

2012 Sustainable Growth

People

Planet

Economy



GE Citizenship Summary

About This Report

At GE, Citizenship is not an initiative or simply a set of good intentions—it is a full-time commitment to find sustainable solutions that benefit the planet and its people, and which contribute to stable global economies. Our Citizenship efforts are embedded in our core business strategy, it's in the products we make and how we make them, and in the difference we make in communities around the world.

GE is playing a significant role in addressing the sustainability challenges the world faces. We apply the same performance culture, innovation and talent to our Citizenship goals as we do to any other business goals. GE has a rigorous operating rhythm, which includes review and analysis of key areas, including how we manage social, environmental and economic performance. The breadth and depth of the operating rhythm reaches across the entire organization, from our board of directors to individual employees. Thus, each year, we review and clarify the scope of GE's material impacts to ensure our Citizenship strategy is in alignment.

We are committed to maintaining a culture of integrity and transparency. As such, we continue to update our Citizenship performance periodically. Our reporting also takes into consideration our broad engagement with stakeholders, and the areas in which they wish to be informed. We 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 social, environmental and economic impacts—or, what we call People, Planet and Economy. In addition, our reporting model has also changed, from providing "point-in-time" data once annually, to offering dynamic, regularly updated online content, coupled with a yearly snapshot.

We hope that our reporting provides useful information about the shared sustainability challenges facing business and society today. 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.

In brief:

PEOPLE

Focuses on GE's customers, employees, communities and shareholders—both the significant value they bring to the Company and the support that GE provides in working with all of the above.

PLANET

Reviews the scope and management of GE's environmental footprint, with a particular focus on the critical environmental issues of water, energy and climate, as well as the management of other resources that GE uses to provide its products and services.

ECONOMY

Highlights GE's role in supporting a growing, increasingly urban world, in which effective corporate governance, proactive public policy and thoughtful corporate action are needed to help meet global challenges and to support continued development and prosperity.

Welcome to GE's Corporate Citizenship Summary. Whether you call it Corporate Citizenship, CSR or Sustainability, this is



where you'll find that information. Our reporting for 2012 is again organized around three simple themes: People, Planet and Economy, factors that any sustainable business model must take into account as interdependent systems. On our report site, you'll be able to read highlights from the past year, search data, read about our progress versus our commitments, and print out your customized report.



Bob Corcoran
Vice President, Corporate Citizenship

A Letter from Jeff Immelt



At GE, we look at what the world needs and then apply a powerful combination: the profound belief in a better way plus a relentless drive to invent and build things that matter. The result—we believe—is a world that works better.

We are committed to solving problems for our customers and our communities, to finding solutions that benefit the planet, its people and the economy. This commitment is not only part of our business strategy; it is also embedded in our culture. Whether it is the compliant and responsible conduct of our businesses, the philanthropic activities of the GE Foundation, or the countless contributions our people make in communities around the world, we're proud to say GE Works.

Today's world is volatile and uncertain. The population is growing—there will be almost 8.5 billion people by 2030. The middle class is rising—more than 1 billion consumers will join the middle class in the emerging markets in the next few years. And by the end of this century, the global urban population will almost double.

In this environment, many people face real, substantive challenges: energy constraints and a shortage of natural resources such as water; lack of adequate infrastructure to transport goods; and little or no access to critical services such as healthcare. We feel that it is incumbent upon a business such as ours to contribute to society by helping meet those needs. In fact, we think that goes hand in hand with GE's, or any company's, ability to grow, support communities and help sustain economies across the world.

The keys to meeting these challenges are technology and talent.

TECHNOLOGY

GE continues to expand its ecomagination, healthymagination and Industrial Internet portfolios, thereby enabling our customers and communities to be more productive and resilient.

Ecomagination is based on the idea that efficiency can help customers, transform industries and protect the environment. A great example is the work we are doing with Clean Energy Fuels Corp., America's largest manufacturer of natural gas for transportation. Using liquefied natural gas, or LNG, truck fleets can cut fuel costs by more than 25 percent compared with diesel and lower their emissions. But we need the infrastructure. We are providing new equipment that will produce LNG for a network of gas stations for trucks along major U.S. highways.

Healthymagination is about providing better health for more people by focusing on improving quality, expanding access and increasing affordability of care. As part of that effort, GE and several partners sponsored a global

open innovation challenge to identify and bring to market ideas that advance breast cancer diagnostics. Healthcare professionals and patients want to better understand tumors associated with triple negative breast cancer, a more aggressive type of cancer that is less responsive to standard treatments. By improving early detection and enabling more accurate diagnoses, we can help doctors make the best possible treatment decisions based on a patient's unique cancer. The innovation challenge resulted in over 500 submissions from 40 countries. Last year, we invested in five of those ideas to advance their technology and accelerate their speed to market.

TALENT

Innovation like this requires talent, and GE's business is fundamentally about people—our employees, customers, investors, and the communities in which we live and work. As a company, we remain deeply committed to developing people.

It starts with a belief that education systems must align early and always with the changing requirements of the new economy, and our Foundation has had great success in helping local school districts add rigor to their curriculums and get results. It continues with the understanding that employers and educational institutions must collaborate over skills development, as we do with the Get Skills to Work program, which matches U.S. military veterans with advanced manufacturing jobs. It culminates with a focus on creating global leaders, people who can navigate the complexity of our times with clarity, courage and integrity. Developing people is a commitment that doesn't just make us better; it makes everyone better. It is an integral part of how we view citizenship.

I have always believed that companies must deliver for investors *and* be a positive force for change. GE is at its best when it is doing both at the same time. It's what has allowed us to be a sustainable entity for more than 130 years.

We enjoy solving problems, and we know it is good business. We take great pride in working on things that are hard, things that matter. You can see that in the products we make and how we make them, and in the impact our people are making in communities around the world.

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

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


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

Performance Against Commitments Overview

GE's approach to corporate citizenship is driven by a common understanding of the role we can play in helping to solve the world's toughest problems.

Many communities face substantial challenges, such as shortages of natural resources, lack of infrastructure to transport goods, and little or no access to critical services such as healthcare. We feel that it is incumbent upon businesses to contribute to society in order to meet these needs. In fact, we think that responsibility goes hand in hand with our, or any company's, ability to grow and sustain economies across the world.

As a consequence, GE has identified commitment areas based on our core competencies. As with any good business strategy, measuring performance against commitments is an instructive process that helps pinpoint areas for improvement. This section details each of our current commitment areas that intersect with People, the Planet and the global Economy.



OUR EMPLOYEES
Their work environment, personal health, opinions and personal development.

COMMUNITIES
Community support through our philanthropic giving and volunteerism, primarily in health, education and the environment.

CUSTOMERS & SHAREHOLDERS
Continued creation of valuable, sustainable products and partnerships in best practices.



ENVIRONMENT & RESOURCE MANAGEMENT
Monitoring and mitigation of GE's footprint.

PRODUCTS & SERVICES
Continued development of our ecomagination and healthymagination products and services.



PUBLIC POLICY
Continued engagement with regulators, NGOs, industry leaders and stakeholders to help shape public policy.

GOVERNANCE
Ensuring transparency, openness, compliance and integrity.

SUSTAINABLE SYSTEMS
Infrastructure support, power, water, healthcare, energy and transportation.

Reporting Process

GE periodically evaluates its approach to Citizenship to ensure that the scope of GE's material impact and business strategy align with our Citizenship strategy. In addition to reporting on areas that align directly with GE's overarching business strategy, we receive input internally from our own subject-matter experts and employees regarding areas of sustainability for which they wish to receive updates. Examples include reviews of our functional performance, such as EHS; of our product portfolios, such as healthymagination and ecomagination; and of our community impacts.

At the same time, we solicit external feedback from our key stakeholders. Across the globe, we engage with hundreds of customers, regulators, NGOs, academics, government bodies and other partners through industry associations; convenings; investor meetings; and in everyday conversations between our sales teams and customers. In the process, we learn which issues and concerns our stakeholders want to know more about, and then assimilate that information into the construct of our reporting process.

We are also mindful to provide progress updates in a simple, easy-to-use format. Again, we reach out to our stakeholders to gain their perspectives on how we might best convey our progress. Based on their responses, we aligned our Citizenship content to follow the well-known environment, economic and social (EES) format—or what we at GE call People, Planet and Economy.

We have created an online Citizenship report site, and we will continue to update its information throughout the year. This report includes links to relevant additional information on the broader Citizenship website, including case studies, interviews and videos on key challenges, dilemmas and opportunities. The site also features input from stakeholders in the form of blogs; stakeholder perspectives are unedited by GE.

This online content is produced for the benefit of all stakeholders, including our employees—the people whose actions define us every day.

2012 Report Highlights

Over the past year, GE has made progress in a range of focus areas, from improving employee healthcare to advancing the use of energy-efficient infrastructure.

PEOPLE

- Contributed an estimated 1.3 million GE volunteer hours through 7,400 company-sponsored initiatives.
- Committed more than \$219 million to community and educational organizations, including more than \$130 million for the GE Foundation.
- Committed more than \$5 million in grants to victims of Hurricane Sandy.
- GE Foundation's Developing Health program has supported over 300 health centers in 14 countries, touching ~15 million lives.
- GE has certified 450 sites for its HealthAhead program, 100 of them in 2012 alone.
- GE's Patient Care Capacity Management Solution (CCMS) helps hospitals find ways to provide patients with better care. St Luke's Episcopal Hospital in Houston, Texas, used GE's CCMS to design operational care pathways that balance patient care. In less than two years, the hospital has freed operating room capacity for 750 more patients annually.
- GE has validated another 12 healthymagination products, bringing the total portfolio to 66 since healthymagination's inception in 2009.
- Healthymagination invested another half-billion dollars in healthcare, bringing the total to \$3.4 billion since 2009.

