

A photograph of a wooden console table with a lamp, a vase of blue flowers, and a small teal jar. The lamp has a red and gold patterned shade. The vase is white with blue and red floral patterns. The jar is teal with a gold rim. The background is a light-colored wall with a window.

“How we do business matters just as much as what we create, underpinning the trust, quality and care that OKA is known for.”

Responsible Business Practices

Responsible business practices shape how we operate at OKA, helping us build trust with our customers, support our people, and work responsibly with suppliers and partners. They guide the decisions we make every day, ensuring we act with integrity, take accountability for our impact and uphold the standards our brand is built on.

Our ambition is to build a resilient and thoughtful business that remains true to OKA's heritage, while continuing to create lasting value for our customers, partners and wider stakeholders.

As our sustainability approach continues to evolve, we remain focused on doing business in the right way, from meeting changing regulatory requirements and communicating responsibly about our products, to maintaining strong governance and delivering the quality, service and experience our customers expect from OKA.



Ethics & Integrity

OUR GOAL

- Achieve 100% completion of annual mandatory ethics, compliance, Code of Conduct and data privacy training for all employees.

Operating with strong ethics and integrity is fundamental to building a resilient and successful business, helping to build trust with our customers, employees, suppliers and investors, while supporting responsible decision-making and protecting the long-term strength of the business.

Our aim is to create an internal culture built on strong values, where integrity and respect guide how we work and shape decision-making across the business. Our Code of Conduct sets clear expectations for responsible behaviour, helping to ensure these principles are consistently upheld by our employees and reflected in the way we work with partners and suppliers.

We maintain robust controls and clear policies to support compliance, prevent misconduct and uphold high standards of business conduct, including in areas such as anti-bribery, conflicts of interest, data protection and workplace safety. By embedding these principles across the business, we strengthen trust, protect our reputation and support our long-term resilience.

OUR PROGRESS IN 2025

Compliance training remains an important part of embedding OKA’s values into everyday business practices. All employees are required to complete mandatory annual training covering areas including our Code of Conduct, ethics, compliance, information security and health and safety, helping ensure a clear understanding of the standards and behaviours expected across the business. In 2025, 95% of employees completed our mandatory training modules.

During the year, we also made our internal policies centrally available through our new HR Information System, improving ease of access for employees across the business. Alongside this, a comprehensive review of company policies and the employee handbook is underway to ensure they remain aligned with best practice and continue to reflect the needs of our people. This includes the development of enhanced and more inclusive policies, including menopause support, which are planned for introduction in 2026.

NEXT STEPS

In 2026, we will continue working towards 100% completion of mandatory training through regular reminders and internal communications that reinforce the importance of compliance training across the business. We will also complete our broader policy refresh programme and launch the updated employee handbook, ensuring our policies remain up to date, accessible and reflective of OKA’s culture and values.

Compliance

OUR GOAL

- Ensure compliance with all ESG-related regulations across all sales regions.

As sustainability regulation continues to evolve, staying informed and preparing for what’s coming next is an important part of doing business responsibly. At OKA, we actively monitor regulatory developments and take practical steps to ensure we are ready for new requirements.

Alongside environmental and social regulation, we also focus on maintaining high standards in data privacy, digital accessibility and responsible communications. Supported by clear policies and strong internal governance, we take a proactive approach to compliance that helps protect our business and build trust.

OUR PROGRESS IN 2025

During 2025, we continued strengthening our approach to compliance. This included meeting reporting requirements such as Extended Producer Responsibility (EPR), Streamlined Energy and Carbon Reporting (SECR), Energy Savings Opportunity Scheme (ESOS) and General Data Protection Regulation (GDPR), while also beginning preparation for upcoming regulations such as the EU Deforestation Regulation (EUDR).

We made significant progress in strengthening our digital infrastructure, with our cloud migration programme now around 90% complete. This transition has improved system resilience, reduced reliance on on-site infrastructure and supports a more efficient operating model.

During the year, we successfully migrated our website to Shopify, delivering a fully refreshed digital experience with enhanced accessibility functionality for customers. This redevelopment placed accessibility at its core, helping ensure our digital platforms remain inclusive and aligned with evolving accessibility expectations. In parallel, a new internally facing HR system was introduced with improved accessibility functionality to better support employees.

As a registered entity with the Information Commissioner’s Office (ICO), we continue to uphold strong data governance standards through clear internal policies, robust processes and ongoing oversight of how information is managed across the business.

