



February 25, 2020

Philips' Human Rights Report

At Philips, we believe that businesses have the responsibility to respect human rights and the ability to contribute to positive human rights impacts. Our goal is to improve the lives of 3 billion people a year by 2030. The advancement of personalized, affordable and inclusive care – underpinned by respect for and promotion of human rights – is central to this vision.

Our 'Healthy people, Sustainable planet' program reflects our commitment to the promotion of human rights through the United Nations' Sustainable Development Goals, especially by promoting healthy lives and well-being for all at all ages (SDG 3), addressing sustainable consumption and production patterns (SDG 12), and supporting climate action (SDG 13).

Philips' Human Rights Policy sets the commitment to track and publicly report our progress regarding human rights on an annual basis. Thus, our Human Rights Report aims to synthesize relevant information of our Annual Report, as well as give specific insights on our challenges and progress to address human rights domains and share plans for continuous improvement.

Governance and Respect for Human Rights

Commitment and policies

For many years already, our General Business Principles (GBP) have expressed our support and respect for human rights as set out in the International Bill of Human Rights and the International Labor Organization's Declaration on Fundamental Principles and Rights at Work. In this, we follow the guidance given in the United Nations Guiding Principles on Business and Human Rights (UNGP) and the OECD Guidelines for Multinational Enterprises. Philips has also been a signatory to the UN Global Compact since 2007.

In 2018, we published a holistic Human Rights policy that aligns our different human rights-related policies towards a single goal: embed the responsibility to respect human rights through all our businesses, markets and functions. Philips' Human Rights policy ratifies Philips' commitment to respect human rights and do all that is reasonable and practicable to proactively identify and mitigate (potential) adverse human rights impacts in our operations and value chain.

Human rights governance

Our commitment to respect human rights and avoid negative human rights impact is led from the top. The avoidance of human rights negative impact is on the agenda of the Sustainability Board that meets quarterly. Our Steering Committee on Business & Human Rights (which includes our Head of HR Operations & Analytics, our Head of Legal Compliance and our Head of Sustainability) meets on a bi-monthly basis to review the progress made, and take important decisions on the general direction of the project. Our cross-functional project team, including professionals from Sustainability, Legal Compliance, Supply Chain, and Human Resources, meets on a bi-weekly basis to drive the topic of human rights, lead the discussion with other stakeholders and ensure Philips' responsibility for human rights is upheld across the organization, throughout our businesses, markets and functions.

Human rights communication and awareness

Throughout the company, we have a variety of communication and awareness programs in place, which educate our employees on our policy framework. The GBP and underlying policies, that cover several human rights topics, are supported via company-wide communications, e-learning and face-to-face trainings, helping employees understand how to apply and uphold the GBP in their daily work environments and how to report concerns.

In 2019, specifically related to human rights communication, we launched a new intranet page with the aim of sharing information regarding Business and Human Rights with all Philips employees. This new channel

for communication aims to engage internally by creating an even greater awareness and a sense of shared responsibility to meet the company's human rights commitments.

During the coming year, we will continue to build internal capacity by exploring methods that will enhance training and awareness of human rights among our employees.

Stakeholders' dialogue

Philips is committed to engage with relevant stakeholders to exchange information and explore potential partnerships in addressing shared challenges in the promotion of human rights. In 2019, we engaged with internal and external stakeholders using a questionnaire to gather insights into our human rights areas of severe impact. The results will help shape our strategy for the upcoming year and to prioritize our (potential) human rights impacts for risk management and to enable us to address them proactively.

We also engage with external stakeholders regarding several human rights topics. For example, we participate in meetings and task forces as a member of organizations including the World Economic Forum, WBCSD, Responsible Business Alliance (RBA), and the European Partnership for Responsible Minerals. Furthermore, we engage with the leading Dutch labor union (FNV) and a number of NGOs, including Enough, GoodElectronics, the Chinese Institute of Public and Environmental Affairs, UNICEF, Amnesty International, Greenpeace and Friends of the Earth on human rights-related topics. For more information, please refer to sections 13.1.2 and 13.3.8, Sustainability Statements' – Stakeholders and Stakeholder engagement respectively, of our Annual Report 2019.