PLANET

- Identified \$7 million in savings from Energy Treasure Hunts at GE locations.
- GE celebrated its 20,000th wind turbine installation in conjunction with its 10-year anniversary in the wind industry in November 2012. Altogether, GE's 20,000-turbine fleet has the capacity to power the cities of Hong Kong and London for an entire year.
- GE reduced its GHG emissions by 32% from the 2004 baseline.
- GE's freshwater use was reduced by 46% from the 2006 baseline.
- GE's Fuel & Carbon Solutions (FCS) helps airlines reduce fuel consumption by combining advanced data analytics. GE estimates that FCS could save the global airline industry more than 1.3 billion gallons of fuel annually and eliminate more than 12.4 million metric tons of CO₂.
- GE Oil & Gas Chesapeake Energy created a compact refueling solution, a compressed natural gas system called CNG In A Box™. For every fleet vehicle filled with CNG instead of gasoline, carbon dioxide emissions equivalents are reduced by about 24% annually.
- GE Foundation supported the launch by the Institute for Sustainable Communities (ISC) of a new Employee, Health and Safety Academy in China.
- GE, in partnership with Azul Brazilian Airlines, Embraer, and Amyris Inc., conducted a demonstration flight using an innovative, renewable jet fuel produced from Brazilian sugarcane. This jet fuel could reduce greenhouse gas emissions up to 82%, as compared to conventional fossil-derived jet fuel.

2012 Report Highlights

ECONOMY

- Since 2000, we have paid out \$106 billion in dividends, more than we paid in our first 125 years combined.
- At \$100 billion of revenue and with 15% margins, we are the largest and most profitable infrastructure company in the world.
- GE's rail optimization uses data analytics to improve operating costs. Norfolk Southern estimates that every 1mph increase in network speed saves them \$200 million in annual capital and operating expense.
- We returned \$12.4 billion of cash to investors and stock buybacks.
- GE launched a new interactive platform called the Ideas Lab (www.IdeasLaboratory.com) to facilitate informed dialogue about the most critical issues affecting America's economic future. Ideas Lab collates content from the Web and asks experts from across the political spectrum to offer answers to America's toughest challenges.
- GE continued our \$2 billion commitment to China with the opening of an \$80 million research and development center in Chengdu that will focus on products in healthcare, energy and transportation.
- To support Saudi Arabia's vision of diversifying its economy, GE has committed \$1 billion to local investments over the next three years to strengthen manufacturing capabilities and drive innovation.
- For the second consecutive year, GE co-chaired the B20 Working Group on Improving Transparency and Anticorruption, which provided G20 recommendations for measures to reduce both the supply and the demand side of corruption.

Engagement & Decision-Making

GE recognizes that engagement with external stakeholders is not only an imperative to our business success, it is critical to the success of our Citizenship strategy. Across the globe, we engage with hundreds of customers, regulators, NGOs, academics, governmental bodies and other stakeholders. These interactions take place within industry associations, convenings and investor meetings, and in everyday conversations between our sales teams and customers.

Internally, the integration of Citizenship priorities with business strategy starts at the top. The Board of Directors is responsible for overseeing how management serves the interests of shareowners and other stakeholders. The Board and its committees consider such issues as: risk management; environmental, social and regulatory challenges; and global trends. GE also considers employees' views, through town hall meetings, official surveys and day-to-day interactions with our vast volunteer network. All of this helps to shape the focus of our Citizenship efforts.

Our natural operating rhythm of global review sessions plays an important role in shaping Citizenship efforts. For example, Session E, which focuses on our global environmental, health and safety (EHS) efforts, helps to guide us in our continued performance in this area. Our Session T, a technology-planning process, draws on feedback from customers and business, as well as technology leaders, to develop ideas that lead to new or better products for society.

GE continually strives to connect with external parties, such as policy leaders and NGOs, in order to gain insight and perspective with regard to corporate citizenship. We have created several external advisory panels whose participants—academics, industry leaders and technical experts—possess a wide variety of expertise. Our advisory panels for ecomagination and healthymagination challenge and sharpen our focus on innovation, driving the performance improvements of these programs. In addition, our Citizenship Advisory Panel plays a key role in providing external Perspectives from these advisory panels, which can be found on this website, as well as on our ecomagination and healthymagination websites.

As the global community faces significant sustainability challenges, we believe it is incumbent upon industry leaders such as GE to contribute to local and international policy debates on sustainability. Our leaders continually reach out in these areas to ensure that GE has a voice and is aware of new ideas and initiatives. GE periodically convenes summits that bring together industry leaders, NGOs and academics to openly discuss and debate a particular challenge.

Engagement for GE is a key component of being a good corporate citizen. Whether through day-to-day activities or formal and informal mechanisms, such as our operating rhythm, summits or open blogs, we believe it is incumbent upon us to ensure transparency in our Citizenship efforts.

Perspective from the GE Citizenship Advisory Panel

WHAT WE DO

The GE Citizenship Advisory Panel supports, challenges and advises GE on its approach to sustainability. The panel engages with the Corporate Citizenship team and with business and functional leaders to support the company in developing its approach to stakeholder engagement and in understanding and developing solutions to address social, environmental and economic issues.

In 2012–2013, the panel began a process of review with the business, identifying a range of emerging and maturing issues and engaging in discussions with senior managers on key areas such as how GE is integrating social and environmental criteria into its research and development processes, how it is implementing its human rights policy, how it views its responsibilities to contribute through taxation to the countries where it operates, how it is developing the next generation of environmental strategies and goals, and how it is embedding sustainability at the country and business unit level.

CURRENT MEMBERS



ISABEL HILTON is an international journalist and broadcaster. She is the founder and CEO of China Dialogue, a website that publishes information and debate on environmental issues in English and Chinese.



JANE NELSON has been working with businesses, governments and multilateral agencies on sustainable development since the first Rio Earth Summit, in 1992. She is director of the Harvard Kennedy School's CSR Initiative and a Senior Fellow at the school's Mossavar-Rahmani Center for Business & Government.



VALDEMAR DE OLIVEIRA NETO has set up a series of organizations and programs in Brazil promoting human rights, corporate social responsibility and social entrepreneurship. He is regional representative for Fundación AVINA in Latin America.



NICK ROBINS has more than 20 years' experience in the financial, business and policy dimensions of sustainable development. He leads the Climate Change Centre of Excellence at HSBC in London, researching and communicating the implications of climate change for the bank and its clients.



DAWN RITTENHOUSE is Director of Sustainable Development for the DuPont Company. She is responsible for DuPont's efforts on climate change, and works with DuPont businesses in integrating sustainability initiatives into their strategy and business management processes.



THERO SETILOANE is a veteran of South Africa's mining sector, working at the intersection of business strategy, community engagement and economic development. He is the CEO of Business Leadership South Africa, an association of South Africa's largest companies committed to addressing the challenges of poverty, inequality and unemployment.



SALIL TRIPATHI, through his work at Amnesty International and now as the policy director of the Institute for Human Rights and Business, has supported the involvement of business in advancing human rights. He is also a writer and journalist on economic, political and cultural issues.



JAMES BRADFIELD MOODY, new to the Panel in 2013, is an engineer, entrepreneur and leading thinker on technology and sustainability. He is now CEO of sharing economy start-up TuShare and was previously executive director, Development, at Australia's first national science agency, The Commonwealth Scientific and Industrial Research Organisation (CSIRO).

The panel is convened by Dr. Simon Zadek, independent adviser to GE. Panel members advise GE in a personal capacity.

Perspective from the GE Citizenship Advisory Panel

PANEL COMMENTARY

Jeff Immelt has called 2013 “another typical year in the Reset Era.” We agree. Around the world, economies and institutions are emerging from economic crisis, but are struggling to develop scaled, resilient solutions to the challenges of energy and climate, resource crunches, political and financial uncertainty, crime and insecurity, poverty, unemployment, and inequality. For the “reset” to be successful it must be not just a wave of government austerity and private sector cost-cutting, but a creative wave that finds new ways to accelerate sustainable development.

GE has been one of the leaders in embedding a shift in business thinking and practice over recent years, recognizing that environmental, social and governance challenges are core business challenges, and that transformative change is needed both in the private sector and in public policy to address them. But there remains a big gap between the scale and speed of current action and the magnitude and urgency of the world’s challenges.

GE’s sustainability strategy, goals and reporting framework cover material issues such as implementation of supply chain standards, energy efficiency and use, greenhouse gas emissions and water impacts, and upholding high ethical standards. In general, the approach is one of incremental change, improving the social and environmental performance of existing business models year on year. This is important, but it is not disruptive. As Peter Bakker, President of the World Business Council for Sustainable Development, has said, “Even if we add up every sustainability program globally, it’s not enough to create a sustainable world... We need solutions that we can scale up fast.”

GE can execute on a scale few can match, and has reoriented its business toward global opportunities in providing infrastructure in developing countries and developing new solutions through the “Industrial Internet.” At the same time, even a company on the scale of GE cannot solve global challenges on its own. Furthermore, as Jeff Immelt highlights, there is a danger that “size can breed a perversion of bureaucracy, a sense of entitlement and a distance from reality.” To combine scale and agility, GE is seeking to embed entrepreneurialism into its mind-set: responding to customers, focusing on solving problems, and moving faster and with purpose. Collaborations and partnerships must also be part of this entrepreneurial approach to solving problems.

Some of the key areas we have discussed as a panel are what the magnitude and urgency of global problems mean for the targets that GE sets itself, and how it pursues those targets through its products and its global reach.

GE must continue to set and update global goals that are truly stretching. Moreover, both GE as a company and the sectors, value chains and national economies it is involved in need to find ways of measuring themselves routinely against a benchmark of “what is needed” to deliver sustainable prosperity for all. Governments are continuing negotiations to narrow the gap between the current targets for reducing greenhouse gas emissions and the levels that scientists tell us are needed to limit climate change to a rise of 2°C. However, significant steps are not expected until the end of 2015. Meanwhile, ongoing debates are shaping a new set of global Sustainable Development Goals (SDGs) also aiming far beyond 2015. GE’s long-term thinking and goal-setting should be part of this global debate, and should aim to align the company as a key solution provider and partner in the global agenda for sustainable development.

As GE develops into a global growth organization, with software and services playing an ever more important role, it is important that sustainability expertise be integrated throughout the company. This does not mean adding another layer of “checkers,” but ensuring that sustainability thinking is embedded in every discipline within the company, and enabling “doers” to build relationships with stakeholders, to understand challenges and to enable the company to move fast and responsively. Investing in capability and people inside the company, and helping to build institutions as well as infrastructure outside, will be crucial.

