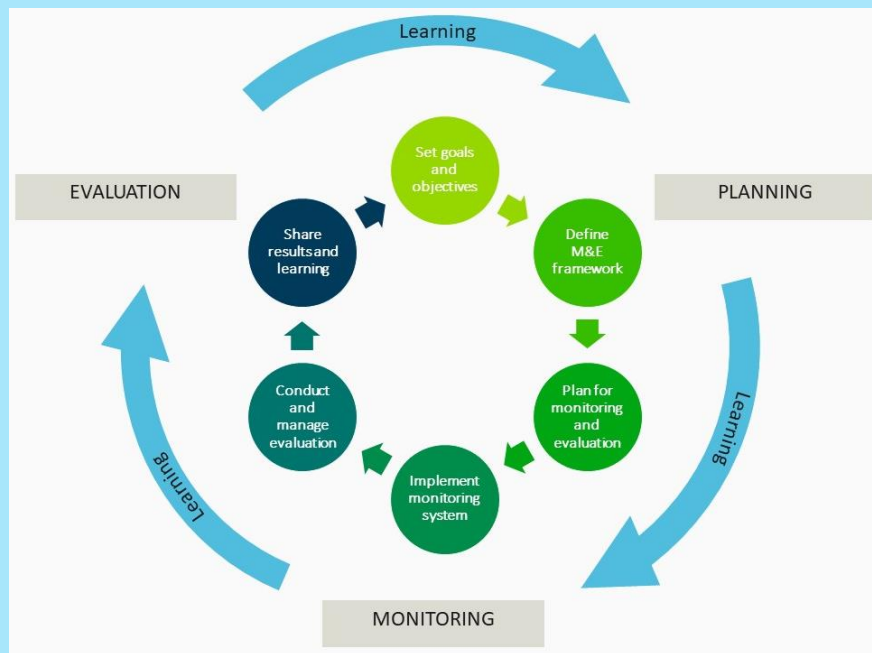


Monitoring and Evaluating Sustainability Performance

18th June 2024

Dr Ebun Akinsete

Monitoring and Evaluation



- **Monitoring:** Process of collecting data for the purpose of tracking progress in performance
- **Evaluation:** Process of analyzing and assessing the effectiveness and impact of performance, often to learn and provide recommendations (*decision-making)
- **KPIs:** Key Performance Indicators

Evaluating Sustainability Performance: Why Bother?



- Regulatory Compliance
- Brand elevation and enhanced reputation
- Consumer Accountability
- Investor Attraction and Retention
- Cost Efficiency
- Risk Management
- Innovation and New Opportunities