To prevent human rights abuses in the extractives sector further down our supply chains, we collaborated with Terre de Hommes, Kuncai and local Indian NGOs for a 100% responsible Mica supply chain. We are also a strategic, founding partner and board member of the European Partnership for Responsible Minerals (EPRM), which is a five-year multi-stakeholder partnership between governments, companies, and civil society actors, working toward more sustainable minerals supply chains. For more information, please refer to section 13.3.9, Supplier indicators – Responsible Sourcing of Minerals, of our Annual Report 2019.

Grievance mechanism

Grievance mechanisms represent an important pillar to the UNGP. The GBP reporting policy and underlying Speak Up mechanism enables our stakeholders (including third parties) to inform Philips of any concerns (including human rights) they may have. This enables Philips to take appropriate corrective action in accordance with principles 29 and 31 of the UNGP.

As established in the GBP Reporting Policy, we have three reporting channels:

- 1) directly to the GBP Compliance Officer;
- 2) via Philips Speak Up (Ethics line) using the hotline; or
- 3) via a web intake form.

Third parties can file a complaint in Philips Speak Up (Ethics line) via the following channels:

- 1) via telephone; or
- 2) via a web intake form.

In all countries where it is permitted by law, the Philips Speak Up (Ethics line) is available 24 hours a day, 7 days a week, 365 days a year and in the local language. In most instances, if not legally prohibited, one may opt to remain anonymous. In any event, the report will be treated as strictly confidential and will only be shared with those responsible for handling the concern. For more information, refer to GBP Reporting Policy.

In 2019, a total of 545 concerns were reported via the Philips Speak Up (Ethics line) and through our network of GBP Compliance Officers. Of the 545 cases reported, 193 are still pending closure, the majority being those that were filed in the last quarter of the year. For further information on GBP, please refer to section 13.3.6, General Business Principles, of our Annual Report 2019.

Human rights due diligence

Philips' commitment to do all that is reasonable and practicable to proactively identify and mitigate (potential) adverse human rights impacts in our operations and value chain is supported by different due diligence mechanisms in place.

Our approach to human rights due diligence includes defining and addressing our human rights areas of severe impact, revision of research projects by our Internal Committee for Biomedical Experiments (ICBE), and implementing the Supplier Sustainability Program.

In our operations

As reflected above in 'commitments and policies', Philips' respect for human rights is expressed in our Human Rights Policy, supported by the GBP, and integrated in several other policies. The GBP Self-Assessment validates the implementation of the GBP and related policies worldwide. This assessment includes a number of human rights areas of severe impact, for example, business integrity, freedom from child, forced & bonded labor, working hours, non-discrimination, respectful, equal and fair treatment, right to organize, and collective bargaining and remuneration.

To further align our approach with UNGP as well as the OECD guidance, a pilot human rights impact assessment (HRIA) was performed in our manufacturing site in Batam, Indonesia. With this pilot HRIA, we wanted to gain insights into the views of potentially affected stakeholders, engage in constructive dialogue with them, and determine which actions and management processes are needed to effectively mitigate and address human rights risks. We further intended to understand (1) how our global policies and codes related to human rights are implemented locally, and; (2) the benefits of a HRIA to our current GBP and human resource management approaches for our own operations.

To ensure our HRIA approach was in line with best-practices, on set-up and implementation, we worked closely with global and local experts, including Human Rights@Work. The preparation for this project started in January 2018 and the final action plan for improvement was adopted in April 2019.