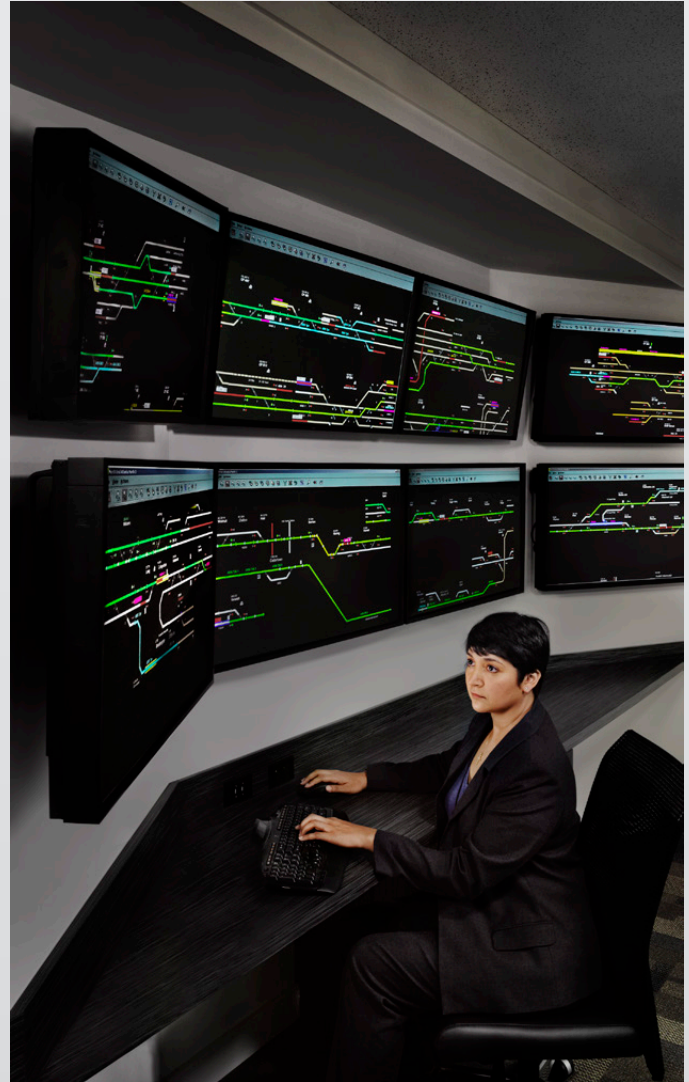
One example where GE has moved fast and put its scale into action has been in the “shale revolution.” Unconventional gas is both an opportunity and a challenge in tackling climate change, and has significant local environmental implications. GE can play an important role both in helping its clients deal with the sustainability challenges and in contributing to national and international debates on how best to use this resource judiciously, as part of the transition to low-carbon economies.

Perspective from the GE Citizenship Advisory Panel (continued)

The imperative of the disruption of existing business models to meet the scale and urgency of sustainability challenges intensifies the importance of being able to identify and respond to issues wherever they arise. Some of the specific challenges we have begun to explore with the company include:

- The potential for using the industrial Internet as a platform for a new generation of multi-sector collaboration and for problem-solving beyond efficiency.
- How to set a next generation of environmental targets and relate them to the scale of global challenges.
- Understanding and reducing product impacts across their whole life cycle.
- How GE can build sustainability capacity as it seeks to build businesses across Africa, in Myanmar, and in other countries emerging from underdevelopment.
- What role GE should play in advancing public debates to find common ground between corporations, governments, civil society and the media regarding the fairness, efficiency, transparency and workability of tax systems.
- Understanding the responsibility of the company for the impacts of its products in use, or misuse.

It is, of course, impossible for a panel that meets once or twice a year, or indeed for a retrospective sustainability report, to capture every issue that matters everywhere in a company of GE's size and diversity. What is important is that the company's ambition and strategy be aligned to sustainability and that it build the structures, processes and skills needed to identify related risks and opportunities. We look forward to working with GE over the next year as it continues to develop these processes, structures and skills in its global growth operation.



Materiality Analysis

For GE, materiality is the intersection of issues that are important to our stakeholders and issues that are the most relevant and significant to the success of our businesses.

Recognizing the energy and resource intensive nature of manufacturing operations and products, and the fact that we operate in a variety of governance situations around the world, we understand that our stakeholders play a role in our success and in our continuing to be a good corporate citizen. Our stakeholders care about resource constraints, including those related to the environment, energy and water, as well as to the importance of ethics and human rights. One area of particular focus has been the relationship between technology and critical global needs for energy, water and food—specifically, how innovation and technology can improve the quality, cost of and access to those needed resources, and the role that GE can play to that end through research, analysis and financing.

From the business perspective, material issues are identified and acted on through our disciplined operating rhythm. There are numerous formal review processes with our operating rhythm regarding risk, employee health and safety, operations, our talent, and our compliance and business strategy. Our strategic growth planning sessions, emphasize a set of basic business drivers that support strong, sustained economic performance and organic growth. This includes a focus on innovation and market leadership combined with controlling our costs and managing risks. GE businesses and locations confront unique circumstances, but there are a few common issues—including energy, climate change, water scarcity, resource availability, economic stability, labor and the rule of law—that touch most, if not all, of our businesses.





We place a strong emphasis not only on identifying and mitigating our risk of potential negative impacts, but also on recognizing the role we have to play in addressing some of the world's greatest challenges. Many of our businesses sit squarely in the middle of meeting such challenges—from needs that range from low-carbon energy and clean water to transport and healthcare for growing or aging populations. Helping our stakeholders meet these needs, whether through our products and services or through the benefits we provide to our employees and communities, is critical to our business success.

When integrating stakeholder and business perspectives, the rationale for our Citizenship strategy is clear. We are committed to finding sustainable solutions to benefit the planet, and its people. We are mindful of our limited natural resources and the environment, and we do our work ethically and responsibly. You can see it in the products we make and how we make them, and in the difference we make in communities around the world. We will continue to review and adjust our approach based on business needs and stakeholder feedback, but many of our current material issues will be areas of long-term focus for GE.

People

PROGRESS



2012 COMMITMENTS	STATUS	PROGRESS	2013 COMMITMENTS
EMPLOYEES			
HealthAhead: <ul style="list-style-type: none"> • Certify 100% of all large established GE sites (100+ employees) by the end of 2012. • Launch enhanced HealthAhead and small-site program for 2012. 		<ul style="list-style-type: none"> • During the year, 99 new sites were certified. This translates to 95% of large GE sites (100+ employees) being certified as of 2012. Four out of nine businesses reached 100% certification by the end of the year. • Launched second generation, with 100 early adopters. Launched small-site program, with 40 sites participating. 	HealthAhead: <ul style="list-style-type: none"> • Continue to grow small-site program and continue to integrate new sites, maintain 95%+ aggregate certification rate. Incorporate simplification opportunities.
Drive long-term GE employee health through the following: <ul style="list-style-type: none"> • Increase the number of adults taking annual physicals. • Increase the number of preventive screenings conducted. • Motivate employees and family members to participate in health risk questionnaire (HRQ) and associated lifestyle coaching. 		<ul style="list-style-type: none"> • Over 75k adults received preventive exams and ~60% of HealthAhead sites maintained or increased their adult physical rates. • Maintained high rates of preventive screenings, with over 15k employees screened at onsite events, and 28% of HealthAhead sites increased their preventive screening rates. • 5x increase in employees/spouses completing HRQs. Over 20k employees completed risk assessments and ~1/3 went on to complete lifestyle coaching programs. 	Drive long-term GE employee health through the following: <ul style="list-style-type: none"> • Encourage broad biometric screening to increase employees' understanding of their key health metrics. • Increase employee access & utilization of healthy meals/fitness centers. • Develop GE-wide healthy-weight initiative. • Pilot targeted programs for employees with at-risk conditions.
Health-related absence: <ul style="list-style-type: none"> • Continue to reduce U.S. health-related absence. • Operationalize international health-related-absence program; launch in 14 countries in 2012. 		<ul style="list-style-type: none"> • Reduced U.S. health-related absences by 9%—10 years with continuously declining absence rates. • Developed absence baseline in 12 countries, identified early improvement opportunities: days, cost and controllership. 	Health-related absence: <ul style="list-style-type: none"> • Continue to maintain or improve employee health-related-absence trends. • Support development of global enterprise standard(s) to increase impact.
Strive to limit the annual increase in U.S. healthcare cost.		Continued decrease in U.S. healthcare cost. Since 2008, GE has managed U.S. healthcare costs to less than 3% growth per year.	Continue to lead the market with innovations to decrease healthcare costs while improving the quality of healthcare at both the company and the community levels.

People

PROGRESS

2012 COMMITMENTS	STATUS	PROGRESS	2013 COMMITMENTS
EMPLOYEES (continued)			
Achieve a 15% reduction in recordable illnesses and injuries.		The recordable illness rates (RIRs) of our businesses remain below the averages for their respective industries. The primary driver for a 3% increase in the rates was a Norovirus outbreak at an office building in the U.K. There were 189 recordable illnesses. GE would have had a 3% RIR improvement without this incident.	Achieve a 10% reduction in recordable illness and injuries.
Achieve a 15% reduction in days away from work incident rate (DAFWIR).		The DAFWIRs in GE's businesses remain below the averages for their respective industries. The primary driver for a 13% increase in the DAFWIR was a Norovirus outbreak at an office building in the U.K. There were 188 lost-time cases. GE would have had a 5% DAFWIR improvement without this incident.	Achieve a 15% reduction in days away from work incident rate (DAFWIR).
Achieve zero work-related fatalities.		There were no work-related employee fatalities in 2012. There was one contractor fatality in 2012. The contractor fatality was the result of a motor vehicle accident.	Keep work-related fatalities at zero.
Continue to drive safety and environmental excellence programs at sites globally.		Thirteen sites were added to excellence programs. GE has a total of 255 sites that have met the criteria for one of our excellence programs. They include 120 sites in the U.S. OSHA Voluntary Protection Program (VPP), making GE the largest private-sector participant.	Continue to drive safety and environmental excellence programs at sites globally.
New in 2013.			Implement GE's management expectations for all regulated high-hazard sites.
New in 2013.			Develop a GE combustible-dust program.

