard and therefore rank among the most energy-efficient elevators in the market. These products feature energy recovery technology, efficient gearless magnetic drives and lightweight components, as well as LED lighting and sleep mode.

CO₂ reduction of

30%

CO₂ emissions from our service fleet are to be reduced by 30% per unit by 2016 compared to 2012 levels.

Revenue growth of

7%

Excluding any unforeseeable events, we expect revenue growth of around 7% in local currencies and – after an extraordinary impairment charge of CHF 155 million – a net profit of around CHF 550 million to CHF 600 million for 2013.

2000–2012
– Net profit grew from CHF 299 million to CHF 730 million
– Market capitalization increased by 356%

In 2012
– Net liquidity reached CHF 2 268 million
– Cash flow from operating activities totaled CHF 782 million
Dear reader

Sustainability is rooted in our past and is an integral part of our culture. It shapes the way we conduct our business and interact with our colleagues and stakeholders each day. It also ensures that we take a responsible, long-term view and motivates us to improve both the environmental and economic performance of our company in order to achieve lasting success.

In 2012, we made solid progress in improving our competitiveness and further developing our activities. This would not have been possible without the hard work and dedication of our workforce of over 45,000 employees worldwide. To ensure that we can recruit and retain the right people, we offer attractive training and development opportunities in a safe and inclusive working environment that allows all employees to realize their full potential.

Globally, Schindler transports one billion people to their destinations each day. We do so with our high-quality mobility solutions and services that place an emphasis on passenger safety and comfort. By constantly improving the energy efficiency of our products, we help our customers to reduce their carbon footprint. All our new elevator lines achieve the ‘A’ class energy rating. Moreover, our recently launched solar elevator is setting new standards and has shown that it is possible for elevators to be powered exclusively using solar energy.

Our achievements in 2012 provide a solid basis that we can build on to further improve our environmental and economic performance, as well as the broader social impacts of our work. I am proud of the progress Schindler has made as a result of our commitment to sustainable business practices and I wish to thank all our stakeholders for their continued support.

Jürgen Tinggren
Chief Executive Officer
of Schindler Group
Defining the way we work.
Safety as a core value.

Safety of customers and end-users
One billion passengers use Schindler products each day. We never compromise on safety: from the design and production phases through to on-site installation, servicing and inspections, our teams of skilled professionals focus on providing safe and reliable mobility, 24 hours a day.

Schindler’s safety concept is based on five pillars. Compliance with the elevator code – which encompasses product safety, people safety and quality requirements – is the first pillar. Excellence during installation is guaranteed by strictly observing component, building and electrical codes and by applying additional safety specifications that go beyond statutory requirements. Our commitment to only using authorized components during maintenance or repairs is the second pillar of the concept. Third, a final safety inspection is carried out before any installation goes into operation. Fourth, periodic safety inspections are performed as part of the maintenance of elevators and escalators to ensure that service and safety checks are executed professionally. The fifth pillar is Schindler’s commitment to being a ‘learning organization’ and to drawing lessons from inspections, audits and incidents in order to implement corrective actions and achieve efficiency improvements.

Employee safety
We assign particular importance to promoting risk awareness and a robust safety culture among our employees. In addition to our internal and external risk and safety management system, Schindler therefore launched a comprehensive behavior-based safety initiative more than six years ago that is targeted at all employees worldwide. This initiative, which is updated on an ongoing basis, currently consists of the following main components:

- Safety leadership training
- Special training on fall protection, hoistway access and accident investigations
- Safety walks
- Safety-awareness videos developed by Schindler

Our Safety Golden Rules remind each employee of the basic safety requirements relating to our activities and why we must follow them.

In the 2012 employee engagement survey conducted by an external agency on behalf of Schindler, safety scored the highest among all the topics assessed. The safety score also improved significantly compared to the previous survey.

Did you know?
Schindler has improved its lost time injury frequency rate (LTIFR) by 80% since 2006, with the best-ever result recorded in 2012.
Schindler’s Employee Safety Initiative:
We never compromise on safety. All Schindler employees are committed to observing Schindler’s Safety Golden Rules.