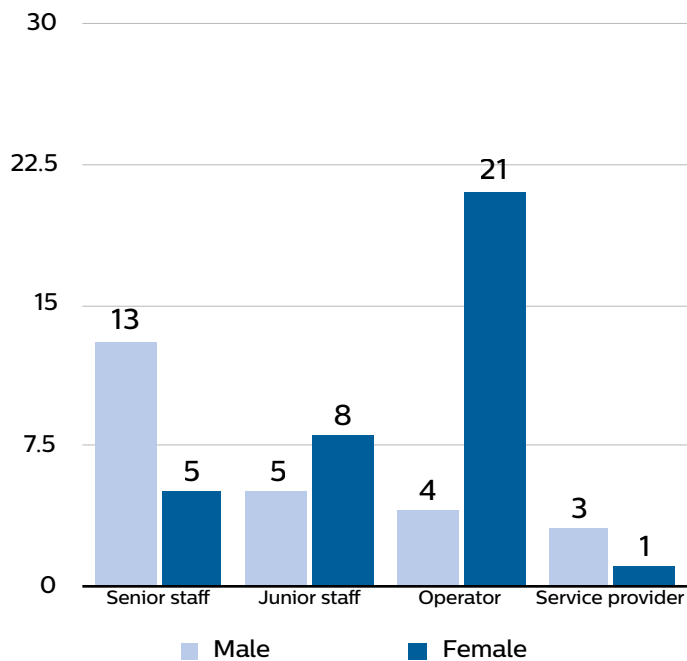
To select the location for our pilot HRIA, an initial country risk assessment was performed for countries where Philips operates. This helped identify those locations with the highest risks for human rights violations. This assessment included Verisk Maplecroft country analysis as well as research reports from international NGOs. These elements were cross-checked with internal parameters that included the size of manufacturing sites, and the number of reported GBP complaints.

The location of our pilot HRIA was selected for two main reasons:

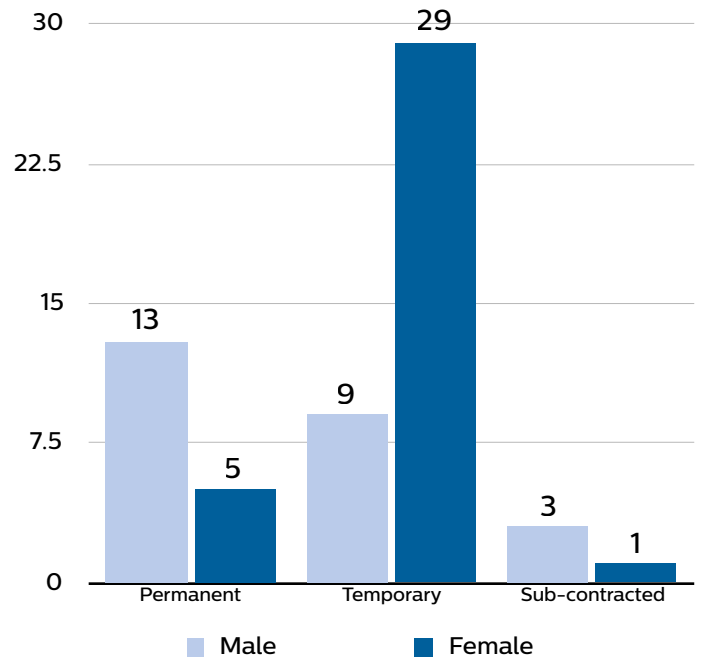
- 1) Philips operates only one manufacturing site in Indonesia, employing over 3,000 people; this scale makes it ideal for a company to do a first human rights impact assessment that is country-focused, before expanding the methodology to countries with more than one site.
- 2) The expectations on businesses in the area of human rights are increasing rapidly in Indonesia. This provides an ideal context to pilot the HRIA approach, enabling our operations in Batam, Indonesia, to respond to such demands.

Stakeholder groups included in the assessment comprised of employees, subcontractors of Philips' own operations, and local communities. Philips consciously limited the scope of the assessment to exclude extended value chain, as it already has an elaborate program to promote and collaborate on sustainability in the supply chain, which includes human rights as a key-pillar.

