


SUSTAINABLE GROWTH 2011

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GE CITIZENSHIP SUMMARY



A photograph of two men standing in a grassy field. The man on the right is wearing a grey cap and a tan jacket with a fur collar, smiling. The man on the left is wearing a grey cap and a green and grey jacket. In the background, there are several white wind turbines under a clear sky.

Citizenship at GE is more than a program or a set of good intentions—it is a full-time commitment to improving our social, governance, environmental and economic sustainability efforts around the world. Our Citizenship efforts are embedded in our core business operations, strategy and daily actions, in which we focus on minimizing our own impact and helping to solve some of the world’s toughest challenges in infrastructure, transport, healthcare and energy.

We are committed to maintaining a culture of integrity, transparency, ethics and compliance. Each year, our approach to corporate citizenship progresses as we review and clarify the scope of GE’s material impacts. Each year, we publicly report on our progress in a way that is informed by our strategy and our broad engagement with stakeholders across GE businesses and the communities where we work. Our reporting model is also evolving from providing point-in-time data once annually to offering dynamic, regularly updated online content coupled with a yearly snapshot.

For this report, we have worked with our stakeholders to determine the optimum framework to illustrate GE’s broad Citizenship efforts. Based on that input, we have aligned our Citizenship content with the themes of People, Planet and Economy. In this summary, you will find a brief discussion of our Citizenship performance in each of these areas for the 2011 fiscal year.

Like any part of the business, Citizenship at GE has well-defined goals, strategies and metrics. We have a strong operating rhythm that monitors and analyzes our impact and progress on people, the planet and the economy. And whether providing strategic support to strengthen our customers’ businesses, offering strong safety infrastructure to protect our workers, or implementing projects to meet our energy and water reduction goals, GE is playing a significant role in meeting the sustainability challenges the world faces.

We hope that this summary provides useful information about the shared challenges facing business and society. More information about GE Citizenship can be found on our website, www.gecitizenship.com. We will continue to engage in these constructive discussions, just as we will continue to work toward contributing solutions for a thriving and sustainable world.

A Letter from Jeff Immelt



A lot has changed since we began our corporate citizenship reporting eight years ago. We live in a global economy that is defined by its volatility, but at the same time, we have seen amazing changes that will forever affect our future for the better. Cleaner technologies. Increasing reserves of cleaner fuels. Stunning medical breakthroughs. Rapidly growing access to better goods and services in developing markets.

To many, these advances were unimaginable, especially given such a tumultuous economy. However, for a company in its third century like GE, we imagine this and more. At GE, we consider our culture one of our most important assets, and an integral part of our culture is always asking what's next. Today, we see real changes that can lead to growing economies, a sustainable environment and a better life for people and societies. The challenges between here and there only inspire us to think bigger and more creatively, to marshal resources and to work harder to help solve the world's toughest problems. Doing the right thing the right way—as you will see in the pages of this report—is how we define Citizenship.

As in previous years, this report includes a lot of information on a wide range of topics, from greenhouse gas emissions and water use to revenues and supply chain audits. The bulk of the report is focused on three areas: People, Planet and Economy. You'll see discussions about how we are working with partners and customers and helping them to succeed. You'll read about our continuing progress to reduce GE's own emissions and resource consumption, and how we help our customers do the same. You will learn about our efforts to create jobs, build sustainable businesses and tackle healthcare challenges all over the

world. Ultimately, this report reflects our belief in a better way, our relentless drive to invent and our commitment to help make the world work better.

As we work in 2012 and beyond, we're excited about delivering more efficient energy solutions, improving access to quality healthcare at lower cost, making it easier and more efficient to move people and resources to where they are needed, and contributing to stronger and more resilient economies and communities.

Building, powering, moving, curing. It's what the world needs. It's what we do.

Thank you, and I hope you enjoy the report.

A handwritten signature in black ink that reads "Jeff Immelt". The signature is fluid and cursive, with a prominent "J" and "I".