People

PROGRESS

2012 COMMITMENTS	STATUS	PROGRESS	2013 COMMITMENTS
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EMPLOYEE VOICE

Continue to periodically seek regular feedback from our employees through the GE Opinion Survey (GEOS) and pulse surveys.



- There were improvements in survey communications, tools and resources for employees and managers.
- Results showed strengths in engagement, quality of immediate managers, compliance, etc. Strong improvements were seen in areas such as: trust and confidence in senior leaders, motivation to perform, performing challenging work, and professional development and growth. Areas for further improvement included speed, simplicity, and customer focus.
- More than 12,000 survey reports were generated for managers and leaders.

Continue to periodically seek regular feedback from our employees through the GE Opinion Survey (GEOS) and pulse surveys.

Continue to focus on open reporting at all levels of management throughout the organization; expand our global communication efforts, rendering the message global, yet local.



As part of an ongoing effort to make compliance policies and other materials more available and understandable to our employees, GE has developed a comprehensive, multilingual portal for compliance content, including:

The Spirit & The Letter:

- An e-book version, with ready access to complete policies, Q&A, online training and “real compliance stories.”
- Overview version to help employees to understand and remember Code, key rules, and calls to action.
- Q&A database and interactive infographic on what happens when a concern is raised; policy and procedure hierarchy and enhanced repository for corporate integrity procedures.

Continue to focus on open reporting at all levels of management throughout the organization; expand our global communication efforts, rendering the message global, yet local.

CUSTOMERS

Continue keeping our customers, stakeholders and communities informed and engaged through the ecomagination annual progress report, ecomagination.com and our Sustainable Growth updates.





The ecomagination annual progress report was released in July of 2012.

Continue keeping our customers, stakeholders and communities informed and engaged through the ecomagination annual progress report, ecomagination.com and our Sustainable Growth updates.


People

PROGRESS

2012 COMMITMENTS	STATUS	PROGRESS	2013 COMMITMENTS
COMMUNITIES			
<p>Healthymagination: Commit \$6 billion to enable better health, focusing on improving quality, access and affordability of care.</p>		<p>We've made progress in achieving our healthymagination vision. Since 2009, we have validated 66 products and solutions, invested \$3.5 billion against our original \$6 billion commitment and touched more than 1.5 billion lives.</p>	<p>Continue to work on healthymagination's commitment to invest \$6 billion to enable better health, focusing on quality, access and affordability.</p>
<p>Developing Health Globally:</p> <ul style="list-style-type: none"> • Partner with ministries of health (MOH) in two countries to complete hospital infrastructure upgrades; amplify impact through clinical training and skill-building. • Institutionalize biomedical training programs in two countries. • Improve trauma care for children under age five through low-cost interventions and clinical skill-building. 		<ul style="list-style-type: none"> • Completed countrywide installation and training of ultrasound in Rwanda and Calmette hospital in Cambodia. • Formalized partnerships with technical vocational schools in Rwanda and Honduras to build educational infrastructure. • Demonstrated effectiveness of CPAP technology to help children in breathing distress; trained practitioners in life-saving skills at district level facilities in Ghana. 	<p>Developing Health Globally:</p> <ul style="list-style-type: none"> • Partner with ministries of health (MOH) in two countries to develop the use of mobile phones to address the delays that cause maternal and newborn deaths. • Install low-cost water filtration systems and train personnel in maintenance and practices at health facilities. • Share CPAP life-saving practices and build local capacity.




People

PROGRESS

2012 COMMITMENTS	STATUS	PROGRESS	2013 COMMITMENTS
COMMUNITIES (continued)			
<p>Developing Futures:</p> <ul style="list-style-type: none"> • Collaborate on the Next Generation Science Standards (NGSS). <p>Common Core State Standards (CCSS):</p> <ul style="list-style-type: none"> • Increase business engagement with national conference of 150 business leaders. • Continue to audit Developing Futures (DF) sites on Common Core implementation. • Student Achievement Partners (SAP)—continue the \$18M grant to assist states in implementing Common Core State Standards. 		<ul style="list-style-type: none"> • Wrote and released NGSS; scheduled adoption process. • Held business and Education Summit, with 150+ businesses attending; mounted eight business roadshows. • Established operating rhythm and tools. • Stamford, CT—achievement gap cut in half over last five years. • New York City—Grade 7 ELA scores increased 6.8 points. • Atlanta, GA—100% of math and ELA teachers participated. • Louisville, KY—Jefferson County public school mathematics results were 42% higher than state results. • Cincinnati, OH—public schools achieved student achievement rank of 13 out of 609 school districts. • Erie, PA—75% fifth grade writing scores increased 5.7 points. • Milwaukee, WI—100% of GEF Demo School teachers have received at least 10 hrs. of CCSS PD since Oct. 2012. • Partnered with 20 states to develop tools aligned to CCSS. • Trained 900+ teachers in CCSS in 40 states. 	<p>Developing Futures:</p> <ul style="list-style-type: none"> • Next Generation Science Standards—collaborate on adoption of standards. <p>Common Core State Standards (CCSS):</p> <ul style="list-style-type: none"> • Continue business engagement roadshows and business and education summit. • Developing Futures Audits (DF)—continue to monitor progress on CCSS. • Student Achievement Partners (SAP)—continue Teacher Institutes and work with states and initiate principal training. • Continue to support CCSS through development of tools, resources and training.

People

PROGRESS

2012 COMMITMENTS	STATUS	PROGRESS	2013 COMMITMENTS
COMMUNITIES (continued)			
<p>Developing Health:</p> <ul style="list-style-type: none"> • Program growth: increase number of new health centers. • Drive operational improvements at health centers (cost reduction, cost avoidance, revenue generation). • Demonstrate improvement in chronic-disease management. • Promote health center collaboration through best-practice sharing. 		<ul style="list-style-type: none"> • 32 health centers added in 14 new cities (program total for 2012 is 100 health centers in 32 cities). \$15.95M new commitment; program total for 2012 is \$37.4M. • 93,000 volunteer hours; more than 1 million clients reached. • Operational improvements: programs completed at multiple locations. For example, working with Northwestern Memorial Hospital to ensure that the proper level of care was being delivered to patients, the center received 181 referred patients from the ER, potentially saving more than \$216,000 in healthcare costs. • Chronic-disease management: programs completed at multiple locations. For example, treatment for 2,600 diabetes patients, with significant improvement in 80% of the cases in Atlanta. • Bi-monthly Leadership Network sessions with health centers to share ideas and challenges, and accelerate learning and best practice adoption. 	<ul style="list-style-type: none"> • Program growth: increase number of new health centers. • Drive operational improvements at health centers (cost reduction, cost avoidance, revenue generation). • Demonstrate improvement in chronic disease management. • Health center collaboration through best-practice sharing.
<p>Continue to increase the number of GE Volunteering hours.</p>		<p>Volunteering by GE Volunteers reached 1.3 million hours.</p>	<p>Continue to expand volunteerism through increases in global volunteer councils, hours, projects and volunteer opportunities.</p>
<p>Explore opportunities to integrate human factors/human performance thinking into EHS practices by hosting a multi-company summit on human performance and EHS processes.</p>		<p>GE cohosted the very successful Human and Organizational Performance (HOP) summit with Alcoa. Eight multinational companies participated, including Chevron, ExxonMobil, Westinghouse, and United Technologies.</p>	<p>Continue to integrate human factors/human performance thinking into GE's EHS practices, with a focus on practical applications.</p>




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PROGRESS

2012 COMMITMENTS	STATUS	PROGRESS	2013 COMMITMENTS
LEARNING AND DEVELOPMENT			
In 2012, we will roll out a contemporized view of our leadership philosophy, "We All Rise," which reflects the belief that each of us can be a leader and illustrates the ways GE is continuing to evolve as we prepare leaders for today's and tomorrow's challenges.		We have rolled out "We All Rise," our updated GE leadership philosophy presentation.	We will continue to update "We All Rise" twice a year, as appropriate.
We will continue to work with top business schools and e-learning providers to expand and extend the Crotonville curriculum.		Our Strategic Planning Curriculum includes business courses focused on sustainability. These courses touch on how organizations can develop an approach focused on sustainability by assessing and examining current practices and by exploring how mandated and voluntary standards provide organizations with a framework for developing business sustainability strategies. Topics within our curriculum include outlining the factors that are driving the need for environmental sustainability and exploring the social, economic and environmental benefits of adopting sustainable business practices.	In 2013, we aim to continue to expand our e-learning assets.
Create a special focus on sustainability in our Business Management Course (BMC) and Executive Development Courses (EDCs), senior leadership programs designed for global strategists and global entrepreneurs.		EDCs took senior leaders, representing 11 countries, to Kenya, Tanzania and Nigeria to study entrepreneurialism and distributed-power needs in Sub-Saharan Africa. The group visited government officials and entrepreneurs, and researched the state of distributed power in Tanzania and Nigeria. The outcome was a recommendation to GE's Energy Leadership Team that resulted in an energy business strategy focusing on the alignment of products, people and partnerships with Sub-Saharan Africa governments and business. In addition, while in Africa, the group raised over \$100,000 for the N'gresi community.	EDC participants will be traveling to Sub-Saharan Africa once again. They will investigate ways to optimize cost, increase access and enhance quality with regard to the available healthcare in this region of the world.
New in 2013.			In our New Employee Orientation, we introduce GE Corporate Citizenship which focuses on People, Planet and Economy. In 2013, our aim is to reach all new and acquired employees in all 12 GGO regions, the United States, and Western Europe.