Evaluating Sustainability Performance: SDGs and SDG



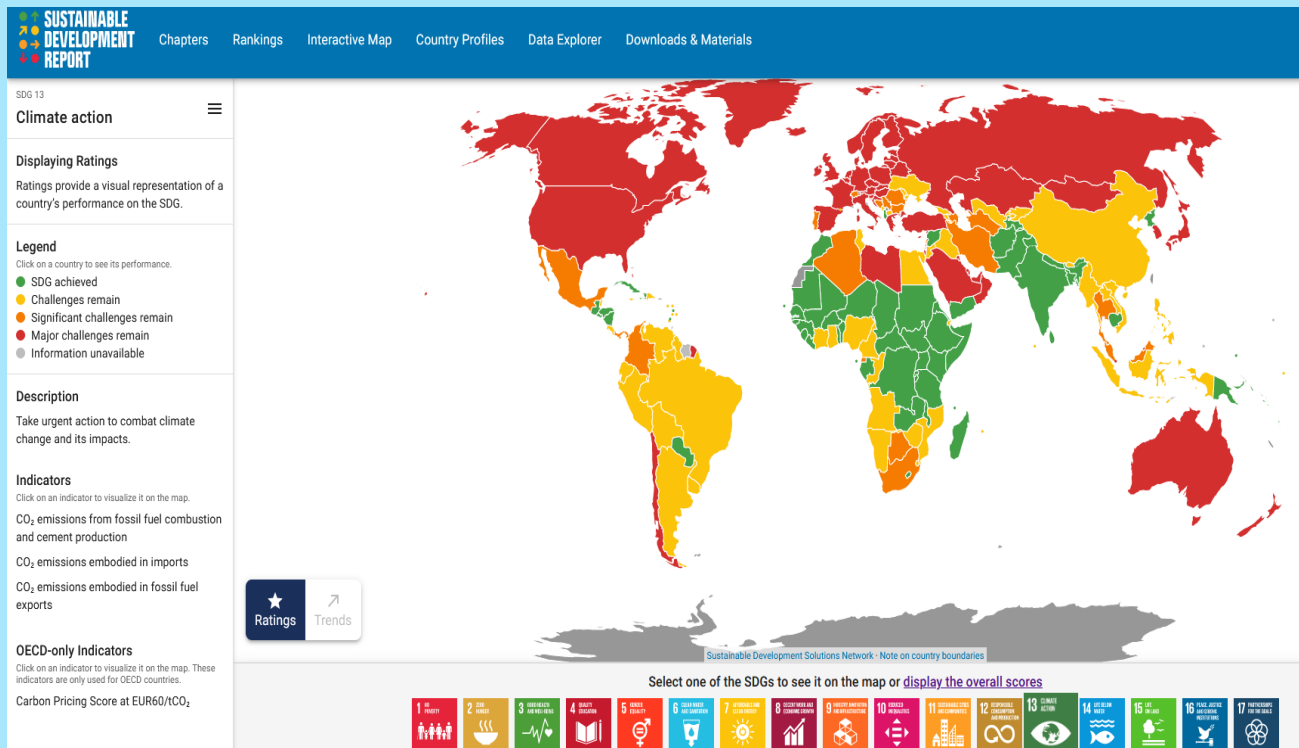
17 Goals, 169 Targets

Evaluating Sustainability Performance: SDGs and SDG

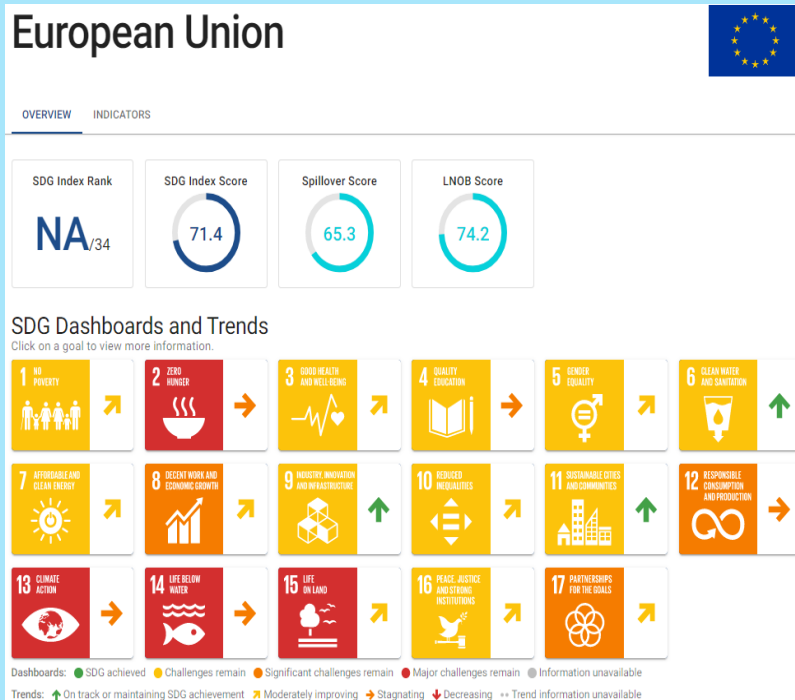
SDG	Notes	Trend	Indicator	Optimum	Green threshold	Red threshold	Lower bound	Reference Year	Source
1	✓		Poverty headcount ratio at \$2.15/day (2017 PPP, %)	0	2	13	72.6	2024	World Data Lab
1	✓		Poverty headcount ratio at \$3.65/day (2017 PPP, %)	0	2	13	51.5	2024	World Data Lab
1	[a]	✓	Poverty rate after taxes and transfers (%)	6.1	10	15	17.7	2021	OECD
2	✓		Prevalence of undernourishment (%)	2.5	7.5	15	42.3	2021	FAO
2	✓		Prevalence of stunting in children under 5 years of age (%)	0	7.5	15	40	2021	UNICEF et al.
2	✓		Prevalence of wasting in children under 5 years of age (%)	0	5	10	16.3	2021	UNICEF et al.
2	✓		Prevalence of obesity, BMI ≥ 30 (% of adult population)	2.8	10	25	35.1	2022	WHO
2	✓		Human Trophic Level (best 2-3 worst)	2.04	2.2	2.4	2.45	2021	Borhommeau et al. (2013)
2	✓		Cereal yield (tonnes per hectare of harvested land)	7	2.5	1.5	0.2	2022	FAO
2	✓		Sustainable Nitrogen Management Index (best 0-1.41 worst)	0	0.3	0.7	1.2	2018	Zhang and Davidson (2019)
2	[a]		Yield gap closure (% of potential yield)	77	75	50	28	2022	Global Yield Gap Atlas
2			Exports of hazardous pesticides (tonnes per million population)	0	1	50	250	2021	FAO
3	✓		Maternal mortality ratio (per 100,000 live births)	3.4	70	140	814	2020	WHO et al.
3	✓		Neonatal mortality rate (per 1,000 live births)	1.1	12	18	39.7	2022	UNICEF et al.
3	✓		Mortality rate, under-5 (per 1,000 live births)	2.6	25	50	130.1	2022	UNICEF et al.
3	✓		Incidence of tuberculosis (per 100,000 population)	0	10	75	561	2022	WHO
3	✓		New HIV infections (per 1,000 uninfected population, all ages)	0	0.2	1	5.5	2022	UNAIDS
3	✓		Age-standardized death rate due to cardiovascular disease, cancer, diabetes, or chronic respiratory disease in adults aged 30 to 70 years (%)	9.3	15	25	31	2019	WHO
3	✓		Age-standardized death rate attributable to household air pollution and ambient air pollution (per 100,000 population)	0	18	150	368.8	2019	WHO
3	✓		Traffic deaths (per 100,000 population)	3.2	8.4	16.8	33.7	2021	WHO
3	✓		Life expectancy at birth (years)	83	80	70	54	2021	UNDESA
3	✓		Adolescent fertility rate (births per 1,000 females aged 15 to 19)	2.5	25	50	139.6	2022	WHO
3	✓		Births attended by skilled health personnel (%)	100	98	90	23.1	2022	UNICEF
3	✓		Surviving infants who received 2 WHO-recommended vaccines (%)	100	90	80	41	2022	WHO and UN
3	✓		Universal health coverage (UHC) index of service coverage (worst 0-100 best)	100	80	60	38.2	2021	WHO
3	✓		Subjective well-being (average ladder score, worst 0-10 best)	7.6	6	5	3.3	2023	Gallup
3	[a]	✓	Gap in life expectancy at birth among regions (years)	0	3	7	11	2021	OECD
3	[a]	✓	Gap in self-reported health status by income (percentage points)	0	20	40	45	2022	OECD
3	[a]	✓	Daily smokers (% of population aged 15 and over)	10.1	18	32	35	2022	OECD
4	✓		Participation rate in pre-primary organized learning (% of children aged 4 to 6)	100	90	70	35	2022	UNESCO
4	✓		Net primary enrollment rate (%)	100	97	80	53.8	2022	UNESCO
4	✓		Lower secondary completion rate (%)	100	90	75	18	2022	UNESCO
4	✓		Literacy rate (% of population aged 15 to 24)	100	95	85	45.2	2022	UNESCO
4	✓		Tertiary educational attainment (% of population aged 25 to 34)	52.2	40	10	0	2022	OECD
4	[a]	✓	PISA score (worst 0-600 best)	525.6	493	400	350	2022	OECD
4	[a]	✓	Variation in mathematics performance explained by socio-economic status (%)	8.3	10.5	20	21.4	2022	OECD
4	[a]	✓	Underachievers in mathematics (% of 15-year-olds)	10	15	30	48	2022	OECD
5	✓		Demand for family planning satisfied by modern methods (% of females aged 15 to 49)	100	80	60	30	2024	UNDESA
5	✓		Ratio of female-to-male mean years of education received (%)	100	98	75	41.8	2022	UNDP
5	✓		Ratio of female-to-male labor force participation rate (%)	100	70	50	21.5	2023	ILO
5	✓		Seats held by women in national parliament (%)	50	40	20	1.2	2024	IPU
5	[a]	✓	Gender wage gap (% of male median wage)	0	8	20	36.7	2022	OECD
6	✓		Population using at least basic drinking water services (%)	100	98	80	40	2022	JMP
6	✓		Population using at least basic sanitation services (%)	100	95	75	9.7	2022	JMP
6	✓		Freshwater withdrawal (% of available freshwater resources)	12.5	25	75	100	2021	FAO