Jeffrey R. Immelt
Chairman of the Board
and Chief Executive Officer

People

GE is a “We Company,” not a “Me Company.” We work together to take on some of the world’s toughest challenges. We take pride in inventing things that matter. Our collaborative high-performance culture inspires our employees to share best practices, to improve every day. We have a long tradition of investing in training and leadership development. Our drive for excellence ultimately benefits the people with whom we engage: our customers, investors, suppliers and community members. GE is committed to helping our customers succeed, creating shareholder value and helping to build enduring communities. We recognize that deep, long-term relationships with all of our partners is a competitive advantage. We continually work to align our Citizenship strategy to support these relationships, which move our business forward and help create a world that works better.

CUSTOMERS

Customers are increasingly important collaborators, particularly in the product-development cycle. Whether we are measuring our products’ impact on customers or convening a global summit to facilitate cross-regional learning and networking, GE is committed to strengthening our bond with customers and growing our mutual accomplishments. We continue to do this by using metrics that align our functions with value for customers, and by providing GE’s unique insights, tools and operational best practices to help address our customers’ business challenges through programs like Access GE. We have conducted over 8,500 Access GE events to help more than 6,500 customers since 2000, and recently launched a new GE Capital Access Web-based customer portal.

EMPLOYEES

GE works to create an atmosphere of openness, integrity and respect where our employees can thrive. We do this by listening, through periodic employee surveys, and through our 750-person ombuds network and other reporting mechanisms that cover every business and country in which GE operates. We invest over \$1 billion each year in employee learning and development, offering both traditional and experiential learning opportunities that increase skills. We respect employees by maintaining constructive labor relationships with hundreds of employee representatives throughout our operations. Our goal is to create and sustain an inclusive work environment where all employees feel that they are both treated

fairly and have the opportunity to succeed. We continue to maintain our world-class Environmental, Health and Safety (EHS) programs in all our locations.

COMMUNITIES

GE businesses depend on the infrastructure, skills and institutions of stable, prosperous societies and on healthy environments. To succeed as a global business, we need to be part of building the societies where we operate. We bring our talent, expertise and resources to help solve some of the world’s most pressing challenges, from building new infrastructure for a warming and increasingly urban world to addressing urgent needs in healthcare and education. We seek to make a positive impact both commercially and philanthropically through efforts like Developing Health™, which addresses issues of access to healthcare for underserved people in the U.S., where GE supports 72 health centers in 19 cities. Since 2009, our total Developing Health commitment of \$23.4 million and more than 31,000 employee volunteer hours has enabled access to primary care services for more than 1 million people.

SHAREHOLDERS

GE is one of the most widely held stocks in the world. Ownership of the Company can and does benefit millions of people through flows of dividends and capital benefits, both to individual shareowners and through such intermediaries as pension funds and insurers. About half of GE’s issued shares are owned by individuals, including many of the Company’s current and past employees, and in the last four years non-U.S. ownership has grown to more than 10% of the Company as a result of efforts to globalize our investor base.

Citizenship is a critical value driver for GE and for many of our shareholders, and our approach is clearly aligned with the interests of long-term investors. We offer exposure to a portfolio of infrastructure businesses and fast-growing emerging markets, combined with the disciplined management and culture of compliance needed to manage the corresponding risk and complexity. Over the last five years, the Company’s research and development budget has increased by more than 50%, to \$4.6 billion in 2011—investments that have focused increasingly on core societal challenges, from the need for clean energy and energy-efficient transportation and infrastructure equipment to clean water and affordable healthcare.