NEXT STEPS

We will continue monitoring emerging ESG regulation and preparing early for new requirements that may affect our business, products and supply chain. Alongside this, we will complete the final stages of our cloud migration and continue embedding accessibility best practice across our digital platforms and internal systems.

Customer Satisfaction

OUR GOALS

- Maintain a Trustpilot score of at least 4.5.
- Improve our Net Promoter Score (NPS) year-on-year.

Creating a thoughtful and seamless customer experience is fundamental to the OKA brand. From beautifully made, high-quality products to trusted service, every interaction is an opportunity to build lasting relationships with our customers and deepen their connection to the pieces they bring into their homes. Listening closely to customer feedback helps us understand what matters most and where we can continue to improve.

OUR PROGRESS IN 2025

Customer satisfaction remained strong throughout 2025, and in our Q4 customer survey we achieved a NPS of 68, an increase from 46 in 2024 and above the average retail benchmark. We also maintained a Trustpilot score of 4.5, reflecting consistently positive feedback across quality, fulfilment and delivery.

Our latest customer survey highlighted the areas customers value most about OKA, with particularly strong scores for product design and aesthetic, product quality and product range, reinforcing the importance of beautiful design, thoughtful craftsmanship and quality that lasts. We also saw notable improvements in customer satisfaction around delivery speed, delivery updates and price, alongside stronger performance across the digital experience, including website information and product recommendations.

The survey also showed that customers continue to engage deeply with the OKA brand beyond purchase. Customers most enjoy hearing about new products, promotions and interior inspiration, while our magazines remain an important touchpoint, with 60% of customers receiving them and many choosing to keep or share them, extending their life and reach.

Our retail spaces also continue to play an important role in the OKA experience, with strong customer scores for visual presentation and in-store service, reflecting the care taken in how our brand is experienced in person.

NEXT STEPS

As we continue working towards improving our NPS year-on-year while maintaining a Trustpilot score of at least 4.5, we will remain focused on delivering the exceptional quality, service and experience our customers expect from OKA.

We will also continue investing in product knowledge across our teams, with retail training materials currently under review ahead of enhanced modules launching in 2026. These will include expanded product knowledge aligned to seasonal launches, alongside more tailored sustainability content linked to specific product ranges, helping teams communicate the craftsmanship, provenance and materials behind our collections with greater confidence to improve the customer experience.

Our Policies

Our sustainability commitments are supported by our governance structure and policies. Purpose of our policies is to embed sustainability throughout the business and the supply chain in both day-to-day and strategic decisions. As part of OKA’s centralised intranet project, our policies are now housed within our new HR Information System, improving visibility and accessibility for employees.

During 2025, we also began a comprehensive review of our policies and employee handbook, including the development of enhanced and more inclusive policies. This work will continue into 2026, helping ensure our policies remain relevant and practical for our business.

CODE OF CONDUCT

At OKA, we believe everyone has a part to play in creating a culture built on integrity, honesty and fairness. Our Employee Handbook and People Policies set clear expectations for how we work, including the standards we expect from employees when representing OKA and engaging with colleagues, customers and business partners.

Our Code of Business Conduct sets out our values, responsibilities and approach to ethical decision-making, helping ensure we act responsibly, fairly and in line with the law. The Board monitors the effectiveness and reviews the implementation of this policy, regularly considering its suitability and adequacy. Internal control systems and procedures are subject to regular audits to provide assurance that they are effective in managing the Code of Business Conduct effectively.

WHISTLEBLOWING POLICY

We encourage a culture of openness where employees feel comfortable raising any concerns. Our aim is to identify any concerns or issues employees might have and take the appropriate measures to remedy the situation. There are various ways for OKA employees to voice their concerns, including internally through their line manager, HR manager or directly to our CEO. We have an independent whistleblowing hotline operated by a third-party with any concerns or issues raised being captured and assigned to a member of the OKA Senior Leadership Team for resolution.

DIVERSITY, EQUITY AND INCLUSION POLICY

OKA is committed to creating a workplace where everyone feels respected, valued and able to thrive. We do not tolerate discrimination in any form and aim to ensure fair and equal treatment across recruitment, development and employment. Our ambition is for our workforce to be truly representative of the diversity of the communities we operate, and for every OKA employee to feel respected and able to give their best.