125 Indicators

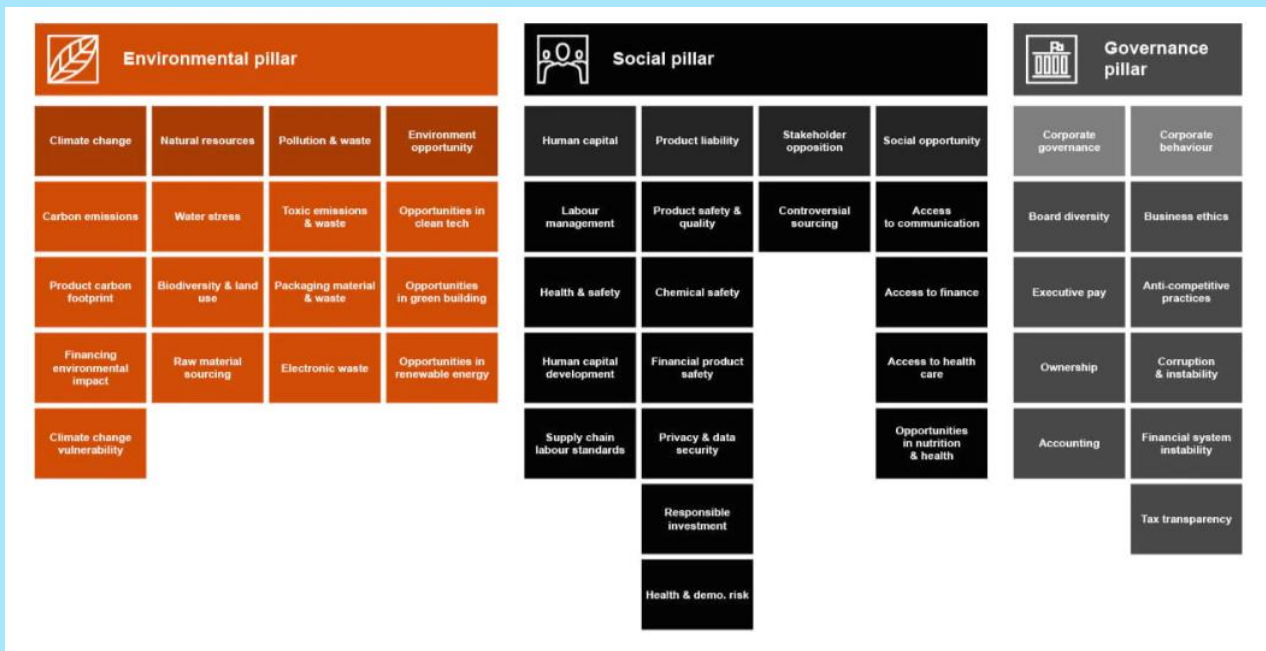
Evaluating Sustainability Performance: SDGs and SDG