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PROGRESS

2012 COMMITMENTS	STATUS	PROGRESS	2013 COMMITMENTS
HUMAN RIGHTS			
<p>With the recent elections in Myanmar (formerly Burma), we anticipate that this country's history of severe human rights deprivations will moderate to the point that GE will again conduct business in this country. Based on the nature of our business engagement, appropriate levels of due diligence will be undertaken to assure that our actions in Myanmar respect human rights. We believe that our healthcare and energy products—to be provided in a way that is respectful of human rights—can make a positive difference in the lives of the citizens of Myanmar.</p>		<p>In January of this year, we launch our due diligence effort by traveling to Myanmar and meeting with a dozen stakeholders representing the Myanmar government, U.S. government and civil society, as well as UN officials and members of the reform movement.</p>	<p>Working with the Institute on Human Rights and Business, we will issue a strategic risk analysis with respect to the human rights risks presented by working in the extractive industry in Myanmar.</p>
<p>GE collaboration on the “state of play” document on contractual relationships will continue into 2012. As best practices evolve, we will look to adopt those in our contractual relationships with business partners of various types, e.g., suppliers, licensees and joint-venture partners.</p>		<p>This “state of play” document was completed in December and presented at the UN Working Group meeting in Geneva. This effort proved to be a useful sharing of best practices among various multinational corporations (MNCs) with respect to contracting provisions that promote respect for human rights in business.</p>	<p>Continue to utilize these best human rights practices in GE's contractual relations.</p>
<p>In 2012, GE Healthcare will continue its dedicated efforts to anticipate customer data-protection needs and expectations in its product and services department.</p>		<p>Healthcare continues to deepen its focus in this area and is anticipating the development of additional reforms in Europe with respect to Processor Binding Corporate Rules (BCRs).</p>	<p>Review efforts under consideration as GE fulfills its customer obligations in connection with the recently adopted Binding Corporate Rules (BCRs), or “Commitment.”</p>

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PROGRESS

2012 COMMITMENTS	STATUS	PROGRESS	2013 COMMITMENTS
HUMAN RIGHTS (continued)			
<p>GE will focus on refreshing standards and implementing guidelines that support its updated <i>The Spirit & The Letter</i> policy, privacy, and the protection of GE information. GE will also continue to take an active role in public discourse on privacy policy and issues of importance in a world of evolving technology.</p>		<p>The text of <i>The Spirit & the Letter</i> policy has been updated, and we continue to engage in the policy debate in Europe and in the U.S. regarding evolving public policy standards pertaining to cloud technology, cyber security, "big data," and other privacy-related developments and debates.</p>	<p>Continue to engage in debates regarding cloud technology, cyber security and other data security issues.</p>
<p>In 2012, GE seeks approval by the French data protection authority (DPA), the Commission Nationale de l'Informatique et des Libertés (CNIL), of a new GE policy document, GE's <i>Commitment to the Protection of Personal Information</i> (the "Commitment"), as a binding corporate rule (BCR). The Commitment represents an expansion of the currently approved GE BCR document, the GE Employment Data Protection Standards (EDPS), in that it encompasses the EDPS but also includes standards that dictate GE's protection of personal information related to GE customers and suppliers. Formal approval by the CNIL as lead authority, and by other European DPAs subscribing to a mutual recognition procedure for BCRs, is expected in late 2012. GE will continue in 2012 to work within industry coalitions to comment on proposed regulation in the EU and other jurisdictions as needed.</p>		<p>The CNIL, serving as our Data Privacy Authority for all of Europe, approved the Commitment in October, and we are now in the process of securing Resolutions adopting the Commitment from each of GE's employing entities that are subject to the Commitment. This will include standards of conduct and data protection with respect to GE interactions with customers and suppliers.</p>	<p>Secure resolutions from GE employing entities subject to the Commitment attesting to adherence to the CNIL terms. Anticipate proposed EU data privacy (DP) regulation changes and new obligations, while implementing BCR across GE businesses.</p>

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PROGRESS

2012 COMMITMENTS	STATUS	PROGRESS	2013 COMMITMENTS
HUMAN RIGHTS (continued)			
<p>GE will continue to actively engage in responsible mineral sourcing as laid out in our Conflict Minerals (CM) Statement of Principles, and we will focus on continually improving our processes in conflict-free sourcing in partnership with other companies, NGOs, SRIs, international governments and stakeholders.</p>		<p>Conflict Minerals Implementing Guidelines were drafted that cross-reference our Statement of Principles on Human Rights and our Supplier Guidelines. The Sourcing organization in each business has begun working within our various supply chains to identify the sources of conflict minerals (tin, tantalum, tungsten and gold) in our supply chain.</p>	<p>GE will adopt the Conflict Minerals Implementing Guidelines and make our first disclosure under the Dodd-Frank Act covering “conflict mineral” usage. Accordingly, we will survey our significant suppliers of the relevant minerals.</p>

People

METRICS

EMPLOYEE DATA	2010	2011	2012
U.S. AND NON-U.S. EMPLOYEES (IN THOUSANDS)			
U.S.	133	131	134
Non-U.S.	154	170	171
INJURY & ILLNESS AREAS (a)			
Recordable Rate	1.16	0.85	0.95
Days Away From Work Incident Rate (b)	0.36	0.29	0.37
Total VPP Sites	238	242	241
EMPLOYEES BY REGION (IN THOUSANDS)			
U.S.	133	131	134
Canada & the Americas	24	27	27
Europe	83	88.7	87
Middle East & Africa	3	5.3	6
Pacific Basin	44	49	51
Total	287	301	305
GE FEMALE EMPLOYEES BY REGION (PERCENTAGE)			
U.S.	29%	27%	27%
Canada & Mexico	29%	27%	27%
Latin America	26%	24%	20%
Europe	40%	39%	38%
Middle East & Africa	11%	12%	16%
Pacific Basin	32%	31%	31%
EXECUTIVE U.S. RACE/ETHNICITY REPRESENTATION			
American Indian or Alaskan Native	0.1	0.1	0.1
Asian, Native Hawaiian or Other Pacific Islander	5.9	6.7	7.2
African American	4.5	4.6	4.6
Hispanic	3.8	3.6	3.7
Other	0.2	0.4	0.3
PROFESSIONAL U.S. RACE/ETHNICITY REPRESENTATION			
American Indian or Alaskan Native	0.2	0.3	0.3
Asian, Native Hawaiian or Other Pacific Islander	9.3	9.9	10.3
African American	4.9	4.9	5.1
Hispanic	5.8	4.8	4.9
Other	0.5	0.6	0.8

People

METRICS

EMPLOYEE DATA (continued)	2010	2011	2012
OTHER U.S. RACE/ETHNICITY REPRESENTATION			
American Indian or Alaskan Native	0.4	0.5	0.5
Asian, Native Hawaiian or Other Pacific Islander	4	4.2	4.1
African American	12	11.1	11.6
Hispanic	10.7	9.7	9.6
Other	0.3	0.4	0.5
TOTAL U.S. RACE/ETHNICITY REPRESENTATION			
American Indian or Alaskan Native	0.3	0.4	0.4
Asian, Native Hawaiian or Other Pacific Islander	6.7	7.1	7.2
African American	8.3	7.9	8.2
Hispanic	8.1	7.1	7.2
Other	0.3	0.4	0.6
COMMUNITIES & PHILANTHROPY			
ALL CONTRIBUTIONS (\$M)			
Total	202.5	145.9	164.6
CONTRIBUTIONS BY MAJOR PROGRAMS (\$M)			
Matching Gifts	38	35.1	37.3
Developing Futures in Education	33.5	33.4	35
Developing Health Globally	16.9	11	19.1
Developing Health (d)	5.5	10.7	13.1
Local Business Contributions	31	17.9	18.9
NBCU PSAs	36.8	0	0
Scholarships	4.8	4.5	4
United Way	9.3	8.8	8.973
Other	26.7	24.5	28.22
Total	202.5	145.9	164.6
GE EMPLOYEE CONTRIBUTIONS (\$M)			
Gifts That Were Matched	38	35.1	37.3
United Way	18.6	17.5	17.9
Total	56.6	52.6	55.2
CONTRIBUTIONS AS A PERCENTAGE OF GE NET INCOME			
Total Giving (\$M)	259.1	198.5	219.8
Total Contributions as a Percentage of GE Net Income	2.05%	1.40%	1.61%

People

METRICS

COMMUNITIES & PHILANTHROPY	2010	2011	2012
VOLUNTEER DEMOGRAPHICS			
Countries with GE Volunteer Councils	47	51	55
GE Volunteer Councils	197	224	242
Employees Registered to GE Volunteers Portal	64,000	77,500	120,000
Volunteer Projects	4,600	6,200	7,400
Volunteer Hours (Millions)	1.1	1.3	1.3
GOVERNANCE			
OMBUDSPERSON CONCERNS BY AREA (REPORTS PER POLICY)			
Fair Employment Practices	414	576	674
Conflicts of Interest	206	220	260
International Trade Controls	138	125	170
Security & Crisis Management	123	208	220
Regulatory Excellence	127	110	135
Business Records (T&L, Time & Attendance)	91	124	174
Environment, Health & Safety	127	164	175
Routines, Documentation, Internal Measurements	89	111	179
Supplier Relationships	94	121	137
Improper Payments	35	74	70
Privacy	59	80	111
Controllershship (Accounting, Financial Reporting, Billing)	45	71	111
Intellectual Property	48	80	108
Theft	42	31	44
Working with Governments	22	14	30
Complying with Competition Laws	21	23	29
Violation of Law	-	7	20
Other Integrity Concerns	25	64	105
OMBUDSPERSON PROCESS – INVESTIGATION RESULTS			
Concerns Reported	1,706	2,203	2,752
Disciplinary Actions	363	516	786
GEOGRAPHIC BREAKDOWN OF INVESTIGATIONS CONDUCTED (% OF INVESTIGATIONS)			
U.S. and Canada	57%	55%	52%
EMEA	21%	21%	21%
Asia	13%	16%	19%
Latin America	9%	8%	8%

People

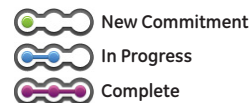
METRICS

Notes

- (a) Rates are based on 100 employees working 200,000 hours annually.
- (b) Days Away From Work Incident Rate uses the OSHA calculation for days-away-from-work cases (transfer or restricted cases are excluded).