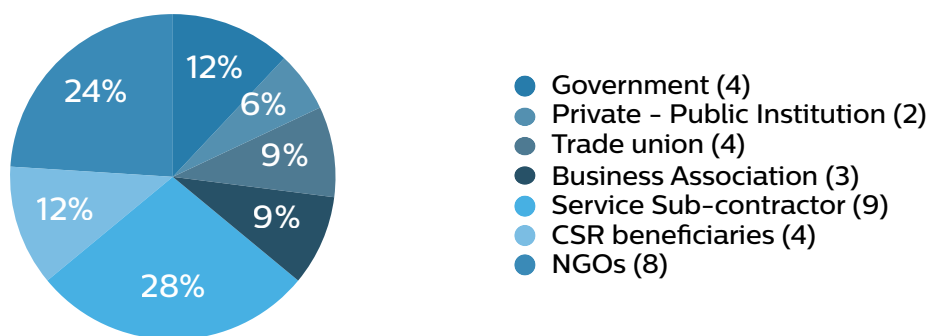
Involving potentially affected stakeholders is key for a human rights impact assessment. Between August and September 2018, 94 people were interviewed: 60 internal stakeholders and 34 external stakeholders. Internal stakeholders were selected on risk profile, while the selection of external stakeholders was based on their specific role and relation to Philips. See tables below for the distribution of stakeholders.



Graph 1a: interviewed stakeholders divided by gender and position (senior management, junior staff, operator, service provider).



Graph 1b: interviewed stakeholders divided by gender and type of contract (permanent, temporary, subcontracted),



Graph 2: stakeholder groups of external respondents

After validation of the insights gathered, local management, together with a union and bipartite committee, developed an action plan for improvement. From the analysis, Philips learned that temporary workers hired through external labor agencies were often insufficiently aware of Philips policies as well as their worker rights. Consequently, Philips launched an awareness campaign to all workers on topics such as bonded labor, (maternity) leave entitlement, privacy, non-discrimination and freedom of association. Additionally, the material was included in the initial training for new hires and was based on the relevant global policy, which incorporates international standards.

To promote continuous dialogue, human rights topics were added as an agenda point in bipartite monthly meeting. Finally, a best practice implemented was the appointment of one female trusted person, from a human resource and psychology background, to be able to handle sensitive grievances, due to the high number of female employees and the local culture.

Execution of this action plan was monitored and supported by the global organization. After one year, the local consultant will be asked to return to the site in order to ensure measures were sufficiently implemented and overall awareness had improved. This pilot was an important step in our due diligence approach towards human rights and endorsed our human rights areas of severe impact. After learning the benefits of a HRIA approach to our internal mechanisms, we are currently working to rollout the HRIA methodology further, embedding it into company processes.

In research and development

At Philips, guided by the GBP, respect for human rights and integrity governs all of our decisions and actions. In Philips Research, this means our Internal Committee for Biomedical Experiments (ICBE) reviews and approves all research projects. The Committee meets on a weekly basis and is composed of twenty members from a variety of nationalities and expertise backgrounds. The role of the ICBE is: 1) to protect research participants, researchers, sponsors, and partnerships; 2) to facilitate the research process, quality and compliance to regulations, and; 3) to ensure excellence through ethics & research integrity.

Philips also offers a portfolio of online and classroom training for all people involved in conducting research, including mandatory basic research ethics courses, to facilitate understanding of our requirements and how to apply them. This safeguards studies to be conducted in a safe, ethical, humane, and efficient manner, while remaining in compliance with all applicable regulations and standards worldwide and with due consideration to diversity, inclusivity, sustainability, and scientific integrity.

We work with a large number of research participants every year, from donors, doctors, patients and test participants. When dealing with human beings a number of principles guide our decisions. To name a few, we respect human dignity, autonomy, as well as protecting vulnerability. Questions or grievances can be voiced to the responsible researcher for investigation and eventual remediation. For some projects, external grievances mechanisms are also established.