THE GE FAMILY CONTRIBUTED
MORE THAN \$198 MILLION
TO COMMUNITY AND
EDUCATIONAL FOUNDATIONS

\$198M

19%

REDUCTION IN
LOST-TIME CASES

REDUCED INJURY AND
ILLNESS RATE BY 26%

COMMITTED MORE THAN
\$10 MILLION

IN CASH, EQUIPMENT AND SERVICES

TOWARD

AREAS AFFECTED BY

THE TSUNAMI

THAT STRUCK JAPAN

\$3B

INVESTED IN
HEALTHYMAGINATION

GE VOLUNTEERS COMMITTED

1.3M HOURS

ON 6,200

INITIATIVES

Planet

Increasing resource scarcity, ongoing climate change and declining water availability are challenges to global growth and the ability of 9 billion people not just to live, but to live well. All of these trends have a direct effect on GE, as our products and methods of production depend on available resources. As a result, we pursue ongoing efforts to track and diminish our impacts, whether in our supply chain, our owned operations or our products in use.

WATER

GE works to understand and address the water impacts of our operations and the products we manufacture. This includes understanding our exposure to physical, regulatory and reputational risks as well as looking for ways to reduce the water footprint of our products throughout their life cycles. We also advocate for public policies that price water more accurately so that water reuse becomes a viable and attractive option. We have continued to increase the accuracy of our water-use inventory through improvements in data quality and collection, while also reducing our freshwater use to 9.1 billion gallons in 2011, a 13.5% decrease from 2010. In addition to these efforts in our operations, our products and services help others reduce their own water consumption, from front-load clothes washers to water-efficient natural gas turbines.

ENERGY

Energy management at GE is led by a cross-functional team of experts applying a variety of strategies, from operational footprint reductions and new technology to utilities sourcing, compliance strategies and innovative financing. We continue to conduct Energy Treasure Hunts in our global operations, and one of our businesses is piloting “ecomagination Nation,” an employee-engagement program using online collaboration, training and recognition for meaningful contributions to optimizing energy use and reducing operational costs. Many of our new and retrofitted buildings are using the international LEED standard to optimize energy use. All of these efforts contributed to GE’s reducing our energy use to 48.17 MMBtu in 2012, 4% below 2010 levels and a 19% reduction from our adjusted 2004 baseline.

ENVIRONMENT AND RESOURCE MANAGEMENT

GE’s product and service offerings depend on an array of natural resources beyond energy and water. Some of these are increasingly difficult to obtain as sources of certain materials become strained, while others may be hazardous materials whose use should be limited. These and other issues require GE to work through our internal Environmental, Health and Safety (EHS) program while proactively engaging with suppliers and reviewing product design to anticipate and address these potential constraints. Our efforts are supported by Gensuite® applications that provide real-time performance metrics to our EHS teams and operating leaders around the world, as well as a life cycle management (LCM) approach to understanding the total environmental impacts of our products and solutions, which enables rigorous review and performance enhancements.

For over a decade, we have worked with suppliers, through our Supplier Relationship Guidelines, to help ensure that they respect employee safety, labor and human rights, security, and the local environment. While this system has led to a greener supply chain, in 2011 we expanded our approach to support sustainable, long-term improvements by adding resource efficiency as an expectation of our suppliers, and developing a new assessment tool for evaluating and encouraging improvement in a supplier’s management system.

INSTALLED WIND TURBINES BASE
INCREASED FROM 24,500 MW

TO 27,200—
ENOUGH TO POWER
6.6 MILLION
U.S. HOMES ANNUALLY

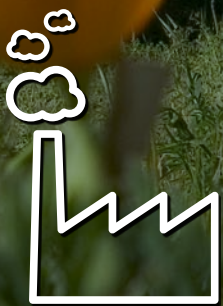


FRESHWATER USE
REDUCED

35%

FROM OUR 2006 BASELINE

GE'S ENERGY USE
OF 48.17 MMBTU WAS
19% BELOW OUR
ADJUSTED 2004 BASELINE



GHGs
WERE REDUCED

29%

SINCE 2005, GE HAS
TRAINED OVER
3,000 EMPLOYEES
TO IDENTIFY AND QUANTIFY
OPPORTUNITIES FOR ENERGY-USE REDUCTION

Economy

The world's urban population will reach 4.9 billion by 2030. For growing cities to be habitable, they will require vast improvements to infrastructure systems such as water, transportation, healthcare and energy. We also know that sustainability in this context will require investing in legal frameworks, public policy and human rights. GE invests in both physical and social infrastructure in order to provide systemic solutions to the world's complex challenges.