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PROGRESS



2012 COMMITMENTS	STATUS	PROGRESS	2013 COMMITMENTS
ENVIRONMENTAL PROGRAM MANAGEMENT			
Hudson River—Continue to improve project productivity and safely remove and dispose of over 350,000 cubic yards of sediment. The removal is pursuant to an agreement with the U.S. Environmental Protection Agency (EPA). The work is to be performed over a multiyear period.		Expanded production capacity and safely removed over 660,000 cubic yards of sediment.	Hudson River—Continue dredging portions of the river pursuant to an agreement with the U.S. EPA. This is a multiyear project, and in 2013, GE will be working in areas that are more difficult to access and dredge. The goal is to safely remove at least 350,000 cubic yards of sediment next year.
Measure businesses' and sites' performance against the ecoFramework, and develop new approaches for measuring relevant efficiency improvements across the value chain.		The ecoFramework energy management toolkit for GE's sites and businesses was established.	Continue to implement water reduction projects to meet our 2015 commitment.
Implement water-related Kaizen Blitz events and Energy Treasure Hunts at GE's top water-using locations. Drive the use of GE technology and continue to drive a culture change in GE's use of resources.		In 2012, we implemented water-related Kaizen Blitz activities that resulted in part in GE's freshwater use being reduced by 46% from the 2006 baseline.	Continue to implement water reduction projects to meet our 2015 commitments.
Achieve zero fines.		GE paid \$145,000 in fines and penalties for environmental, health and safety issues globally in 2012. GE continues to implement programs to reduce instances of noncompliance.	Continue to implement an environmental, health and safety (EHS) management system to minimize instances of EHS noncompliance and fines.
Implement Energy Treasure Hunts at GE locations.		Identified \$7 million in savings from four discrete events. Additional projects were identified and are now being implemented with support from GE's Energy Efficiency and Pollution Prevention team.	Continue to drive resource optimization in energy, water and materials throughout GE operations and with targeted projects in our supply chain.
New in 2013.			Evaluate and enhance mitigation strategies for material water risks associated with GE's operations.




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PROGRESS

2012 COMMITMENTS	STATUS	PROGRESS	2013 COMMITMENTS
GE FOOTPRINT			
By 2015, GE will reduce its absolute GHG emissions by 25%.		In 2012, GE reduced its GHG emissions by 32% against the baseline year.	GHG emissions—reduce absolute emissions by 25% by 2015 (against 2004 baseline).
By 2015, GE will improve the energy intensity of its operations by 50%.		In 2012, GE improved energy intensity by 32% against its 2004 baseline year.	Improve energy intensity of GE operations by 50% by 2015.
By 2015, GE will reduce freshwater use by 25% against its 2006 baseline.		In 2012, GE's freshwater use was reduced by 46% from its 2006 baseline.	Water Use: <ul style="list-style-type: none"> • Reduce freshwater use by 25% by 2015 (against 2006 baseline).
Reduce combined wastewater and air exceedances and spills by 30%.		2012 Data: <ul style="list-style-type: none"> • Combined wastewater and air exceedances and reportable spills increased by 8.3%. • Reportable spills decreased by 12.3%. A 3% increase in wastewater exceedances was mostly attributable to new site acquisitions. • An 81% increase in air exceedances was largely a result of more rigorous emissions-auditing requirements that we added to our Environmental Management System. These requirements led to an increase of self-reported permit misses. 	Reduce wastewater and air exceedances, and reportable spills.
ENVIRONMENTAL, HEALTH & SAFETY (EHS) TRAINING AND DEVELOPMENT			
Complete 100% of regulatory-required training.		98% of required EHS training completed.	Complete 100% of required initial and refresher EHS training for all employees.
Develop a course specifically tailored to Environmental Services operations leaders and leaders engaged in product stewardship and compliance activities.		A course specifically tailored to Environmental Services operations leaders was developed and implemented globally. The product stewardship training has been developed and will be rolled out in 2013.	<ul style="list-style-type: none"> • Develop or revamp specialized training for Services and Fixed Facilities leaders to strengthen early-hazard recognition and risk-management skills, and an EHS course for supervisors and shop floor leaders. • Roll out product stewardship training.




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PROGRESS

2012 COMMITMENTS	STATUS	PROGRESS	2013 COMMITMENTS
ENVIRONMENTAL, HEALTH & SAFETY (EHS) TRAINING AND DEVELOPMENT (continued)			
<p>Explore opportunities to continue to enhance the development of GE's EHS professionals by cross-business benchmarking and best-practice sharing of onboarding and career-path programs, including early-career leadership programs.</p>		<p>GE's EHS Leadership Program (EHSLP) trained 22 early-career EHS professionals through rotational assignments over a two-year period. We conducted mid-career leadership courses for EHS professionals in Europe, Latin America and China. We shared best practices across our businesses and benchmarked with other companies. We implemented a formal mentoring program in Latin America for mid-career EHS professionals.</p>	<p>Continue GE's existing career-development EHS programs, which include the EHS Leadership Program for new hires, the EHS Vice President's Global Advisory Team for mid-career professionals, and short-term assignments for career development.</p>
SUPPLY CHAIN			
<p>Begin piloting the Supplier Management Systems Tool with our suppliers. We will use the data collected through the KPI tool to create a baseline of our suppliers' performance, so we can more easily measure longer-term progress.</p>		<p>Created baseline information to measure supplier status using the new GE key performance indicators (KPI) Management Systems Tool. The goal over the long term is to measure changes in supplier performance with a transparent scoring system.</p>	<p>Continue to work with our Supplier Management Systems Tool to evaluate progress over a multiyear period. The tool will also be used to train suppliers in the implementation of an EHS and social management system.</p>
<p>Continue execution of Supplier Partnership Program to engage with specific suppliers on targeted improvement programs.</p>		<p>This program has been replaced by a new key performance indicators (KPI) tool, which provides guidance to our suppliers.</p>	<p>COMPLETED</p>

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PROGRESS

2012 COMMITMENTS	STATUS	PROGRESS	2013 COMMITMENTS
SUPPLY CHAIN			
<p>Continue capacity-building efforts with the Institute for Sustainable Communities (ISC) in China and PROFEPA in Mexico, including encouraging more suppliers to obtain Clean Industry (CI) certificates through the CI program. We will also look for additional opportunities to partner locally to improve supplier environmental-management capacity.</p>		<p>GE and GE Foundation supported ISC in the launch of a new EHS Academy in Jiangsu, China, and supported improvements at the existing Academy in Guangdong.</p> <p>We supported ISC as it explored expansion of the EHS Academy model in South Asia.</p> <p>Mexican regulators have created a new Leadership for Competitiveness program that supersedes the existing Clean Industries program. GE is encouraging suppliers to participate by reducing their environmental footprints.</p> <p>We trained the leading environmental NGO in China on our approach to auditing factories for EHS and social concerns.</p>	<p>Capacity-building:</p> <ul style="list-style-type: none"> • Continue to identify capacity-building opportunities with local agencies and NGOs to improve suppliers' ability to identify and manage EHS and social concerns in their facilities. • Continue capacity-building efforts with ISC in China and with new initiatives in South Asia.
PRODUCTS AND SERVICES			
<p>Starting in 2010, double to \$10 billion our R&D investment in ecomagination over the next five years versus the previous five years.</p>		<p>R&D investments in 2012 total \$1.4 billion. Overall R&D investment totals more than \$5 billion between 2010 and 2012, tracking toward the goal of a \$10 billion cumulative investment from 2010 to 2015.</p>	<p>Starting in 2010, double to \$10 billion our R&D investment in ecomagination over the next five years versus the previous five years.</p>
<p>Commit to growing ecomagination product revenues at twice the rate of GE's overall revenue between now and 2015.</p>		<p>Ecomagination revenue continues to grow at twice the rate of total company revenues, achieving nearly \$25 billion in revenue in 2012.</p>	<p>Commit to growing ecomagination product revenues at twice the rate of GE's overall revenue between now and 2015.</p>

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METRICS

	Baseline	2010	2011	2012
AIR & WASTEWATER EXCEEDANCES (a)				
Air		19	21	38
Wastewater		72	67	69
GE U.S. TOXIC RELEASE INVENTORY (TRI) ON-SITE DATA 2009–2011 (b)				
TRI On-Site Releases (in millions of pounds)		0.20	0.189	–
WATER USE (IN BILLIONS OF GALLONS) (c)				
	Baseline (2006)			
Total	13.8	–	–	7.43
Once-Through Cooling Water	8.9	–	–	3.92
WASTE GENERATION (c)				
	Baseline (2006)			
Hazardous Waste (in metric tons)	41,700	–	–	36,500
Nonhazardous Waste (in metric tons)	214,000	–	–	226,000
RECYCLED METALS				
	Baseline (2009)			
Recycled Metals (in metric tons) (d)	276,000	–	–	282,000
GE GREENHOUSE GAS EMISSIONS AND ENERGY (c)				
	Baseline (2004)			
GE Operational GHG Emissions (million metric tons of CO ₂ equivalent emissions) (e)	7.15	–	–	4.87
GE Operational GHG Intensity (metric tons per \$ million revenue) (e)	57.8	–	–	33.09
GE Operational Energy Intensity (MMBtu per \$ million revenue)	481	–	–	325
GE Operational Energy Use (million MMBtu)	59.5	–	–	48
ADDITIONAL METRICS (a)				
Global Penalties Paid (in \$ thousands)		78	44	145
Training Units Completed (millions of units) U.S.		1.39	0.79	0.79
Training Units Completed (millions of units) Non-U.S.		0.63	0.72	0.62
Agency Inspections U.S.		959	824	817
Agency Inspections Non-U.S.		645	682	712
Spills & Releases		25	57	50
SUPPLIERS				
ASSESSMENTS BY REGION				
A. China		46%	43%	40%
B. Latin America		21%	21%	24%
C. India		12%	13%	15%
D. Europe, Middle East & Africa		13%	13%	11%
E. Rest of Asia		8%	10%	9%
F. North America		0%	0%	1%

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METRICS

SUPPLIERS	2010	2011	2012
FINDINGS BY CATEGORY			
A. Health & Safety	42%	39%	38%
B. Environment	28%	29%	28%
C. Emergency Preparedness	16%	18%	20%
D. Labor	13%	12%	12%
E. Dormitory	1%	2%	2%
FINDINGS BY REGION			
A. China	60%	64%	56%
B. Latin America	15%	13%	18%
C. India	13%	9%	13%
D. Europe, Middle East & Africa	7%	5%	5%
E. Rest of Asia	5%	9%	8%
F. North America	0%	0%	0%

Notes

- (a) Metrics for 2010 & 2011 have been updated to reflect information that has become available since the last published report.
- (b) This data will always lag by a year, since U.S. TRI data for the prior year is not submitted until July 1 as a matter of law.
- (c) For GHG and energy-related metrics, each year GE adjusts its 2004 baseline inventory to account for divestments and acquisitions. For 2005–2009, GHG and energy-related data were not collected for new acquisitions. As a result, adjusted results for 2005–2009 are not available. For water and waste-related metrics, each year GE adjusts its 2006 baseline inventory to account for divestments and acquisitions. For 2007–2009, water and waste-related data were not collected for new acquisitions. As a result, adjusted results for 2007–2009 are not available. Complete water and waste data were not collected before 2006.