For more information on Philips Research, please visit www.philips.com/research.

At our suppliers

Since 2016, Philips implements our Supplier Sustainability Performance (SSP) program, which is an innovative approach to engage our direct suppliers in our sustainability drive and goes beyond simply auditing compliance. This program takes a systematic approach to improve the sustainability of Philips' supply chain and helps to prevent, mitigate and, where appropriate, remediate human rights violations. Here, six 'zero tolerances' are defined, including child and/or forced labor, immediate threat to workers (Health & Safety) and workers' monthly income.

In 2019, we referenced additional human rights considerations in the SSP program, to have a more holistic view of respect for human rights among our suppliers and improve respect for human rights. For further information, please refer to section 13.3.9, Supplier indicators – Supplier Sustainability Performance (SSP), of the Annual Report 2019 and the [brochure](#) about our SSP program.

Furthermore, Philips addresses the complexities of the minerals supply chains through a continuous due diligence process combined with multi-stakeholder initiatives to promote the responsible sourcing of minerals. The GBP and Supplier Sustainability Declaration (SSD) are part of suppliers' contracts. The SSD also embeds requirements from the Responsible Business Alliance (RBA) Code of Conduct.

Philips annually investigates its supply chain to identify smelters of Tin, Tantalum, Tungsten and Gold (3TG) and we have committed not to purchase raw materials, subassemblies or supplies, which are found to contain conflict minerals. Philips also invests in dedicated projects focused on improving the conditions in artisanal small-scale mines in Uganda (Gold) and India (Mica).

Human rights areas of severe impact

Since 2018, Philips engaged in a project to better identify potential and actual human rights impacts throughout our operations and value chain. We have listed our human rights areas of severe impact, based on our understanding of emerging issues, risks that are common in our sector and experience from other industries (see list in appendix). Furthermore, we engaged our relevant functions and obtained relevant inputs from external stakeholders.

This process helped us understand our impact and the need to develop additional mitigating and remediating measures, following the UNGP Reporting Framework. In 2019, we further engaged with internal and external stakeholders to consider their opinion regarding our human rights areas of severe impact, as well as how to prioritize our actions based on risk of most severe negative impact on people.

Our human rights areas of severe impact are part of our due diligence commitment and we have several policies and procedures in place, as well as holistic measures to address and mitigate some of their root causes. This list represents, in no particular order, our current focus areas and is not an exhaustive list of all human rights that we address as potentially (negatively) impacted by our activities or through our business relationships.

This part of the report aims to address each human right area of severe impact. It highlights specific policies and programs in place, which are also supported by the GBP. It is important to note that some approaches are traditionally more mature, and, therefore, offer more material to report. Others are more complex and require greater effort and time to address. Our ability to report will increase as we progress on our journey and deepen our understanding of each potential impact.

Non-discrimination

Guided by our Fair Employment and Inclusion & Diversity policies, we believe a diverse workforce and an inclusive work environment are essential to a thriving innovative business. We embrace everything that makes a person unique and strive to attract employees from a wide range of backgrounds. We are committed to not discriminate on the basis of race, color, age, gender, gender identity or expression, sexual orientation, language, religion, political or other opinions, disability, national or social origin or birth.

Inclusion and Diversity ambitions are embedded in the global Human Resources strategy and connected to systems, processes and plans. Execution against this strategy is monitored on a monthly basis and results on a global scorecard, allowing continued clarity, focus and accountability. Overviews are also shared on board level, which enables us to customize targets and support to keep progressing together.

Our global Human Resources strategy and connected systems, comprising recruitment, appointment and promotion processes incorporate the principle of non-discrimination. For example, we transparently share open positions and endeavor to attract candidates from a diverse range of backgrounds and install diverse interview panels for recruitment for all leadership positions.

