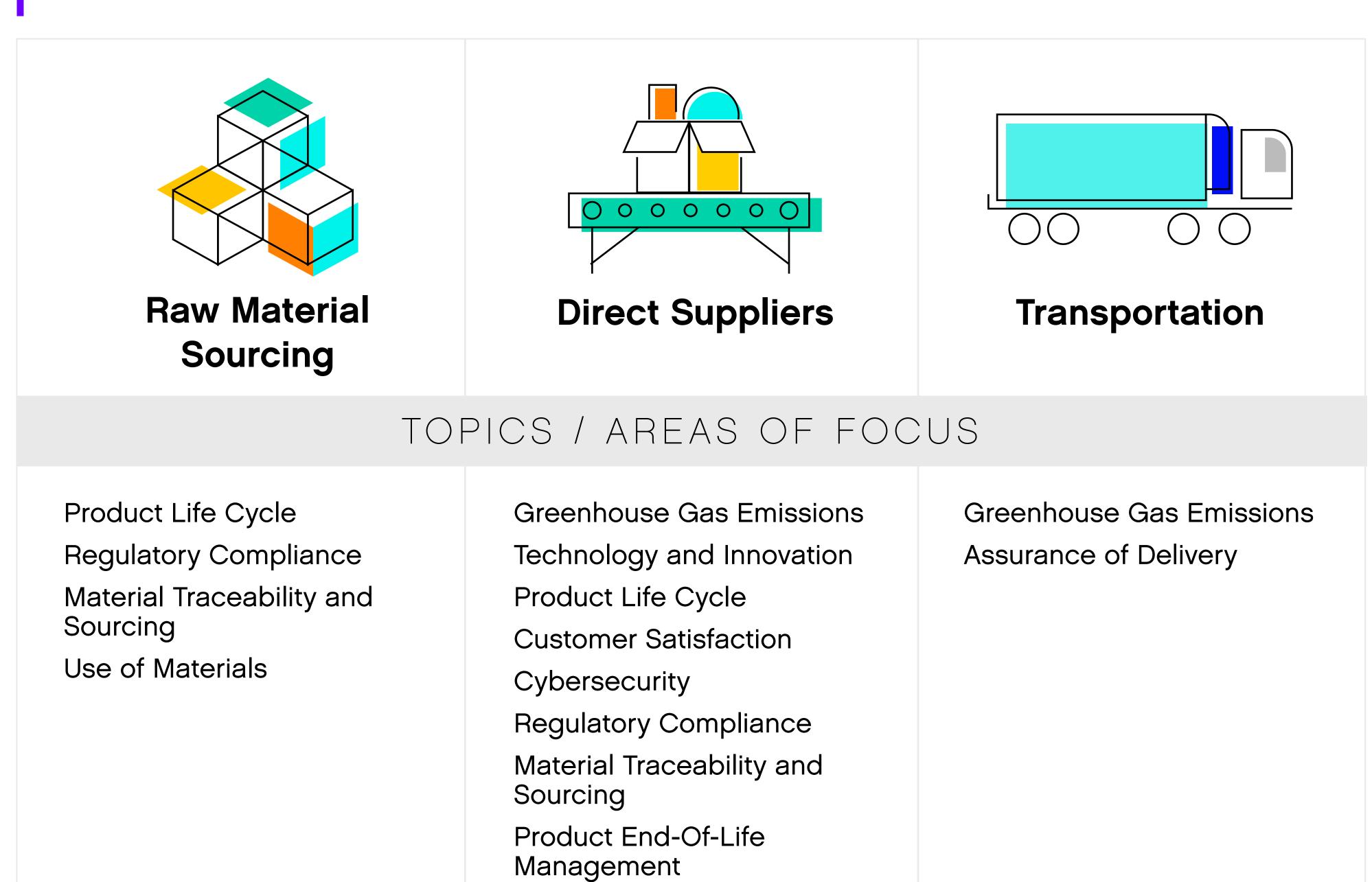




UPSTREAM



Use of Materials

Product Reliability

CONSULTED STAKEHOLDER GROUPS

Suppliers

Customers Policymakers

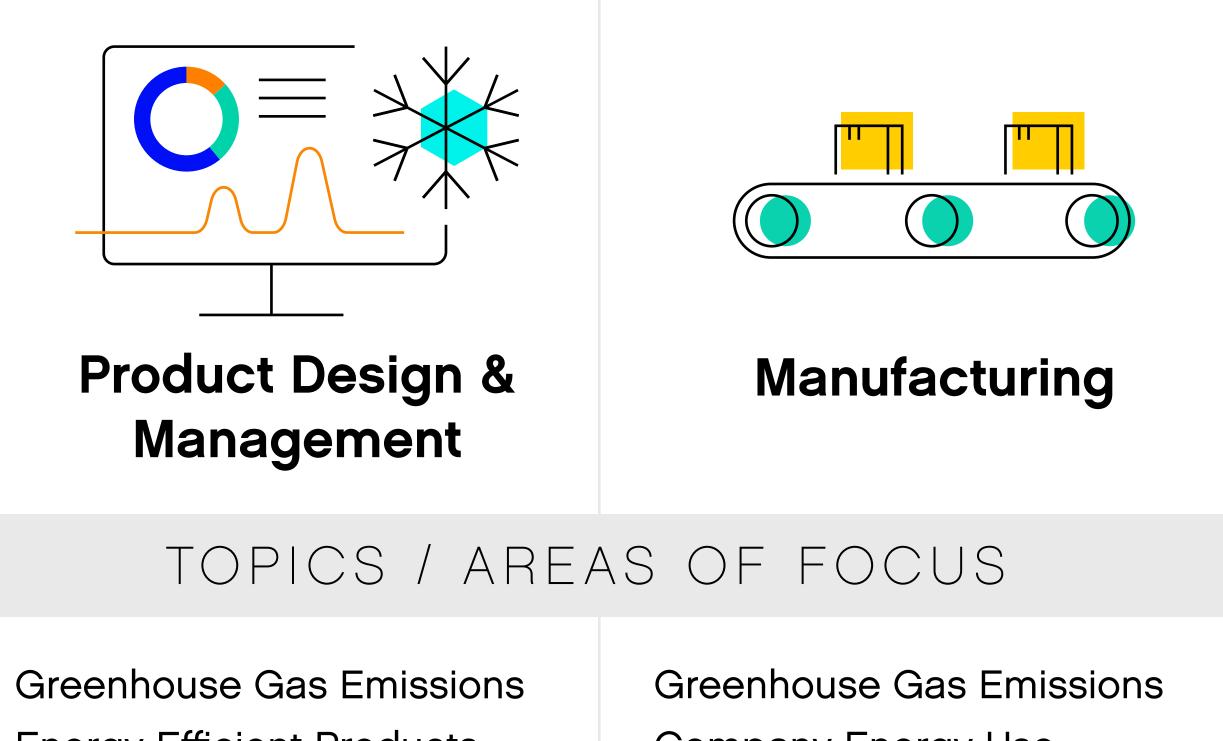
Local Communities

NGOs

Suppliers Local Communities NGOs

Suppliers Local Communities

DIRECT OPERATIONS



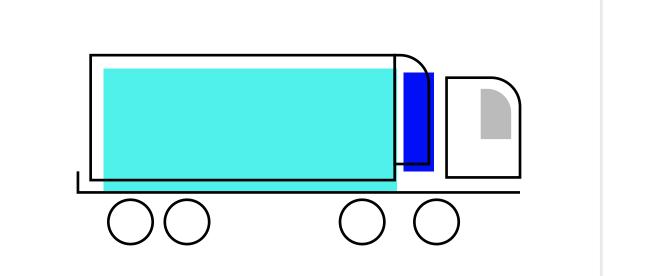
Energy Efficient Products Technology and Innovation Product Life Cycle Customer Satisfaction Cybersecurity **Regulatory Compliance** Product End-Of-Life Management Use of Materials Product Reliability Innovation for Developing Markets

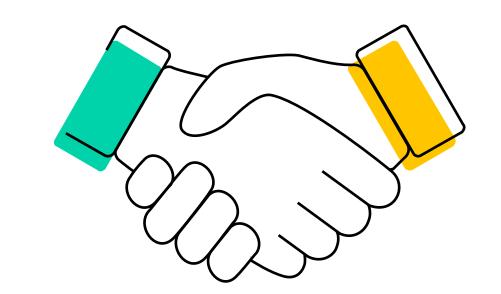
Company Energy Use Company Water Use Company Waste Management Customer Satisfaction Cybersecurity **Regulatory Compliance** Public Policy Product Reliability Technology and Innovation

CONSULTED STAKEHOLDER GROUPS

Customers	Customers
Employees	Employees
Investors	Investors
Suppliers	Suppliers
Policymakers	Policymakers
Educational institutes	Educational institutes
NGOs	Local communities
	NGOs

DOWNSTREAM



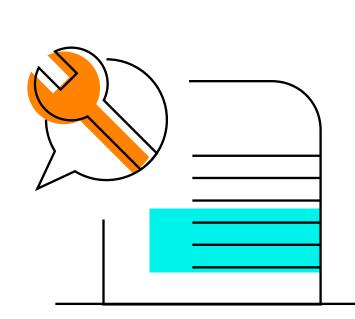




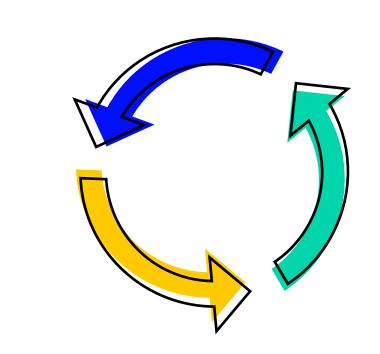




Product Use



Service



End of Life

TOPICS / AREAS OF FOCUS