Evaluating Sustainability Performance: SDGs and SDG



Corporate Sustainability Reporting



EU Corporate
Sustainability
Reporting Directive
(CSRD)

EC KPIs for ESG
<https://ec.europa.eu/docsroom/documents/1547/attachments/1/translations/en/renditions/native>

Corporate Sustainability Reporting

ESG	ESG 1 Energy efficiency							
Definition and Reference	Energy efficiency was defined as "any change in energy use that results in an increase in net benefits per unit of energy" (http://www.pce.govt.nz/reports/pce_reports_glossary.shtml#e). Energy efficiency has a direct effect on operational costs and exposure to fluctuations in energy supply and prices.							
KPI	ESG 1-1		ESG 1-2		ESG 1-2		ESG 1-2	
Description	Energy Consumption Total Corporate	Energy Consumption Total Benchmark	- Energy consumption per unit of revenue in kWh Corporate	- Energy consumption per unit of revenue in kWh Benchmark	- Energy consumption per employee in kWh Corporate	- Energy consumption per employee in kWh Benchmark	- Energy consumption per unit of production volume (tons of steel, for example) Corporate	- Energy consumption per unit of production volume (tons of steel, for example) Benchmark
Shortname	ener.cons.tot.corp	ener.cons.tot.bench	ener.cons.revenue.corp	ener.cons.revenue.bench	ener.cons.employee.corp	ener.cons.employee.bench	ener.cons.production.corp	ener.cons.production.bench
Unit / Calculation	kilowatthours (kwh) in '000s	kilowatthours (kwh) in '000s	kilowatthours (kwh) / unit of revenue	kilowatthours (kwh) / unit of revenue	kilowatthours (kwh) / employee	kilowatthours (kwh) / employee	kilowatthours (kwh) / unit of production	kilowatthours (kwh) / unit of production
Format	x,xxx,xxx,xxx.xx; numeric	x,xxx,xxx,xxx.xx; numeric	x,xxx,xxx,xxx.xx; numeric	x,xxx,xxx,xxx.xx; numeric	x,xxx,xxx,xxx.xx; numeric	x,xxx,xxx,xxx.xx; numeric	x,xxx,xxx,xxx.xx; numeric	x,xxx,xxx,xxx.xx; numeric
Sector	All	All	All	All	All	All	All	All
ESG	ESG 2 GHG emissions							
Definition and Reference	Greenhouse gas emissions are the main cause of climate change. This indicator can be used to explain targets for regulations or trading systems at international or national levels. It also provides insights into the potential cost implications of taxation or trading systems for reporting companies. Please refer to the Greenhouse Gas Protocol. "The Greenhouse Gas Protocol (GHG Protocol) is the most widely used international accounting tool for government and business leaders to understand, quantify, and manage greenhouse gas emissions. The GHG Protocol Initiative, a decade-long partnership between the World Resources Institute and the World Business Council for Sustainable Development, is working with businesses, governments, and environmental groups around the world to build a new generation of credible and effective programs for tackling climate change." Source: www.ghgprotocol.org Other definitions can be found at ISO Organisation (http://www.iso.org/iso/hot_topics/hot_topics_climate_change_tools.htm#quantifying). The newly developed standards ISO 14064 and ISO 14065 provide an internationally agreed framework for measuring GHG emissions and verifying claims made about them so that "a tonne of carbon is always a tonne of carbon". Other sources: VfU Indicators: Internal Environmental Performance Indicators for the Financial Industry: see http://www.vfu.de/scin/userdata/File/Downloads/update%202007/VfU_Indicators_2005_Calculation_File_February_2007.xls							
KPI	ESG 2-1		ESG 2-2		ESG 2-2		ESG 2-2	
Description	GHG emissions Total Corporate	GHG emissions Total Benchmark						
Shortname	GHG.emiss.total.corp	GHG.emiss.total.bench						
Unit / Calculation	Total GHG Emissions in Million tons	Total GHG Emissions in Million tons						
Format	xxx,xxx,xxx.xx MIGHG	xxx,xxx,xxx.xx MIGHG						
Sector	All	All						
KPI	ESG 2-2		ESG 2-2		ESG 2-2		ESG 2-2	