GRIEVANCE POLICY

Our Grievance Policy provides a clear internal process for raising and resolving concerns fairly, respectfully and at the earliest possible stage. Our Policy is based on the ACAS Code of Practice on disciplinary and grievance procedures in the UK.

FAMILY FRIENDLY POLICIES

We are committed to creating a supportive environment for parents before, during and after maternity, paternity and shared parental leave. We aim to ensure that the employees’ duties are adequately covered during maternity, paternity and shared parental leave and that an effective dialogue is implemented at all stages, so that employees feel fully supported and informed about their entitlements and the process to follow.

All employees taking maternity or paternity leave are covered by our Family Friendly Policy, including those on part-time contracts. This includes enhanced parental leave benefits, including primary and secondary caregiver pay uplifts which were introduced in 2024.

ANTI-BRIBERY AND CORRUPTION

In line with the 2010 Bribery Act, we have a strict Anti-Bribery and Corruption Policy in place. All employees are required to read and sign the Policy at the start of their employment.

We are committed to maintaining high ethical standards across our business and take a zero-tolerance approach to bribery and corruption in any form. Clear policies, regular reporting and employee training help ensure these standards are understood and upheld across the business, with all employees expected to act responsibly and with integrity in all areas of their work.

SUPPLIER CODE OF CONDUCT

Our Supplier Code of Conduct sets clear expectations for responsible and ethical business practices across our supply chain. All new suppliers are required to commit to this Code before entering into a business relationship with OKA. It covers key areas including human rights, working conditions, health and safety, child labour and environmental responsibility. Our suppliers also have access to an independent whistleblowing line to raise any concerns.

HEALTH AND SAFETY POLICY

The health, safety and wellbeing of our people is a priority at OKA. Our Health and Safety Policy covers key areas including accident prevention, fire safety, first aid and personal safety, supported by regular training, first aiders and mental health champions across the business. Through incident tracking and regular reviews, we continue to identify risks, strengthen our approach and create a safe, supportive working environment for our teams.

ENVIRONMENTAL POLICIES

Our Environmentally Preferable Purchasing Guidelines help ensure sustainability is considered in procurement decisions, encouraging teams to prioritise products and suppliers that reduce waste, conserve resources and improve energy efficiency alongside quality and performance.

We have also introduced sustainability screening questions when onboarding new partners, helping us better understand their environmental credentials, policies and ambitions, and ensuring we work with businesses that share our values and commitment to continuous improvement.



“The passion and dedication of our entire team and the skilled artisans in our supply chain brings the OKA vision to life.”

Enhancing all Lives

The people behind OKA shape everything we create and are fundamental to the success of our business, from our teams to the skilled craftspeople, makers and partners who bring our collections to life. Their passion, care and expertise define the quality of our products and the experience we offer our customers.

We are committed to creating a business where people are treated fairly, work safely and feel valued, supported and able to thrive. This means fostering a positive and inclusive culture within OKA, championing wellbeing and development, and working closely with suppliers and partners to uphold strong standards on human rights, labour practices and working conditions across our value chain.



Safe & Healthy Working Conditions

OUR GOALS

- Reduce accident rates and improve reporting culture across operations.
- Achieve 100% completion of health and safety training annually for all employees.
- Establish an efficient, comprehensive, global health and safety management system.

Creating and maintaining a safe and healthy working environment is a priority at OKA. We are focused on reducing risks across our operations, improving how incidents are reported and managed, and ensuring our people feel safe and supported at work.

Our approach combines clear policies, regular training and practical processes to help prevent accidents and embed safe ways of working day to day. We aim to maintain high levels of training completion and ensure everyone understands their role in creating a safe working environment.

Health and safety is supported through our governance structures, including our internal Health and Safety Committee, which brings together teams from across the business to review performance, identify risks and drive improvements.

Alongside physical safety, we recognise the importance of mental health and wellbeing, and are committed to creating an environment where people feel supported, valued and able to speak up.

OUR PROGRESS IN 2025

Creating a safe and supportive working environment remained a key priority throughout 2025. Our focus has been on strengthening oversight, reducing risk across our operations and continuing to build a culture where our team feels confident raising concerns and taking an active role in health and safety.

During the year, we strengthened our health and safety governance through monthly reviews of action plans by the Senior Leadership Team, supported by clear tracking of progress and cross-functional input from teams across the business. Retail updates were also shared through regular Retail Managers calls, helping to ensure consistent communication and oversight of health and safety across our store network.