Greenhouse Gas Emissions Company Energy Use Assurance of Delivery	Owned/Direct: Greenhouse Gas Emissions Company Energy Use Customer Satisfaction Cybersecurity Regulatory Compliance Product Reliability Independent Distributor: Customer Satisfaction Cybersecurity Product Reliability Direct: Company Energy Use Cybersecurity	Greenhouse Gas Emissions Energy Efficient Products Technology and Innovation Product Life Cycle Customer Satisfaction Cybersecurity Public Policy Product End-Of-Life Management Product Reliability Maintain, Prolong and Share Reuse and Redistribute Remanufacture and Repair	Greenhouse Gas Emissions Technology and Innovation Product Life Cycle Customer Satisfaction Cybersecurity Regulatory Compliance Product End-Of-Life Management Product Reliability Maintain, Prolong and Share Remanufacture and Repair	Greenhouse Gas Emissions Technology and Innovation Product Life Cycle Customer Satisfaction Regulatory Compliance Material Traceability and Sourcing Product End-Of-Life Management Use of Materials Reuse and Redistribute Remanufacture and Repair
	CONSUL	_TED STAKEHOLDER G	GROUPS	

Customers Local Communities

Owned/Direct:

Customers Employees Policymakers Local Communities **Independent Distributor:** Customers Local Communities **Direct:** Customers Employees

Customers Investors Policymakers Local Communities NGOs

Employees Investors Suppliers Policymakers Educational Institutes Local Communities NGOs

Customers

Customers

Suppliers

Policymakers

Local Communities