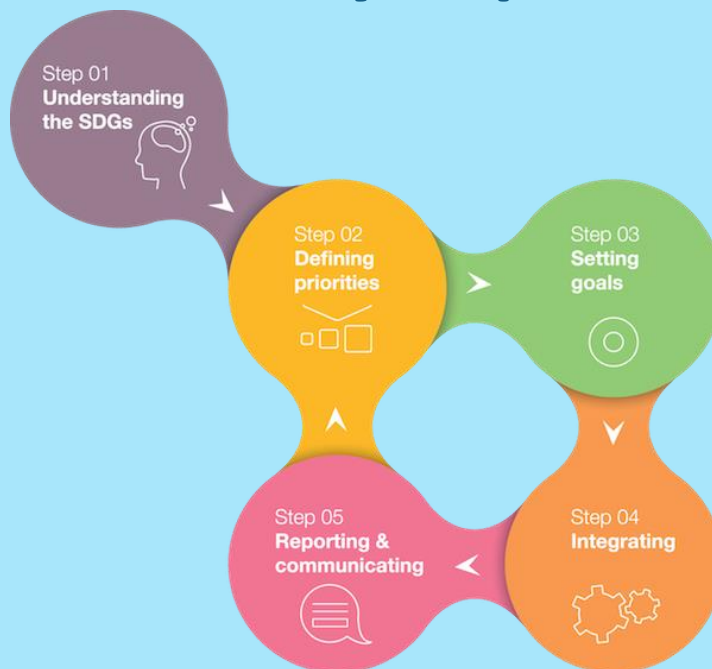
EC KPIs for ESG

<https://ec.europa.eu/docsroom/documents/1547/attachments/1/translations/en/renditions/native>

Corporate Sustainability Reporting



Corporate Sustainability Reporting



SDG Compass Framework

Corporate Sustainability Reporting



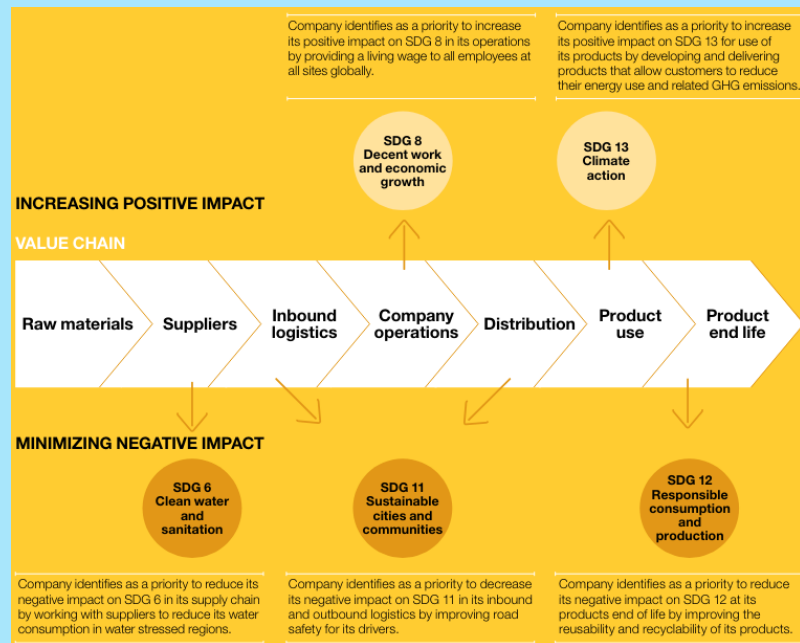
Step 01 Understanding the SDGs



Corporate Sustainability Reporting



Step 02 Defining priorities



- Map the SDGs onto the Value Chain of your business
- Materiality Assessment (with stakeholders)
- Identify Priorities

Identify which SDGs are most relevant

Corporate Sustainability Reporting

INSIDE OUT APPROACH

Today's internally focused approach to goal setting is not enough to address global needs.

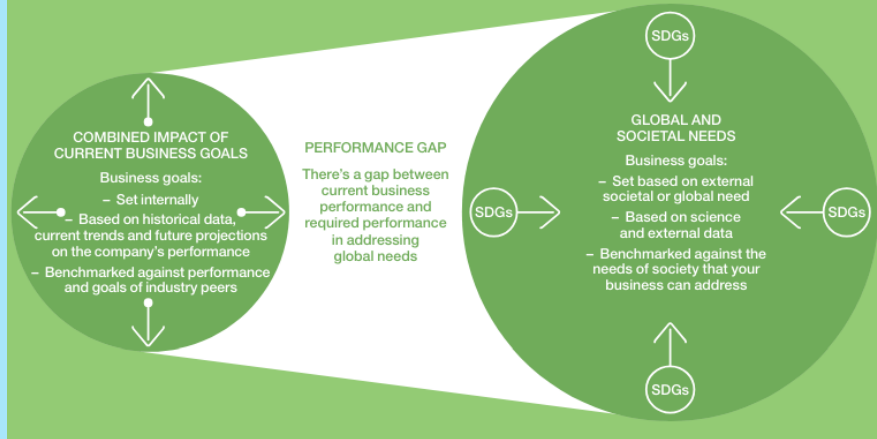
OUTSIDE IN APPROACH

By looking at what is needed externally from a global perspective and setting goals accordingly, businesses will bridge the gap between current performance and required performance.