Safety Golden Rules

To protect my life and that of my colleagues

– I respect safety instructions and stop work immediately if I have any concerns
– I always use personal protective equipment and the right tools
– I use fall protection equipment to ensure my own safety and that of my colleagues
– I isolate the power so equipment cannot move unexpectedly
– I identify hazards and keep workplaces safe and tidy

… so we all can return home safely to our families.
Leadership through Customer Service

Our customers are our most valuable asset. Reflecting our focus on customer service, we have launched ‘Customer Excellence’ – a program designed to help our subsidiaries worldwide to deliver the solutions and services that our customers expect. It defines the basic business processes needed to serve our customers effectively and describes Schindler’s value proposition.

The Customer Excellence program incorporates our new customer survey system that measures and improves customer loyalty using a state-of-the-art survey tool known as Net Promoter System. Customers can expect to receive the survey immediately after any significant form of interaction with our company (e.g. a maintenance visit, breakdown or sales call). Only a few questions are asked during the survey, the most important of which is: ‘On a scale of 0-10, would you recommend Schindler to a friend or business colleague?’

This simple question opens up a dialogue between the customer and our sales team and allows us to better understand each customer’s needs and expectations. We analyze the feedback we obtain and use it as the basis to make adjustments to our products and services with the aim of enhancing the customer experience, further strengthening our customer focus and thus achieving even more satisfied and loyal customers. This, in turn, brings us closer to realizing our vision of Leadership through Customer Service.

Did you know?

Schindler guarantees 20-year availability for mechanical replacement parts for its products.
Our success depends on our people
More than any other factors, it is the skill, expertise and professionalism of our employees that ultimately determine Schindler’s success in the marketplace. It is therefore vital for us to attract and retain the right people, who share our values and objectives. We treat all our employees with respect and offer them a stimulating working environment in which they can thrive. To help achieve these goals, Schindler introduced a global people strategy that provides managers and HR professionals with clear guidance on areas such as employee safety and health, people development, employment and motivation, work-life balance and remuneration.

Long-term prospects
Schindler strives to offer secure, long-term employment to dedicated employees who are willing to adapt to frequently changing industry requirements – whether it is through continuous learning, internal mobility or professional reorientation. People development is essential for our company in order to meet our long-term human resources requirements at a local and global level. It is also important to ensure that our employees can realize their personal career objectives. Special importance is assigned to identifying, developing and preparing talented professionals at all levels of the organization to assume greater responsibility within the company.

Leadership framework as a key success factor
Our latest talent development initiative is the Schindler leadership framework, which is being offered to a core group of leaders in 2013 and will be rolled out fully for all managers with direct reports in 2014. The leadership framework defines the conduct that Schindler expects from leaders, since they have the greatest overall impact on employee engagement. It also forms the basis for all leadership assessment, selection and development activities. Leadership conduct is divided into three areas: planning your business, engage your people and deliver results.

Regular employee engagement surveys
We believe that we can only satisfy the needs and expectations of our customers – and thus ensure our company’s long-term success – if we have a highly motivated and committed workforce. At Schindler, we therefore conduct periodic employee engagement surveys and formulate action plans based on our findings in order to continuously strengthen the motivation of our people and ensure it exceeds the national average in each country. In 2012, 87% of our employees participated in the survey. The three categories to which employees assigned the highest importance were: safety, training and development, performance management and rewards.

Promoting a culture of diversity
Schindler has over 1,000 branches worldwide and employs people from many different nationalities and ethnic backgrounds. We believe that by creating an inclusive culture in which employees are respected and valued for their diverse skills and ideas, we can better serve our customers and achieve our objectives. We therefore provide a working environment that is free from discrimination and expect our employees to observe high ethical standards by respecting the rights and dignity of others. We also provide flexible working arrangements – including part-time positions and job-sharing – to maximize the potential of our workforce.