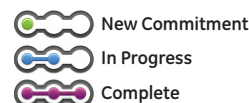
- (d) Recycled metals first reported in 2009. For recycled-metals metrics, each year GE adjusts its 2009 baseline inventory to account for divestments and acquisitions.

- (e) For more information about our GHG emissions, please see our GHG Inventory.

Note: In early 2011, GE divested its controlling interest in NBCUniversal and now has a minority ownership stake in the company. Our 2010 data includes NBCU but, in accordance with the WRI/WBSCD GHG Accounting Protocol followed by GE, we will not include NBCU data for 2011 and subsequent years, and our baseline will be adjusted accordingly. For comparison purposes, if NBCU's 2010 data were excluded, our overall GHG and energy-use performance improves by approximately 1%, while energy intensity stays relatively flat.

Economy

PROGRESS



2012 COMMITMENTS	STATUS	PROGRESS	2013 COMMITMENTS
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PRODUCTS AND SERVICES

Commit to growing ecomagination product revenues at twice the rate of GE's overall revenue between now and 2015.



Ecomagination revenue continues to grow at twice the rate of total company revenues, achieving nearly \$25 billion in revenue in 2012.

Commit to growing ecomagination product revenues at twice the rate of GE's overall revenue between now and 2015.

Continue transparency in financial reporting, and continue strengthening of compliance and regulatory processes.



In 2012, General Electric Company (GE) merged its wholly owned subsidiary, General Electric Capital Services, Inc. (GECS), with and into GECS' wholly owned subsidiary, General Electric Capital Corporation (GECC). The merger simplified GE's financial services' corporate structure by consolidating financial services entities and assets within our organization and simplifying Securities and Exchange Commission (SEC) and regulatory reporting.

Continue transparency in financial reporting, and continue strengthening of compliance and regulatory processes.

Enhanced transparency to investors and regulators with respect to the following:

- Prepared and filed with the Federal Reserve, GECC's consolidated financial statements for bank holding companies (BHCs) called the FR Y-9C report.
- Provided metrics that allow for easier comparison with banking peers.

Continued to provide a quarterly earnings supplemental package supporting segment-level financials and asset-quality metrics.

Continued to maintain a systemic operating rhythm with regulatory and rating agencies.

PUBLIC POLICY

Support trade agreements that foster high standards for open trade and investment.







Took a leadership role in promoting high-standard trade agreements. GE is a co-chair of the business coalitions supporting both the Trans-Pacific Partnership (TPP) and the US-EU agreement. GE assisted in developing the "21st Century" provisions for inclusion in the TPP, and supported initiation of negotiations toward a Transatlantic Trade and Investment Partnership. GE was also a major proponent of a breakthrough agreement among APEC economies to reduce tariff and nontariff barriers on trade in environmental goods.

GE will advocate for high-standard trade and investment agreements and effective enforcement of existing obligations.




Economy

PROGRESS

2012 COMMITMENTS	STATUS	PROGRESS	2013 COMMITMENTS
PUBLIC POLICY (continued)			
Advocate for public policies that encourage technological innovation.		Continued to advocate for robust intellectual property regimes that enable ongoing global investment in developing technology solutions that address the world's greatest challenges. We have also communicated to policy makers the need to increase focus on the protection of know-how through trade secrets, a key element of effective partnerships.	Advocate for public policies that encourage collaborative technical innovation.
Continue to promote the rule of law, particularly in the developing world, where strong rule-of-law disciplines are critical to economic development.		Engaged in direct action to promote rule of law. For the second consecutive year, GE co-chaired the B20 Working Group on Improving Transparency and Anticorruption, which provided G20 recommendations for measures to reduce both the supply and the demand side of corruption. GE worked with UNODC to help develop a set of recommendations to reduce bribery and corruption in connection with major events, such as the World Cup and the Olympics.	Continue to promote the rule of law, particularly in the developing world, where strong rule-of-law disciplines are critical to economic development.
Advocate for, and help support the implementation of, public policy that improves healthcare quality and increases access to care, and lowers overall healthcare costs.		Bipartisan-supported legislation was signed into law in the U.S. to improve the process by which the Food and Drug Administration approves healthcare products, with the goal of more timely patient access to lifesaving and life-improving technology. GE continues to work with governments and healthcare systems globally to offer healthcare technologies and services that enable improvements in access to quality healthcare at reasonable cost.	Advocate for public policy that improves healthcare quality, affordability and increases access to healthcare. Continue to support and advocate for public policy for post-2015 Millennium Development Goals that improves access to healthcare and primary-care infrastructure.
Share information with the public on GE jobs' footprint through the GE Works campaign.		GE demonstrated its impact and global jobs footprint through the GE Works campaign. From the first GE Works event in Washington, D.C., to the last GE Works event of 2012, in Sydney, Australia, GE communicated its local and global footprint. As part of the focus within the campaign on advanced manufacturing, GE announced the Get Skills to Work initiative that prepares and helps place U.S. veterans in manufacturing careers.	COMPLETED



Economy

PROGRESS

2012 COMMITMENTS	STATUS	PROGRESS	2013 COMMITMENTS
PUBLIC POLICY (continued)			
<p>Provide update on GE's position as it relates to environmental and energy policies.</p>		<p>In 2012, GE was named the #1 wind turbine manufacturer in the world. GE installed 6.6GW of wind power globally; 5GW was in the U.S. alone—more than the second and third original equipment manufacturers (OEMs) combined. In Oil & Gas, GE continues to develop technologies to make exploration and development of the world's fossil resources safer and more sustainable. Our efforts include technologies that support natural gas development as an alternative to more polluting energy sources. GE also worked with governments around the world to promote greater water reuse by releasing policy position papers and hosting summits.</p>	<p>Provide update on GE's position as it relates to environmental and energy policies.</p>
<p>Support constructive responses to domestic and global regulatory policy challenges, and be a trusted participant in developing and implementing government policies to meet those challenges.</p>		<p>Ongoing engagement with prominent trade associations and NGOs to support better, smarter regulation globally and domestically; maintaining our position as a trusted participant in the policy process, with a rigorous, reasoned and fact-based approach to providing input into government regulatory processes.</p>	<p>Support GE's interest in constructive solutions to domestic and global regulatory policy challenges, and be a trusted participant in developing and implementing government policies to meet those challenges.</p>
GOVERNANCE			
<ul style="list-style-type: none"> • Develop common tools and guides for use in conducting site visits. • Continue to report on the progress of the compliance initiatives. 		<p>The GE Compliance team is conducting a review of best practices developed by GE businesses to identify and address remote-site compliance issues. The goal is to determine what factors within remote locations have a high correlation to compliance issues, and then use this information to help prevent similar future issues.</p>	<p>In 2013, GE compliance will roll out an updated approach to monitoring compliance at remote-site locations.</p>

Economy

PROGRESS

2012 COMMITMENTS	STATUS	PROGRESS	2013 COMMITMENTS
GOVERNANCE (continued)			
<p>Continue to focus on regulatory compliance documentation. Formalize policies, document processes and strengthen controls.</p>		<p>As part of an ongoing effort to make compliance policies and other materials more available and understandable to our employees, GE has developed a comprehensive, multilingual portal for compliance content, including:</p> <p><i>The Spirit & The Letter:</i></p> <ul style="list-style-type: none"> • An e-book version, with ready access to complete policies, Q&A, online training and “real compliance stories.” • Overview version to help employees to understand and remember Code, key rules, and calls to action. • Q&A database and interactive infographic on what happens when a concern is raised; policy and procedure hierarchy and enhanced repository for corporate integrity procedures. 	<p>In 2013, GE compliance will roll out a new interactive Integrity portal.</p>
<p>Educate employees on the risks associated with theft of GE intellectual property (IP); raise awareness of IP monitoring and controls.</p>		<p>Developed five educational videos to raise awareness about the risks associated with intellectual property (IP). Each video includes specific recommendations regarding the right steps to take to avoid mistakes. The videos were launched globally. Additional communications, including internal news articles, posters, leader videos and manager guides, were created and provided to supplement the educational videos.</p>	<p>In 2013, GE will utilize the new video series to continue to drive employee awareness about the importance of protecting GE’s intellectual property.</p>

Economy

METRICS

GENERAL DATA	2010	2011	2012
REVENUE BY REGION (\$B)			
U.S.	75.1	69.8	70.4
Europe	31	29.1	27.4
Pacific Basin	20.8	23.2	24.5
Americas	11.7	13.3	13.2
Middle East and Africa	11.1	12	11.9
Total	149.6	147.3	147.4
REVENUE BY BUSINESS (\$M)			
Power & Water	24,799	25,675	28,299
Oil & Gas	9,433	13,608	15,241
Energy Management	5,161	6,422	7,412
Aviation	17,619	18,859	19,994
Healthcare	16,897	18,083	18,290
Transportation	3,370	4,885	5,608
Home & Business Solutions	7,957	7,693	7,967
GE Capital	49,856	49,068	46,039
RESEARCH & DEVELOPMENT (\$B)			
Total	3.9	4.6	4.5
ECOMAGINATION			
Ecomagination R&D Investment (in \$ billions)	1.5	2.3	1.4
Ecomagination Revenue (in \$ billions)	18	21.4	25

Frameworks Overview

GE strives to continually provide clarity and depth for our Citizenship reporting. To that end, we utilize commonly understood frameworks that provide guidance to corporations in managing, planning and reporting on their citizenship performance around topics such as governance, organizational strategy, materiality and stakeholder engagement. We continue to utilize the Global Reporting Initiative (GRI) Guidelines and the United Nations Global Compact (UNGC) principles to guide us in our reporting. In this section, we have included these indices to help our stakeholders navigate our focus areas.