We recognize the challenge of structural barriers and unconscious bias. In 2019 over 50% of the Philips Leadership team participated in unconscious bias awareness training, creating an ongoing dialogue and awareness about bias that leads to team commitments to mitigate bias. The training will be continued in 2020 to reach 100% of the Philips Leadership team and then go deeper in the organization.

We participated in the 2019 Human Rights Campaign Corporate Equality Index and received a score of 90% (an increase of 15% compared to 2018). The HRC Corporate Equality Index is a national (US) benchmarking tool on corporate policies and practices pertinent to LGBTQ employee equality.

For more information and metrics, please refer to section 5.1.3, Inclusion & Diversity, of our Annual Report 2019.

Respectful, equal & fair treatment

At Philips, led by our Fair Employment Policy, we promote a workplace that is free from physical and verbal harassment. We do not tolerate any conduct that creates, encourages or permits an offensive, humiliating or intimidating work environment. To ensure constant awareness and empower our employees to speak up, a worldwide communication and training program is in place, together with the GBP, which includes standards regarding respectful, equal and fair treatment.

In order to provide just and favorable work conditions, we piloted a program about psychological safety in The Benelux, and a cross-functional team is engaged in developing a mental health wellbeing strategy, that leverages the best of what we have, to build on and take forward. One of these has been development of mental health champion program in the UK that we will continue to rollout in 2020. We selected and kicked off an energy management program over 2019 that empowers our employees to look after their wellbeing & vitality, and that we started deploying –on demand– as of Q4 of 2019.

Freedom from child, bonded & forced labor

Led by our Fair Employment Policy, we do not make use of child, bonded or forced labor. Philips employees are never required to lodge financial deposits or original government-issued identification, passports or work permits as a condition of employment.

On an annual basis, Philips publicly explains the steps that we have taken to identify, assess and manage the risks of modern slavery and human trafficking in our product supply chain, in compliance with the UK Modern Slavery Act 2015. The Philips Modern Slavery and Human Trafficking Statement 2019 is available [online](#).

Philips also addresses the issue of modern slavery through our Supplier Sustainability Performance (SSP) - 'Beyond Auditing' program, and we are committed to not purchasing raw materials, subassemblies, or supplies found to contain conflict minerals. For more information, please refer to Suppliers due diligence above and section 13.3.9, Supplier indicators – Supplier Sustainability Performance (SSP), of our Annual Report 2019.

Remuneration

All employees deserve a just and fair remuneration, that allows workers and their families to afford necessities like food and housing, pay for education and have some disposable income. When remuneration is insufficient, it can lead to constantly working overtime, which could negatively impact work/life balance, social life, and health and safety.

Our Fair Employment Policy establishes that remuneration must be consistent with the provisions of all applicable wage laws, including those relating to minimum wages, overtime hours and legally mandated benefits. Disciplinary wage deductions are not permitted unless agreed in a collective labor agreement or union contract.

Nevertheless, more than assuring a minimum wage, Philips recognizes the need to provide a living wage to all of our employees worldwide. To this end, in 2019, we conducted an analysis of salaries and benefits for employees globally with respect to the living wage. To develop living wage standards that are complete and have a reliable geographical scope, we combined forces with Valuing Nature, several local NGOs, WageIndicator and other global corporates. The analysis covered 68 countries and we identified 31 cases in one country where employee wages and benefits were slightly below the defined living wage. Based on these results, our local HR teams will make relevant adjustments for the year 2020.

For more information, please refer to section 5.1.7, Living wage, of our Annual Report 2019.

Working hours

Philips' Fair Employment Policy determines that in any given week, working time should not exceed 60 hours, including overtime, except in emergency or exceptional circumstances with the employee's consent to meet short-term business demand. We recognize the risks of excessive working hours both to our employees' physical and mental health. Thus, working hours are monitored at country level and are regularly reported. In case of over-time, Market Leaders are responsible to take action, understanding and mitigating the cause.