PUBLIC POLICY

Because GE is one of the world's largest companies, public policy decisions will inevitably affect our business, our workers and our communities. Accordingly, the Board of Directors believes that it is in the best interests of shareowners for GE to engage in thought leadership to support sound public policies. We seek to inform discussions by promoting thoughtful civil discourse grounded in strong, reasoned analysis. We work in partnership with governments, believing that tackling the world's biggest problems will be possible only if governments and industry work together as partners. Each year, GE evaluates public policy priorities and actively engages in discussions of pressing issues in such areas as energy, healthcare, financial services, international trade and investment, tax, and government procurement. We continue to be committed to engaging with governments—globally, nationally and locally—through constructive dialogue, the promotion of innovative public policy ideas, the formation of novel public-private partnerships, and investments in solutions that can help address the fundamental challenges that confront societies.

SUSTAINABLE SYSTEMS

GE is dedicated to bringing to market innovative solutions that provide resources, create jobs, and minimize impacts on the environment and the public to create a more sustainable infrastructure and society. We work directly with our customers on some of the world's most complex challenges, ranging from advanced water-reuse capabilities in water-scarce regions to reshaping a nation's energy infrastructure to become "smarter." We do this because it's the right thing to do, and because there is a clear business opportunity to create efficient, environmentally friendly products. We invest in a range of solutions in order to remain flexible in meeting future needs. GE's products and services help meet societies' needs, but

this is done in conjunction with reducing the impacts of our own supply chain, products and operations to mitigate our direct impact on the planet.

GOVERNANCE & COMPLIANCE

Strong compliance and governance processes are more important than ever for global organizations, and GE infuses compliance and governance into every aspect of our business. The GE commitment to performing with integrity is instilled in every employee, guided by our integrity policy, *The Spirit & The Letter*, and underscored by an extensive system of policies, processes, training and communications. Companywide, GE employees acknowledge this commitment to abide by GE integrity policies, and receive training to help them apply those policies to their particular job functions. They are supported by extensive financial and legal compliance processes and an open reporting environment in which employees are encouraged to raise integrity concerns without fear of retaliation. We are also developing common tools and guides for use by GE's Internal Audit function and GE businesses when conducting site visits, continuing to push for transparency and integrity in the international marketplace, and taking steps to ensure that the unique attributes of government business are handled with integrity.

JOB CREATION

Job creation is among the critical factors that ensure a vibrant economy and healthy society. No matter where you live in the world, the ripple effect from creating even one job lifts families, neighborhoods and local economies. Our evolution as a global competitor reflects an ever-deepening knowledge of emerging markets and the development of a strategic portfolio designed to get closer to the customer through localization. Over the past few years, we have increased our number of senior leaders outside the U.S. by 50%, and we have added about 1,000 infrastructure salespeople every year in emerging markets. GE is spurring a reinvigoration of the manufacturing sector in the U.S., and GE has announced the creation of more than 13,000 jobs in the U.S. since 2009.

GE'S GLOBAL BUSINESS GENERATED
\$18 BILLION
WORTH OF EXPORTS
FROM THE U.S.