We also undertook a comprehensive review of our health and safety management system with support from an independent external advisor. This informed a wider programme of work to streamline and modernise our approach following changes across our estate. All health and safety audits across the business remained up to date and were supported by a clear action plan, while policies, risk assessments, training materials and safe working procedures continued to be reviewed and updated. A new two-year rolling risk assessment programme was also introduced across all stores, supported by annual interim reviews to help ensure risks are identified and managed proactively.

Alongside physical safety, we continued to strengthen our focus on wellbeing. During the year, planning began for the introduction of additional Mental Health First Aiders from 2026 onwards, helping to further support colleagues across the business.

We also continued to see positive improvements in our safety performance during the year. Compared with 2024, we recorded a reduction in accidents and injuries across the business, reflecting the continued focus on risk management, employee awareness and safe ways of working.

Training remains a key part of our approach, helping ensure employees understand how to work safely and support the wellbeing of others. In 2025, we achieved 95% completion of mandatory health and safety training across the business.

NEXT STEPS

We will continue strengthening our approach to health and safety by improving systems, processes and engagement across OKA.

A key focus will be the further development of our health and safety management system, helping to improve consistency, visibility and oversight across our operations, while aligning more closely with the principles of ISO 45001. We will also continue to strengthen our reporting culture through enhanced training, updated guidance materials and increased awareness around incident and near-miss reporting.

Alongside this, we will introduce additional Mental Health First Aiders as part of our wider wellbeing strategy, helping to provide greater support for colleagues across the business.

We will also continue embedding our two-year risk assessment programme across all stores, supporting proactive risk management and ensuring potential issues are identified and addressed in a timely manner.

HEALTH AND SAFETY METRICS

	2025	2024	2023
Total number of incidents resulting in injuries	32	47	47
Days lost due to work-related injuries	5	56	10
Lost-time injury frequency rate	2.69	2.65	3.56
Absentee rate	1.8%	1.5%	1.4%

Employee Engagement & Wellbeing

OUR GOALS

- 100% of employees to complete regular performance reviews and establish personal goals.
- Reduce voluntary employee turnover year-on-year.
- Achieve an 80% participation rate and 70% engagement score in the 2027 employee engagement survey.
- Create an inclusive working environment that celebrates our differences at all levels of the business.

At OKA, we focus on building a high-performing and inclusive culture where people feel valued, supported and able to contribute and grow. We recognise that employee engagement, wellbeing and inclusion are closely linked, and that creating the right environment for our people is fundamental to the success of our business.

Our approach spans the full employee journey, from recruitment and onboarding through to learning, development and progression. We aim to create a workplace where expectations are clear, opportunities are accessible, and individuals feel confident developing their skills and careers.

Inclusion sits at the centre of this. Our Diversity, Equity and Inclusion (DEI) Policy guides how we attract, support and develop our people, helping to embed inclusive practices across recruitment, development and day-to-day decision-making. We are focused on building a diverse and inclusive workforce that reflects the communities we operate in.

OUR PROGRESS IN 2025

In 2025, total training hours declined by 27%, from 6,200 hours in 2024 to 4,500 hours, averaging 22.5 hours per employee, a 23% decrease from the previous year. This reduction was largely driven by a lower average headcount across the business, alongside fewer employees completing apprenticeship programmes. Participation within some retail apprenticeship pathways also declined due to operational capacity constraints across stores. 87% of training completed was non-mandatory, supporting both job-specific skills and broader professional development. Mandatory training hours also decreased by 8%, reflecting changes in headcount in 2025.

Inside OKA, our employee learning and communication platform, continues to support learning and engagement across the business. In 2025, the platform hosted more than 300 resources, including policies, training materials and internal communications, helping improve access to information and development opportunities across our global teams.

To better understand employee experience, we run biannual pulse surveys alongside our annual RISE engagement survey, providing more regular insights into engagement and morale. Our most recent pulse survey saw a 67% participation rate (down 11% from 2024) and an engagement score of 60% (up 11%), reflecting a positive shift following a year of significant business transformation. Lower participation is typical of pulse surveys, and to support future engagement, the survey process has now been integrated into our centralised HR system, improving accessibility, particularly for our retail teams. The strongest scores related to role clarity, confidence in managers and leadership, and pride in working at OKA. Areas for improvement included internal systems and processes, career development and longer-term retention, which remain a focus for the year ahead.