Fair and competitive remuneration
Schindler is committed to paying employees fairly, in line with market rates. We therefore conduct regular market surveys to ensure our compensation packages – including a base salary, variable pay, pension contributions and other benefits – are competitive. Each Schindler company adheres to the Group compensation policy and takes account of criteria such as overall profitability, internal equity, individual performance and relevant market practices when determining compensation levels. Schindler supports the use of incentives and bonuses where appropriate.
Global technical training and certification
Around 60% of Schindler’s workforce is made up of installation and service technicians, who make a vital contribution to the success of the business. Reflecting our focus on the quality and safety of our products, we assign the utmost importance to ensuring that employees have the necessary knowhow for their respective roles. As a first step, we assess the core capabilities of our people, offer appropriate training and conduct a certification process to confirm that they have the skills needed in their work – thus enabling us to ensure that all technicians worldwide have a comparable level of expertise. Based on this global standard, we provide any additional training on a targeted basis to meet the specific needs of a region or a subsidiary. Schindler’s employee certification program provides at least five days of training per year, including technical training and frequent updates to ensure that employees are informed of mandatory regulatory changes.

Career Development Program
The Schindler Career Development Program is designed to develop a pipeline of future leaders and to prepare them to assume key management positions within the company. It offers wide-ranging opportunities in different career paths, ranging from engineering to business administration and field operations. This on-the-job management training program consists of three stages that are completed over a period of six years: a functional rotation, an international assignment and professional leadership opportunities. It is targeted at young professionals with a Masters Degree in Business or Engineering and an international mindset who wish to rapidly advance their careers and increase their leadership and business skills in order to play an active and responsible role within the company. The program includes professional mentoring as well as real impact learning in international interdisciplinary projects that are of strategic importance for Schindler.
Meeting mobility challenges in megacities.
Mindful of the environment.

- 30% of energy is recovered by feeding unused elevator energy back into a building’s electricity network, resulting in a reduction in waste heat and elevator cooling requirements.

- ‘Access for all’ is a European award launched in 2003 to raise awareness among architecture students of the need for barrier-free designs.

- Regular renewal of service fleet vehicles to lower CO₂ emissions using the latest technologies.

- The PORT transit management system optimizes the flow of traffic through buildings and offers highly customized levels of service.
One-third less energy
is consumed by Schindler 9300 escalators
with adjustable speeds, lightweight drive technology and LED lighting

ISO 14001 certification
has already been obtained for 70% of our production sites

‘A’ rating according to VDI 4707
for our global elevator product lines Schindler 3300, Schindler 5500 and Schindler 7000

Solar elevator – up to 50% energy savings
per year compared to conventional models; operated using solar energy, and/or power from the grid

A total of 1,200 solar panels
fitted on the roof of our US headquarters demonstrate our commitment to reducing non-renewable energy consumption
First we analyze. Then we act. Life cycle assessments.

Schindler performs life cycle assessments (LCA) based on ISO 14040 to ISO 14043 to identify ways of improving the environmental performance of a product throughout its life cycle – from the development phase and procurement of raw materials to production, packaging and transportation, utilization, maintenance and disposal. The LCAs carried out on our most important product lines have shown that the energy consumed by an elevator when operating or in standby mode accounts for two-thirds of its total environmental impact during its life cycle of 20 to 30 years or more. This means that the utilization phase offers by far the greatest potential to reduce its environmental impact, followed by the procurement phase and the disposal phase. Based on these findings, Schindler places a particular emphasis on lowering energy consumption during the utilization phase when designing the drive, control system, car lighting, door drive and ventilation system. The remaining phases in the elevator’s life cycle are less significant from an environmental perspective. For example, the manufacturing phase accounts for less than 10% of an elevator’s total environmental impact.

Measuring energy efficiency
Our measurements are based on the VDI 4707 standard, which was introduced by the Association of German Engineers in March 2009 to assess the energy efficiency of elevators while operating or in standby mode. The ratings range from ‘A’ (highest level of energy efficiency) to ‘G’. Factors such as frequency of use, travel height and the speed at which the elevator travels also have a strong influence on the rating. This standard enables Schindler to demonstrate the improvements in energy efficiency it achieves through innovation.

Energy consumption accounts for around two-thirds of the environmental impact of the product over its life cycle.

All new elevator lines achieve the ‘A’ rating according to VDI 4707.
Optimizing energy usage.
Innovative technology for advanced mobility.

Efficient system for all global elevator lines
Schindler elevators are designed to help make buildings more energy efficient and sustainable based on an efficient system approach: all the components in our smart, fully engineered products – from the drives to the controls, doors and car – interact perfectly, thus maximizing efficiency. Both planners and operators are convinced of the merits of Schindler systems in view of their optimized energy usage, ecologically responsible production methods, smooth planning processes, rapid installation and trouble-free maintenance.