GE AND GE FOUNDATION
HAVE CONTINUED TO
SPONSOR THE
ABA RULE OF LAW PROJECT,
A GLOBAL EFFORT TO
STRENGTHEN
RULE OF LAW

GE SPENT
\$4.6 BILLION
IN RESEARCH AND
DEVELOPMENT—
HALF OF THAT
AMOUNT TOWARD
ECOMAGINATION
PRODUCTS

COMMITTED
\$122 BILLION
IN THE U.S.
IN THE PAST YEAR TO
MIDDLE-MARKET FUNDING



GE AIRCRAFT ENGINES WERE
USED FOR SOME OF
THE FIRST REGULARLY SCHEDULED
AIRLINE PASSENGER FLIGHTS
USING BIOFUELS

Performance Highlights

PEOPLE

Contributed an estimated 1.3 million GE volunteer hours on 6,200 company-sponsored initiatives

Contributed more than \$198 million to community and educational foundations, including more than \$115 million from the GE Foundation

Increased number of GE facilities that were certified by our HealthAhead program, and all GE campuses are now tobacco-free

Committed more than \$10 million in cash, equipment and services to aid victims of the tsunami that struck Japan

Touched 700 million lives and invested \$3 billion toward enabling better health, and validated 53 healthymagination products since 2009

Committed another \$11.4 million and 31,000 volunteer hours to support 72 healthcare clinics in more than 20 cities that have touched more than 1 million lives

Reduced GE's recordable injury and illness rate by 26%

Created hundreds of partnerships to meet customers' needs for strategic support in 2011, including Access GE's 2.5-day executive education program for senior leaders of GE Capital clients

PLANET

Committed \$2.3 billion in ecomagination research and development toward our goal of \$10 billion

Added 34 new products and solutions to ecomagination's portfolio

Reduced use of GE energy to 48.17 MMBtu, 19% below our adjusted 2004 baseline

Reduced our freshwater consumption by 35% from 2006 baseline

Reduced our wastewater and air exceedances by 45% and 37%, respectively

Reduced GE's greenhouse gas emissions of 5.09 million MT of CO₂ equivalent by 29% from our adjusted 2004 baseline

Increased the total installed base of all GE wind turbines from 24,500 MW in 2010 to 27,200 MW, avoiding approximately 50 million MT of CO₂ equivalent emissions

Trained more than 3,000 employees to identify and quantify opportunities for energy-use reduction

Completed more than 200 Energy Treasure Hunts in our global manufacturing and service facilities since 2005

Expanded the ecomagination portfolio to more than 140 products and solutions

Performance Highlights

ECONOMY

Achieved unprecedented equipment and service orders, which drove the backlog to a record of \$200 billion

Continued to sponsor the ABA Rule of Law Project, a global effort to strengthen rule of law via GE and GE Foundation efforts

Supported rule-of-law efforts in developing countries around the world, ranging from Albania to Yemen, in partnership with Partners for Democratic Change via GE's global public policy and national executive teams and the GE Foundation