We also saw a reduction in voluntary turnover, with voluntary leavers decreasing from 64 to 42, reflecting improved stability and engagement following organisational changes.

This year marked the third year of our internal apprenticeship programme, Illuminate. We expanded the range of pathways across different business functions, continuing to invest in early careers. Five employees completed the programme, covering areas such as Operational Leadership & Management Level 5, Strategic People Professional Level 7, and Management Level 3.

Our approach to people processes continues to evolve, with both our My Review performance framework and values-based recruitment approach supporting greater consistency and fairness. My Review enables more structured, values-led performance conversations between employees and managers, with clear expectations around behaviours and deliverables. In 2025, 100% of our team completed an annual performance review. Alongside this, our recruitment framework helps reduce subjectivity and supports a more inclusive hiring process.

Inclusion remains a key focus. In 2024, we introduced unconscious bias training for managers, which in 2025 was expanded to all employees as part of our mandatory compliance training. This now forms part of a broader DEI module, with 95% of the team completing the training. Our new head office has been designed to support a more inclusive working environment, with features such as gender-neutral bathrooms that create a more open and considered space for employees. We also ran a series of cultural and wellbeing events to help welcome the team to the new site. These included a visit from a renowned nutritionist, who delivered an engaging session on healthy eating, practical habit-stacking techniques for busy working lives, and making nutritious choices throughout the day. We also hosted healthy breakfast events and arts and crafts activities, providing opportunities for colleagues to connect and settle into the new workspace.

Following feedback from our engagement surveys, we introduced a cross-functional Round Table, bringing together nominated representatives from across the business to meet bi-annually with the CEO. These sessions provide a forum to discuss employee engagement, culture, workplace improvements and organisational feedback. The first session focused on engagement scores and shaping future priorities, helping drive more connected, business-wide dialogue and action.

Finally, with the introduction of a new HR system, diversity information is now captured from recruitment onwards, alongside ongoing anonymous employee surveys, helping us build a more complete and accurate understanding of our workforce.

NEXT STEPS

Over the coming year, our focus is on building on the foundations already in place and continuing to shape a culture where people feel supported, engaged and able to grow at OKA.

We will place greater emphasis on creating clearer career pathways, particularly for our retail teams, helping employees better understand progression opportunities and build long-term careers with the business. This will be supported by embedding our My Review framework more consistently, ensuring regular, meaningful performance conversations and clear personal goal setting across the organisation.

We will also use the insights from our engagement surveys and forums such as the Round Table to better understand employee experience and inform where we focus our efforts next.

Alongside this, we will continue to develop our approach to training and inclusion, ensuring teams feel confident in their roles and supported to apply inclusive practices in day-to-day decision-making. As our approach to data improves, we will build a clearer picture of our workforce and use this to track progress and guide future priorities.

As part of our focus on improving wellbeing, we piloted a new online mental health platform in 2025, which received positive employee feedback. We plan to expand access to all employees in 2026.

ENGAGEMENT DATA

	2025	2024	2023
Overall participation in engagement survey	67%	78%	82%
Engagement score	60%	49%	50%
Number of permanent new hires (FTE)	83	70	88
Number of permanent voluntary departures (FTE)	42	64	88
Voluntary employee turnover rate	20%	26%	23%

EMPLOYEE DATA

		2025	2024	2023
Total number of FTE employees	Total	200 UK 185 / INDIA 8 / CHINA 7	211 UK 198 / INDIA 8 / CHINA 5	244 UK 208 / US 31 / CHINA 5
Number of permanent employees FTE	Male	51 (26%)	73 (38%)	90 (38%)
	Female	144 (74%)	120 (62%)	148 (62%)
	Non-Binary	-	-	-
	Total	195 UK 180 / INDIA 8 / CHINA 7	193 UK 180 / INDIA 8 / CHINA 5	238 UK 202 / US 31 / CHINA 5
Number of temporary employees FTE	Male	2 (40%)	4 (22%)	2 (33%)
	Female	3 (60%)	12 (67%)	4 (67%)
	Non-Binary	-	2 (11%)	-
	Total	5	18	6
Senior management	Male	3 (50%)	3 (43%)	3 (43%)
	Female	3 (50%)	4 (57%)	4 (57%)
	Non-Binary	-	-	-
	Total	6	7	7



Oka Icons

This year, we launched Oka Icons, a campaign celebrating the pieces that have come to define the Oka aesthetic over time. These are designs that have earned their place in our collections, not through trend, but through enduring appeal, thoughtful design and quality.