The SDGs represent an unprecedented political consensus on what level of progress is desired at the global level



Step 03 Setting goals



- SMART Objectives (Specific, Measurable, Achievable, Relevant, and Time-Bound)
- Select KPIs
- Announce commitment and ambitions

Corporate Sustainability Reporting

Table of contents

1. Introduction

2. SDG Targets for Business

Appendices

SDG 7: Target 7.2

Target 7.2

By 2030, increase substantially the share of renewable energy in the global energy mix

Sources

(for more information, please see Appendices III & VI)

Examples of relevant UN Conventions and other key international agreements UNFCCC

Publications and other resources on Business and the SDGs 5, 7, 105, 116

Disclosures 7.2

Business Theme	Available Business Disclosures	Units	Source	Sector Information	Industry Information
Energy	a. Total fuel consumption within the organization from non-renewable sources, in joules or multiples, and including fuel types used. b. Total fuel consumption within the organization from renewable sources, in joules or multiples, and including fuel types used. c. In joules, watt-hours or multiples, the total: i. electricity consumption ii. heating consumption iii. cooling consumption iv. steam consumption d. In joules, watt-hours or multiples, the total: i. electricity sold ii. heating sold iii. cooling sold iv. steam sold e. Total energy consumption within the organization, in joules or multiples. f. Standards, methodologies, assumptions, and/or calculation tools used. g. Source of the conversion factors used.	N/A	GRI 302-1		
	Energy consumption outside of the organization, in joules or multiples.	N/A	GRI 302-2		
	8.3 What percentage of your city's electricity grid mix is zero carbon? "Zero carbon" includes solar, wind, hydro, biomass and geothermal as the source to produce electricity.	Response option: "Percentage field"	CDP C40 Cities 2020 Questionnaire 8,3		
	8.1 Please indicate the source mix of electricity consumed in your city.	Column 1 - Energy source: "Biomass", "Geothermal", "Hydro", "Solar", "Wind" & Column 2 - Percentage (need 3,14 to calculate exact indicator)	CDP Cities 2020 Questionnaire 8,1		

Goals and Targets for SDG Reporting (GRI and UN Global Compact)

Corporate Sustainability Reporting

Table of contents

1. Introduction

2. SDG Targets for Business

Appendices

SDG 7: Target 7.2

Business Theme	Available Business Disclosures	Units	Source	Sector Information	Industry Information
Environment	E4, How does the company assess progress in preventing/mitigating the risks/impacts associated with the following environmental topics?	N/A	UN Global Compact - 2022 Communication on Progress		
	E4.1, For each environmental topic in which the company sets timebound goals / targets, what kind of targets has the company set?	N/A	UN Global Compact - 2022 Communication on Progress		
	E4.2, For each environmental topic in which the company sets timebound goals / targets, how is progress against target / goal tracked?	N/A	UN Global Compact - 2022 Communication on Progress		
	E4.2, For each environmental topic in which the company sets timebound goals / targets, how is progress against target / goal tracked?	N/A	UN Global Compact - 2022 Communication on Progress		
Region-wide electricity	3.15 Please detail the energy mix of your region-wide electricity generation (%).	Column 1 - Energy source: "Biomass", "Geothermal", "Hydro", "Solar", "Wind" & Column 2 - Percentage (need 3.14 to calculate exact indicator)	CDP States and Regions 2020 Questionnaire 3.15		

Possible Gaps

- Promoting renewable energy and integrating into business strategies
- Renewable energy performance in the supply chain
- District energy system
- Volume of renewable energy purchased
- Capital allocation to renewable energy investment and uptake

IAEG-SDG indicators

Indicators	Units
7.2.1 Renewable energy share in the total final energy consumption	% of energy consumption