UN Global Compact

The United Nations Global Compact (UNGC) is both a policy platform and a practical framework for companies that are committed to sustainability and responsible business practices.

As a multistakeholder leadership initiative, it seeks to align business operations and strategies with 10 principles in the areas of human rights, labor, environment and anti-corruption, and to catalyze actions in support of broader UN goals.

GE became a signatory to the UNGC in 2008. In addition to our Citizenship reporting, GE has produced the following table as part of our UNGC Communication on Progress (COP). Business signatories to the UNGC are required to annually submit a COP for the UNGC website and to share the COP widely with their stakeholders.



For more information about the UNGC strategic policy initiative, visit the UN Global Compact website: www.unglobalcompact.org

UNGC COMMITMENTS

HUMAN RIGHTS

Principle 1

Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2

Make sure that they are not complicit in human rights abuses.

LABOUR

Principle 3

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4

The elimination of all forms of forced and compulsory labour;

Principle 5

The effective abolition of child labour; and

Principle 6

The elimination of discrimination in respect of employment and occupation.

ENVIRONMENT

Principle 7

Businesses should support a precautionary approach to environmental challenges;

Principle 8

Undertake initiatives to promote greater environmental responsibility; and

Principle 9

Encourage the development and diffusion of environmentally friendly technologies.

ANTI-CORRUPTION

Principle 10

Businesses should work against corruption in all its forms, including extortion and bribery.

Report Section

Human Rights (Public Policy)

Human Rights (Policies and Positions)

Conflict Minerals

California Transparency in Supply Chains Act

Human Rights (Public Policy)

Human Rights (Policies and Positions)

Labor Relations

Diversity

California Transparency in Supply Chains Act

Planet

GHG & Energy Inventory

Materials, Waste & Recycling

Water, Energy & Climate
(Sustainable Systems)

www.ecomagination.com

Energy Consumption

Resource Optimization

Life Cycle Management (LCM)

Climate & Energy
(Public Policy)

Governance & Compliance

GRI Index

GE is committed to the GRI G3 Sustainability Reporting Guidelines (“The G3 Guidelines”), which continues to provide a valuable framework for GE’s reporting. Our reporting includes both the online Sustainable Growth Report and the additional content on the broader GE Citizenship website, which applies a self-declared GRI Application Level A.

PART I REPORTING

In compiling the content for GE’s Citizenship Report, GE applied the Reporting Principles for Defining Content—see our **Reporting Process**—and the Reporting Principles for Defining Quality:

Balance—provides both favorable and unfavorable results and covers a range of controversial issues relating to the application or misuse of GE products and services

Comparability—provides year-over-year metrics (less only when the information is not available) and includes a GRI Index

Timeliness—publishes reports at the same time every year, with updates to the website as new issues arise

Clarity—provides various formats for reporting to our stakeholders on GE activities, through the high-level summary report, the online report outlining our strategy and progress against commitments, and the broader GE Citizenship site, which includes perspectives and longer features

Accuracy and Reliability—GE Internal Audit Staff have reviewed the metrics and claims made in the 2012 report. The report has also been reviewed and approved by GE senior management. Additionally, our Expert Advisory Panel offers year-by-year commentary and guidance on GE’s reporting.

PART II REPORTING

Below you’ll find a full GRI Standard Disclosures Index for GE’s 2012 Citizenship reporting.

1. STRATEGY & ANALYSIS		Reporting Status
1.1 Statement from the most senior decision-maker of the organization	Letter from Jeff Immelt	Full
1.2 Key impacts, risks and opportunities	2012 Report Highlights Materiality Analysis Performance Against Commitments People Planet Economy	Full
2. ORGANIZATIONAL PROFILE		Reporting Status
2.1–2.9 Organizational profile	GE 2011 Annual Report Businesses & Regions	Full
2.10 Awards received in the reporting period	Recognition	Full

GRI Index

3. REPORT PARAMETERS		Reporting Status	4. GOVERNANCE, COMMITMENTS & ENGAGEMENT		Reporting Status
3.1 Reporting period (e.g., fiscal/calendar year) for information provided	2011	Full	4.1–4.7, 4.9–4.10 Governance arrangements, including ESG arrangements	Governance & Compliance	Full
3.2 Date of most recent previous report (if any)	2010	Full		Controllership	
3.3, 3.6–3.8, 3.11 Reporting parameters	Our Approach GE 2011 Annual Report	Full		GE 2011 Annual Report	
3.4 Contact	Contact	Full	4.8 Internally developed statements of mission or values, codes of conduct, and principles relevant to ESG, and the status of their implementation	Public Policy	Full
3.5 Process for defining report content	Engagement & Decision-Making Reporting Process Materiality Analysis Our Approach Our Principles	Full	4.11 Precautionary principle	Our Principles	Full
3.9 Data measurement techniques	Water Scarcity Footprint Energy Consumption Footprint EHS Program Management	Full	4.12 Externally developed ESG principles or other initiatives to which the organization subscribes or that it endorses	Human Rights Governance & Compliance UN Global Compact	Full
3.10 Explanation of any restatements	Metrics GE 2011 Annual Report	Full	4.13 Memberships in associations and/or advocacy organizations	Political Contributions	Full
3.12 Standard report disclosures	GRI Index	Full	4.14–4.17 Stakeholder engagement	Perspective from the GE Citizenship Advisory Panel Materiality Analysis	Full
3.13 External assurance policy and practice	Perspective from the GE Citizenship Advisory Panel	Full			

GRI Index

Management Approach & Performance Indicators:

ECONOMIC DISCLOSURES		Reporting Status
Disclosure on Management Approach	Economy Public Policy GE 2011 Annual Report	Full
EC1 Direct economic value generated and distributed	GE 2011 Annual Report Community Engagement	Partial
EC2 Implications of climate change	Planet Energy Consumption Water, Energy & Climate GE 2011 Ecomagination Progress Report	Partial
EC3 Defined benefit plan obligations	GE 2011 Annual Report	Full
EC4 Financial assistance	GE 2011 Annual Report	Partial
EC6 Locally based suppliers	Supply Chain	Partial
EC7 Local hiring	People	Partial
EC8 Infrastructure investments and services for public benefit	Building Enduring Communities Volunteerism Education Health Businesses & Regions	Full
EC9 Significant indirect economic impacts	Public Policy Sustainable Systems Water, Energy & Climate Transportation Responsible Lending Accessible Healthcare Businesses & Regions	Full

ENVIRONMENTAL DISCLOSURES		Reporting Status
Disclosure on Management Approach	Resource Optimization Energy Consumption Water Scarcity Environment and Resource Management Sustainable Systems Governance & Compliance Transportation Planet	Full
EN2 Recycled input materials	Resource Optimization	Partial
EN3 Direct energy consumption by primary energy source	Energy Consumption	Full
EN4 Indirect energy consumption by primary energy source	Energy Consumption Supply Chain Resource Optimization	Partial
EN5 Energy saved due to conservation and efficiency improvements	Energy Consumption	Full
EN6 Initiatives to provide energy-efficient or renewable-energy-based products and services and reductions achieved	Energy Consumption Water, Energy & Climate	Full
EN7 Initiatives to reduce energy consumption	Water, Energy & Climate	Partial
EN8 Total water withdrawal by source	Water Scarcity Footprint	Partial
EN10 Water recycled and reused	Water Scarcity	Partial
EN13 Biodiversity: Habitats protected or restored	EHS Remedial Activities	Partial
EN16–EN18 Significant air emissions and initiatives to reduce them	Energy Consumption	Full
EN22, EN23 Waste and hazardous waste, including significant spills	Metrics	Partial

GRI Index

ENVIRONMENTAL DISCLOSURES (continued)

		Reporting Status
EN26 Initiatives to mitigate environmental impacts of products and services	Resource Optimization Water, Energy & Climate GE 2011 ecomagination Report	Full
EN28 Environmental fines and sanctions	Metrics EHS Remedial Activities	Full
EN30 Environmental protection expenditure and investments	GE 2011 ecomagination Progress Report	Partial

LABOR PRACTICES & DECENT WORK

		Reporting Status
Disclosure on Management Approach	Empowering Employees to Be Successful Labor Relations Health & Safety Learning & Development Diversity	Full
LA1 Employee profile and diversity	Metrics	Full
LA4 Collective bargaining agreements	Labor Relations	Full
LA6 Employee health and safety representation	EHS Program Management	Partial
LA7, LA8 Health and safety data and programs	Metrics Health & Safety	Partial
LA10–LA11 Employee training and career-management data and programs	Learning & Development	Partial
LA13 Composition of governance bodies and breakdown of employees according to indicators of diversity	Metrics	Partial

HUMAN RIGHTS

		Reporting Status
Disclosure on Management Approach	Human Rights Diversity Labor Relations	Full
HR2 Significant suppliers and contractors human rights screening	Metrics Supplier Expectations	Full
HR4 Managing human rights risk in operations	Metrics Soliciting Opinions Compliance	Partial

SOCIETY

		Reporting Status
Disclosure on Management Approach	Community Engagement Governance & Compliance Public Policy	Full
SO1 Impacts of operations on communities	Building Enduring Communities Community Engagement	Partial
SO2–SO4 Managing risks related to corruption	Metrics Compliance Controllership Soliciting Opinions	Partial
SO5 Participation in public policy development	Public Policy	Partial
SO6 Political contributions	Grassroots and Lobbying Disclosure	Partial
SO8 Fines and nonmonetary sanctions for noncompliance	Metrics	Partial

GRI Index

PRODUCT RESPONSIBILITY		Reporting Status
Disclosure on Management Approach	People Helping Our Customers Succeed Resource Optimization Governance & Compliance Privacy	Full
PR1 Health and safety impacts of products and services	Resource Optimization	Partial
PR3 Product and service information required by procedures	Resource Optimization	Partial
PR5 Practices related to customer satisfaction	Helping Our Customers Succeed	Partial
PR6 Responsible marketing behavior	Governance & Compliance <i>The Spirit & The Letter</i>	Partial



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LEARN MORE

Learn more about GE and its Citizenship performance:

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

Read the 2012 GE Annual Report:

www.ge.com/ar2012

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

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ph: (800) 227-5003 or (203) 373-2603; or send
an e-mail to ombudsperson@corporate.ge.com

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

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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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