Generated \$21 billion in revenue from ecomagination's product portfolio

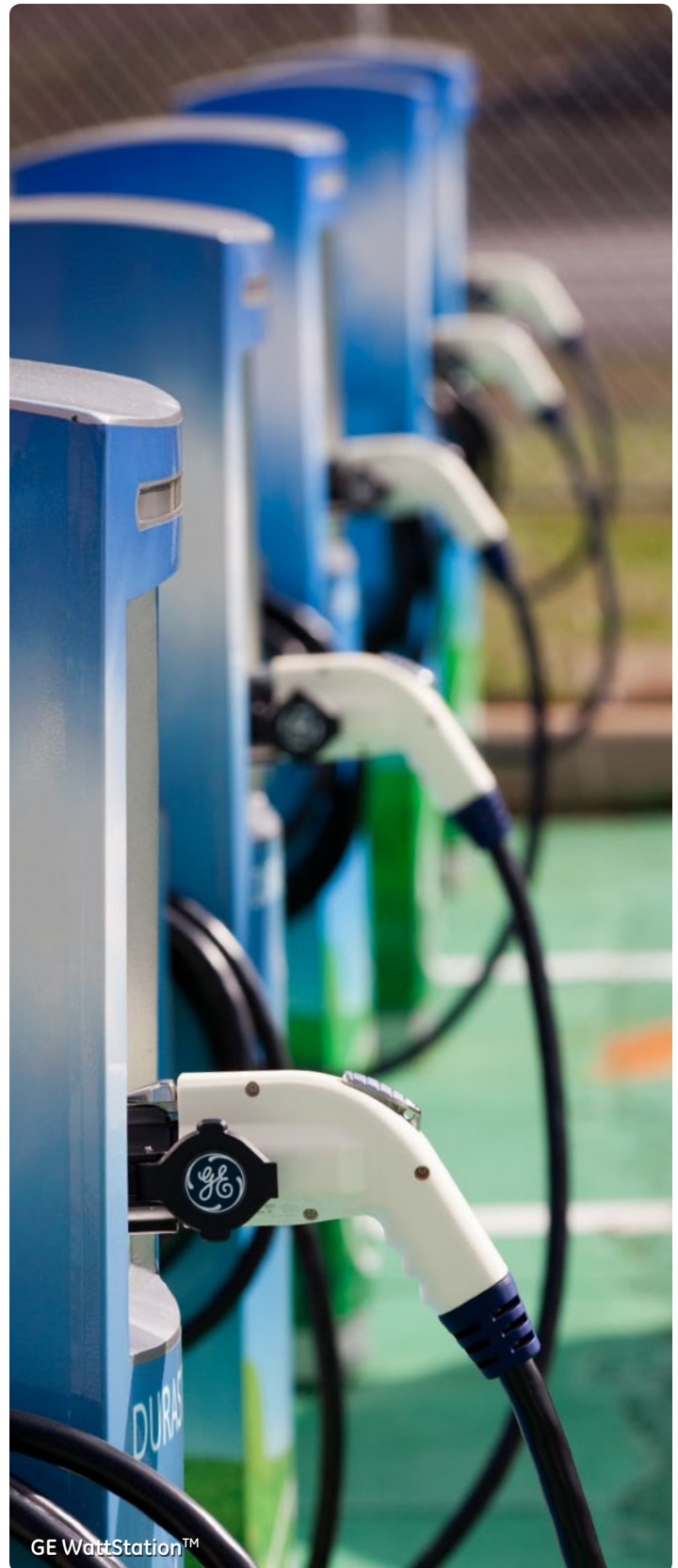
Committed \$1 billion to speed the fight against cancer and deliver better care to 10 million patients around the world by 2020, which included the launch of a \$100 million healthymagination Open Innovation Challenge

Announced the creation of 13,000 new jobs in the United States since 2009

Achieved \$18 billion of international sales of American-made products

Publicly supported trade liberalization in forums such as the TransAtlantic Business Dialogue and APEC

Cochaired the B20 Anti-Corruption Working Group meetings. GE supported a number of anti-corruption programs, including a project in Russia to implement codes of conduct in the energy supply chain



GE WattStation™

Contact Information

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(203) 373-2211

LEARN MORE

Learn more about GE and its Citizenship performance:

www.ge.com
www.gecitizenship.com
www.gefoundation.com

Read the 2011 GE Annual Report:

www.ge.com/ar2011

Find detailed news and information on GE's strategy and its businesses:

www.ge.com/news
www.ge.com/investors

CORPORATE OMBUDSPERSON

To report concerns related to compliance with the law, GE policies or government contracting requirements, contact us at ombudsperson@corporate.ge.com

or:

GE Corporate
Ombudsperson
P.O. Box 911
Fairfield, CT 06825
ph: (800) 227-5003 or (203) 373-2603

GE BOARD OF DIRECTORS

For reporting concerns about GE's financial reporting, internal controls and procedures, auditing matters, or other concerns to the Board of Directors or the Audit Committee, contact us at directors@corporate.ge.com

or:

GE Board of Directors
GE Corporate (W2E)
3135 Easton Turnpike
Fairfield, CT 06828
ph: (800) 417-0575 or (203) 373-2652

FEEDBACK

Your feedback on GE's progress is appreciated. Please e-mail comments or questions to citizenship@ge.com. For more information on GE's Citizenship strategy or for stakeholder inquiries, please contact:

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