Through the campaign, we brought to life the stories behind some of our most recognisable pieces, highlighting the materials and craftsmanship that sit behind them. It offered a closer look at the skill and care involved in creating products that are designed to be lived with and loved for years to come.

As part of this work, Sue Jones, one of Oka's co-founders, and members of the Oka team travelled to India to connect with the makers behind some of our long-standing designs, including the Sheki pattern. Created through a combination of hand-screen printing and hand embroidery to achieve its distinctive raised texture, Sheki is now in its twenty-fifth year. Its longevity reflects both the strength of the design and the enduring relationships we have built with the skilled craftspeople who bring it to life.

Oka Icons was not just about celebrating the products themselves, but the detail, care and expertise behind them. By sharing these stories, we aim to give customers a deeper understanding of how our pieces are made, and a greater appreciation for the value of craftsmanship and timeless design.



“Icons really are never planned...
they often catch us unaware.
One could safely say that an icon
evolves and becomes much loved
after a period of time.”

Sue Jones, Oka Co-founder and Creative Director

#	DISCLOSURE	LOCATION/REASON FOR OMISSION	PAGE
GRI 302: Energy 2016			
302-1	Energy consumption within the organisation	Climate Action	63-65
302-4	Reduction of energy consumption	Climate Action	63-65
GRI 305: Emissions 2016			
305-1	Direct (Scope 1) GHG emissions	Climate Action	64
305-2	Energy indirect (Scope 2) GHG emissions	Climate Action	64
305-3	Other indirect (Scope 3) GHG emissions	Climate Action	64-65
305-5	Reduction of GHG emissions	Climate Action	63-68
GRI 306: Waste 2020			
306-1	Waste generation and significant waste related impacts	Waste Management	69-70
306-2	Management of significant waste-related impacts	Waste Management	69-70
306-3	Waste generated	Waste Management	69-70
306-4	Waste diverted from disposal	Waste Management	69-70
306-5	Waste directed to disposal	Waste Management	69-70
GRI 401: Employment 2016			
401-1	New employee hires and employee turnover	Employee Data	46
401-3	Parental leave	Our Policies	35-36
GRI 403: Occupational Health and Safety 2018			
403-1	Occupational health and safety management system	Safe & Healthy Working Conditions	41-42
403-2	Hazard identification, risk assessment, and incident investigation	Safe & Healthy Working Conditions	41-42
403-4	Worker participation, consultation, and communication on occupational health and safety	Safe & Healthy Working Conditions	41-42
403-5	Worker training on occupational health and safety	Safe & Healthy Working Conditions	41-42
403-6	Promotion of worker health	Safe & Healthy Working Conditions	41-42

#	DISCLOSURE	LOCATION/REASON FOR OMISSION	PAGE
403-7	Workers covered by an occupational health and safety management system	Safe & Healthy Working Conditions	41-42
403-9	Work-related injuries	Safe & Healthy Working Conditions	41-42
GRI 404: Training and Education 2016			
404-1	Average hours of training per year per employee	Employee Engagement & Wellbeing	43-45
404-2	Programs for upgrading employee skills and transition assistance programs	Employee Engagement & Wellbeing	43-45
404-3	Percentage of employees receiving regular performance and career development reviews	Employee Engagement & Wellbeing	43-45
GRI 405: Diversity and Equal Opportunity 2016			
405-1	Diversity of governance bodies and employees	Employee Engagement & Wellbeing	43-45
405-2	Ratio of basic salary and remuneration of women to men	Not reported, as OKA is below the UK threshold for mandatory Gender Pay Gap reporting	-
GRI 406: Non-discrimination 2016			
406-1	Incidents of discrimination and corrective actions taken	No incidents reported	-
GRI 414: Supplier Social Assessment 2016			
414-1	New suppliers that were screened using social criteria	Human Rights & Labour Standards	39
414-2	Negative social impacts in the supply chain and actions taken	Human Rights & Labour Standards	39
GRI 417: Marketing and Labelling 2016			
417-2	Incidents of non-compliance concerning product and service information and labelling	No incidents of non-compliance reported	-
417-3	Incidents of non-compliance concerning marketing communications	No incidents of non-compliance reported	-
GRI 418: Customer Privacy 2016			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	No complaints reported	-