Corporate Sustainability Reporting

Table of contents

1. Introduction

2. SDG Targets for Business

Appendices

SDG 1: Target 1.4

Business Theme	Available Business Disclosures	Units	Source	Sector Information	Industry Information
Economic inclusion	What outreach initiatives does the business undertake to empower women to become business owners and promote women's entrepreneurship to equip them with the skills to successfully bid for contracts in the future? Does the business cooperate with women's business organizations, civil society or Government on these issues?	N/A	The Women's Empowerment Principles: Reporting on Progress (aligned with GRI G4)		
Economic resilience	Number or % of low-cost access to private health insurance (protection gap)	N/A	Global Investors for Sustainable Development Sector-Specific SDG-related Metrics for Corporate Reporting	Insurance	
Human Rights	HR1, Which of the following has the company identified as material human rights issues connected with its operations and/or value chain, whether based on their salience (i.e., the most severe potential negative impacts on people) or another basis? (Please select your top 5 material issues)	N/A	UN Global Compact - 2022 Communication on Progress		
	HR2, Does the company have a policy commitment in relation to the following human rights issues?	N/A	UN Global Compact - 2022 Communication on Progress		
	HR2.1, For each human rights policy, is it:	N/A	UN Global Compact - 2022 Communication on Progress		
	HR3, In the course of the reporting period, has the company engaged with affected stakeholders or their legitimate representatives in relation to the following human rights issues?	N/A	UN Global Compact - 2022 Communication on Progress		
	HR4, What type of action has the company taken in the reporting period with the aim of preventing/mitigating the risks/impacts associated with this human rights issue?	N/A	UN Global Compact - 2022 Communication on Progress		
	HR5, Who receives training for the following human rights issues?	N/A	UN Global Compact - 2022 Communication on Progress		
	HR6, How does the company assess progress in preventing/mitigating the risks/impacts associated with the following human rights issues?	N/A	UN Global Compact - 2022 Communication on Progress		
	HR7, During the reporting period, has the company been involved in providing or enabling remedy where it has caused or contributed to adverse impact associated with the following human rights issue(s)?	N/A	UN Global Compact - 2022 Communication on Progress		
HR8, Briefly describe practical actions the company has taken during the reporting period and/or plans to take to implement the human rights principles, including any challenges faced and actions taken towards prevention and/or remediation,	N/A	UN Global Compact - 2022 Communication on Progress			



Corporate Sustainability Reporting

Table of contents

1. Introduction

2. SDG Targets for Business

Appendices

SDG 2: Target 2.4

Business Theme

Available Business Disclosures

Units

Source

Sector Information

Industry Information

Environment

E2, In the course of the reporting period, has the company engaged with affected stakeholders or their legitimate representatives in relation to the following environmental issues?

E21, Briefly describe practical actions the company has taken during the reporting period and/or plans to take to implement the environment principles, including any challenges faced and actions taken towards prevention and/or remediation.

E3, What type of action has the company taken in the reporting period with the aim of preventing/mitigating the risks/impacts associated with these environmental topics?

E4, How does the company assess progress in preventing/mitigating the risks/impacts associated with the following environmental topics?

E4.1, For each environmental topic in which the company sets timebound goals / targets, what kind of targets has the company set?

E4.2, For each environmental topic in which the company sets timebound goals / targets, how is progress against target / goal tracked?

E4.2, For each environmental topic in which the company sets timebound goals / targets, how is progress against target / goal tracked?

E6, What were the company's gross global greenhouse gas emissions for the reporting period?

E6.1, Which Scope 3 categories are included in the organization's scope 3 emissions calculation? (Select all that apply)

E9, Please report the company's renewable energy consumption as a percentage of total energy consumption in the reporting period,

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

UN Global Compact - 2022 Communication on Progress

UN Global Compact - 2022 Communication on Progress

UN Global Compact - 2022 Communication on Progress

UN Global Compact - 2022 Communication on Progress

UN Global Compact - 2022 Communication on Progress

UN Global Compact - 2022 Communication on Progress

UN Global Compact - 2022 Communication on Progress

UN Global Compact - 2022 Communication on Progress

UN Global Compact - 2022 Communication on Progress

UN Global Compact - 2022 Communication on Progress

UN Global Compact - 2022 Communication on Progress

UN Global Compact - 2022 Communication on Progress

Food security

Donations to food banks (millions of meal equivalent)

N/A

Global Investors for Sustainable Development Sector-Specific SDG-related Metrics for Corporate Reporting

Food & Staples retailing

GHG Emissions

Greenhouse Gas Emissions

N/A

SASB FB-AG-110a

FB Food & Beverage

FB-AG Agricultural Products

Greenhouse Gas Emissions

N/A

SASB FB-MP-110a

FB Food & Beverage

FB-MP Meat, Poultry & Dairy



Corporate Sustainability Reporting

Table of contents

1. Introduction

2. SDG Targets for Business

Appendices

SDG 5: Target 5.5

Target 5.5

Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life

Sources

(for more information, please see Appendices III & VI)