Selected innovative features of our elevators

Drive
– Highly efficient gearless machines with maximum mechanical and electrical efficiency based on state-of-the-art technology
– No oil required for lubrication purposes
– Outstanding inverter architecture without network disturbance
– Clean energy is fed back into the building’s electricity network through an energy recovery process

Car
– Use of non-hazardous materials
– Car lighting is automatically switched off when elevator is not in use
– LED car lighting technology
– Use of highly efficient roller guide shoe to ensure a smooth and frictionless ride
– Low-friction mechanics

Control
– ECO mode (Energy Control Option) places unused elevators on standby mode
– Direct travel with fewer stops due to destination control system
– Automatic sleep mode for components during periods of low traffic
– Reduction in empty car operation
Production site ecology
After conducting a systematic analysis, Schindler has decided to focus on those areas of production site ecology in which our actions can have the greatest impact. By 2012, we had obtained ISO 14001 certification for 70% of our production sites worldwide.

The implementation of ISO 14001 is accompanied by the periodic definition of targets for key indicators, including initiatives to reduce the environmental impacts of water consumption and waste generation. Another area of focus is the reduced usage of volatile organic compounds through our gradual transition from solvent-based paints to water-soluble paints in recent years.
Service fleet is one of our focus areas
Almost two-thirds of Schindler’s total environmental impact is generated by our service fleet of around 20,000 vehicles globally. The technological advances and reductions in fuel consumption and emissions that are continuously being achieved as new vehicles enter the market create opportunities for us to improve our own environmental performance in this area. In 2012, we therefore introduced a new Global Fleet Policy that sets out strict internal targets for the replacement of less efficient technology. It also includes a set of safety and emissions standards. The application of this new policy will allow us to benefit from improved technology while simultaneously reducing Schindler’s overall carbon footprint.

Our goal is to reduce the CO₂ emissions from our service fleet by 30% per unit by 2016 compared to the level of emissions recorded in 2012. This will be achieved gradually as vehicles are replaced and employees are trained in eco-driving methods.
Ensuring competitiveness and long-term success through cost efficiency
Schindler is committed to improving supplier performance, competitiveness, cost efficiency and environmental awareness while maintaining high standards of quality and safety. We strive to achieve this through our supply chain management system: by working with an approved group of key suppliers, we are able to reduce complexity, enhance quality and improve efficiency. In addition, our regional sourcing policy helps to reduce financial risks, such as exchange rate fluctuations, and environmental risks, such as long-distance logistics, while meeting our operational needs in over 100 countries.

Vendor Policy as an integral part of contracts
Our external suppliers are expected to maintain the highest standards of professional conduct and integrity in their business activities. They must comply with our Vendor Policy, which is based on the values set out in our Code of Conduct. Any failure to meet these requirements could lead to sanctions and, ultimately, to the termination of the supply contract. At Schindler, we have drawn up purchasing guidelines for our own business that are enforced globally via mandatory organizational regulations to ensure compliance in each one of our offices around the world.

Advanced supplier assessment process
Suppliers are required to submit an environmental certification, e.g. ISO 14001, or details of their environmental management system for review on an annual basis. Schindler operates a sophisticated four-stage supplier assessment process comprising: the initial evaluation of prospective suppliers; the qualification of new suppliers and of new production sites of existing suppliers – with a detailed supplier quality audit; frequent recertification audits of existing partners; and an industrialization process to enable suppliers to attain state-of-the-art standards. This process includes checks on the supply chain management system – with the definition of key performance indicators and targets relating to issues such as labor standards, human rights, emissions and the avoidance of hazardous materials.

Through these measures, Schindler adds value to the supply chain and the company, thus building mutually beneficial long-term partnerships.

Did you know?
Schindler elevators are more than 80% recyclable.
For further information, please contact:

**Schindler Group**
Schindler Management Ltd.
Corporate Communications
Zugerstrasse 13
6030 Ebikon
Switzerland
Telephone +41 41 445 30 60

www.schindler.com
corporate.citizenship@schindler.com
This Sustainability Brochure was published in September 2013.

Schindler will release a report based on the GRI guidelines by the end of 2013.