Right to organize and collective bargaining

The respect for freedom of association and collective bargaining is part of our Fair Employment Policy as well as our Supplier Sustainability Declaration (SSD), monitored, respectively by the GBP Self-Assessment Questionnaire and Supplier Sustainability Performance program (SSP).

We recognize and respect the freedom of our employees to associate with any employee organization of their own choosing under local law without fear of reprisal, intimidation or harassment. Where employees are represented by a legally recognized union, we establish a constructive dialogue and engage in negotiations or consultation as required with their freely chosen representative.

Workplace health and safety

At Philips, we strive for a healthy, safe and productive work environment, which means to safeguard employees around the globe from immediate and long-term damage to their physical and mental health. Occupational Health and Safety, driven by our company values, is an integral part of our business, and must be incorporated into every action we undertake: there is no activity so important or urgent that cannot be done in an appropriate, healthful and safe way.

In 2019, Philips continued to build a comprehensive global H&S Management System to monitor and reduce long-term health issues. We developed additional Corporate Safety Standards (PCSS) and advanced Management System Certifications ISO 45001 / OHSAS to ensure we follow the best standards available. We launched a new Internal Audit protocol to track our performance. The scope of this assessment also includes non-working spaces, such as dormitories and canteens. Finally, we enhanced training and communication in order to empower our workers and employees to use existing tools to improve their working conditions.

For more information and metrics, please refer to section 13.3.7, Health and Safety performance, of our Annual Report 2019.

Privacy and data protection

The processing of personal data (relating to employees, customers, suppliers, business partners, etc.) is key for operating and managing our business. The wrongful exposure of such data represents a serious risk for the rights to privacy and data protection of individuals. Guided by the Philips Privacy Rules, Philips is committed to respect the privacy of its customers, employees, business partners and other relevant individuals, and to process their personal data in compliance with applicable privacy laws and regulations. This includes, for example, processing personal data for legitimate business purposes, giving individuals the right to request access to their personal data and being fair and transparent in the processing of personal data.

Our Privacy rules and underlying policies are supported via company-wide communications, e-learning and face-to-face trainings, therefore enabling our employees to adopt a global and uniform approach in the processing of personal data.

Please visit www.philips.com/privacy for more information on how we deal with personal data.

Product safety

Our business success depends on the quality of our products, services and solutions and compliance with many regulations and standards. Guided by the GBP, we attach prime importance to our customers' safety. We design, produce and supply products and services in compliance with internal and external process, quality and safety regulations and standard.

For more information, please refer to section 3.6, Quality, Regulatory Compliance and Integrity, of our Annual Report 2019.

Business integrity

Acting with quality and integrity always is part of Philips' DNA. Therefore, with the GBP, we set the standard for conducting business with honesty and integrity both at work and in the market, and for professional integrity outside of work. We are committed to identify and mitigate any negative impact on local communities and society in general. We are open, honest and ethical in all our dealings and operations, meaning that we do not employ corrupt practices or commit acts of bribery.

Philips expects the same from its business partners. The GBP are part of our business contracts and are referenced for suppliers upstream through our Supplier Sustainability Declaration (SSD). In addition, Philips may require risk-based due diligence to be conducted in order to make an informed decision about the risks of doing business with our partners. This includes for instance applying the Philips mandatory Due Diligence Process for selecting distributors and agents.

For more information, refer to section 6.5, Compliance risks, of the Annual Report 2019

Environmental impacts

Philips believes that sustainable development is one of the most challenging issues facing the world. The company is committed to continuously exploring solutions to successfully balance economy and ecology. Philips Sustainability Commitments is a core element for the operations of the entire Philips organization. We are committed to ensure that our activities are sustainable. For that, we have implemented carbon emission reduction projects and water-saving actions in several locations. These efforts are designed to minimize negative impacts on people living in the areas surrounding Philips' sites and society at large. Our 'Healthy people, Sustainable planet' program also includes new reduction targets for the emissions of hazardous substances.