Examples of relevant UN Conventions and other key international agreements

Publications and other resources on Business and the SDGs

Disclosures 5.5

Business Theme	Available Business Disclosures	Units	Source	Sector Information	Industry Information
Diversity and Equal Opportunity	a. Percentage of individuals within the organization's governance bodies in each of the following diversity categories:	N/A	GRI 405-1		
	i. Gender;				
	ii. Age group: under 30 years old, 30-50 years old, over 50 years old;				
	iii. Other indicators of diversity where relevant (such as minority or vulnerable groups).				
	b. Percentage of employees per employee category in each of the following diversity categories:				
	i. Gender;				
	ii. Age group: under 30 years old, 30-50 years old, over 50 years old;				
	iii. Other indicators of diversity where relevant (such as minority or vulnerable groups).				
	Employee Engagement, Diversity & Inclusion	Employee Recruitment, Inclusion & Performance	N/A	SASB CG-EC-330a	CG Consumer Goods
	Workforce Diversity & Inclusion	N/A	SASB CG-MR-330a	CG Consumer Goods	CG-MR Multiline and Specialty Retailers & Distributors
	Employee Diversity & Inclusion	N/A	SASB FN-AC-330a	FN Financials	FN-AC Asset Management & Custody Activities
	Employee Diversity & Inclusion	N/A	SASB FN-IB-330a	FN Financials	FN-IB Investment Banking & Brokerage
	Workforce Diversity & Inclusion	N/A	SASB SV-AD-330a	SV Services	SV-AD Advertising & Marketing
	Workforce Diversity & Engagement	N/A	SASB SV-PS-330a	SV Services	SV-PS Professional & Commercial Services
	Employee Diversity & Inclusion	N/A	SASB TC-HW-330a	TC Technology & Communications	TC-HW Hardware



Corporate Sustainability Reporting



Step 04 Integrating

Example of data collection in relation to SDG 8 on decent work and economic growth, including an assessment of data sources and follow-up of actions planned

Disclosure for SDG target 8.5						
Disclosure	Disclosure unit	Data availability	Data quality	Extra resources required	Management ambition related to data quality	Stop/Start/Improve/No action
Total number and rate of new employees hires during the reporting period, by age group, gender and region	Number and %	Yes	Medium	Improve data specificity	High	Improve
Total number of employees, disaggregated by female and male employees	Number and %	Yes	High	Monitor process and set up controls	High	No action
Explicit recognition of living wage payment	\$ currency	No	N/A	Start measuring and monitoring	High	Start

- Collect and Analyze Data
- Identify Actions
- Develop Partnerships

Embed sustainability across all functions

Corporate Sustainability Reporting



Step 05
**Reporting and
communicating**

Effective reporting – 4 Cs

Concise

Concise reporting focuses on the priorities and most material information, and avoids clutter and information overload.

Consistent

Consistent reporting allows for an assessment of performance trends over time; it enables managing and understanding the insights delivered by the reported data.

Current

Current reporting presents a useful window that gives insights into the operations, impacts and potential of business opportunities, rather than a rear-view mirror showing what happened in the past.

Comparable

Comparable reporting allows information users to benchmark performance against peers. It enables businesses to track and assess their impacts, and then make decisions that will improve these over time.

Tools and Resources



GRI: Business Reporting on the SDGs

Tools and Resources



Environment

Company's impact (at supply chain level) on the natural environment and its response to the challenge of climate change (greenhouse gas emissions, energy consumption, generation and use of renewable energy, biodiversity and habitat, impact on water resources and deforestation, pollution, efficient use of resources, the reduction and management of waste)

Social

Company's interaction with workers, other stakeholders and the communities in which it operates and the role of the Company in society including: workplace policies ethical/responsible sourcing and social aspects and labour standards of the supply chain, and engagement with and contribution to the broader community through social projects and charitable donations.

Governance:

The ethical conduct of the Company's business including its corporate governance framework, business ethics, policies, code of conduct and the transparency of non-financial reporting.



Tools and Resources



Integrate SDGs in CSR Framework

Machine Learning Algorithms to Map ESG KPIs vs 232 SDG Indicators

$$W_{i,k}^{SDG} = \frac{\sum \text{SDG Indicators mapped to KPI}_k \text{ under } SDG_i}{\sum \text{Indicators under } SDG_i}$$

Model to Evaluate **SDG performance** at the **Company Level** and **Across the Value Chain**

	SDG	1	2	3	4	5	6	7	8	9	10	12	13	15	16	17
Value Chain Level 1	Value Chain Level 2	1.1 People	2.1 Food	3.1 Health	4.1 Education	5.1 Gender	6.1 Water	7.1 Energy	8.1 Economy	9.1 Industry	10.1 Inequality	12.1 Waste	13.1 Climate	15.1 Ecosystem	16.1 Justice	17.1 Partnership
1. Sourcing	1.1 Inbound Logistics	4	4	4	2	3		4	3	2	4	2	4		4	4
	1.2 Milk Zone	4	4	4	2	3		4	3	2	4	2	4		4	4
	1.3 Raw Materials WH	4	4	4	2	3		4	3	2	4	2	4		4	4
2. Production	2.1 Processing	4	4	4	4	3	2	3	4	3	4	4	3	3	4	4
	3.1 Intercompany	4	4	4	2	1			3	2	2	2	4		4	4
3. Logistics	3.2 Outbound Logistics	4	4	4	2	1			3	2	2	2	4		4	4
	4.1 Retail	4	4	4	3			4	3	2	2	2	4		4	4
4. Sale and end of cycle	4.2 Disposal / recycling	4	4	4	3			4	3	2	2	2	4		4	4

Questions?