For further information on our sustainability statements, please refer to section 5.2, Environmental performance – Environmental impact, of our Annual Report 2019.

For any suggestions or comments, please contact philips.sustainability@philips.com

Annex:

Table: Human Rights Areas of Severe Impact

Human rights areas of severe impact, in no particular order, as published in Philips' Human Rights Report 2018, linking them to the corresponding internationally recognized human right, our activities, affected stakeholders and most vulnerable groups.

Human rights areas of severe impact at Philips	Internationally recognized human rights	Activities (affected stakeholders) Possible impacts	Most vulnerable groups Possible impacts
Non-discrimination	Freedom from discrimination (UDHR art 1 and 2) / Equal pay for equal work (UDHR art 23.2) / Freedom of belief and religion (UDHR art. 18) / Rights of minorities (ICCPR art 27)	Operations/Supply chain/Other activities (Employees/workers and local communities)	Women, LGBTI, minorities, persons with disabilities, local communities (including indigenous peoples)
Respectful treatment	Freedom from degrading treatment (UDHR art 5) / Right to just and favorable working conditions (UDHR art 23.1) / Right to equal treatment (UDHR art 1 and 2) / Freedom of expression (UDHR art 19)	Operations/Supply chain (Employees/workers)	Women, LGBTI, minorities, persons with disabilities
Freedom from child labor	Freedom from child labor (ICCPR 24 – ICESCR 10.3) / Right to education (UDHR art 26) / Right to a family life (UDHR art 16.3)	Operations/Supply chain/Other activities (Employees/workers, local communities)	Children
Freedom from forced and bonded labor	Right not to be subjected to slavery, servitude or forced labor (UDHR art 4 and 5) / Freedom of movement (UDHR art 13)	Operations/Supply chain/Other activities (Employees/workers)	Migrant and temporary employees/workers
Equal and fair treatment	Equal pay for equal work (UDHR art 23.2) / Right to just and favorable working conditions (UDHR art 23.1)	Operations/Supply chain (Employees/workers)	Women, LGBTI, minorities, persons with disabilities
Remuneration	Right to a just remuneration (UDHR art 23.3)	Operations/Supply chain (Employees/workers)	Women, Migrant employees/workers
Working hours	Right to just and favorable working conditions (UDHR art 23.1)	Operations/Supply chain (Employees/workers)	Migrant employees/workers
Right to organize and collective bargaining	Right to belong to a trade union and bargain collectively (UDHR art 23.4) / Freedom of association (UDHR art 23.1) / Right to strike (ICESCR art 8.1 [d])	Operations/Supply chain (Employees/workers)	Employees/workers (in general)
Workplace health and safety	Right to health (ICESCR art 12.1) / Right to life (UDHR art 3)	Operations/Supply chain (Employees/workers)	Pregnant women, night workers, workers in dormitories and young workers
Privacy and data protection	Right to privacy (UDHR art 12)	Operations/Other activities (Employees/workers, consumers/customers)	Employees/workers, consumers/customers (in general)
Product safety	Right to health (ICESCR art 12.1) / Right to life (UDHR art 3)	Throughout the product lifecycle (Consumers/customers)	Consumers/customers (in general)
Business integrity	Right to protection by the rule of law (UDHR art 7) / Right to fair public hearing (UDHR art 10) / Right to remedy by a competent tribunal (UDHR art 8) / Right to meeting the just requirements of morality, public order and general welfare in a democratic society (UDHR art 29)	Operations/Other activities (Local communities)	Local communities (in general)
Environmental impacts	Right to self-determination, right to natural resources, right to subsistence (ICCPR 1 – ICESCR 1) / Right to an adequate standard of living (UDHR art 25.1) / Right to health (ICESCR art 12.1) / Right to life (UDHR art 3) / Right to access to sufficient water supply and sanitation (Resolution A/RES/64/292. United Nations General Assembly, July 2010)	Operations/Supply chain/Other activities (Local communities)	Local communities (in general)