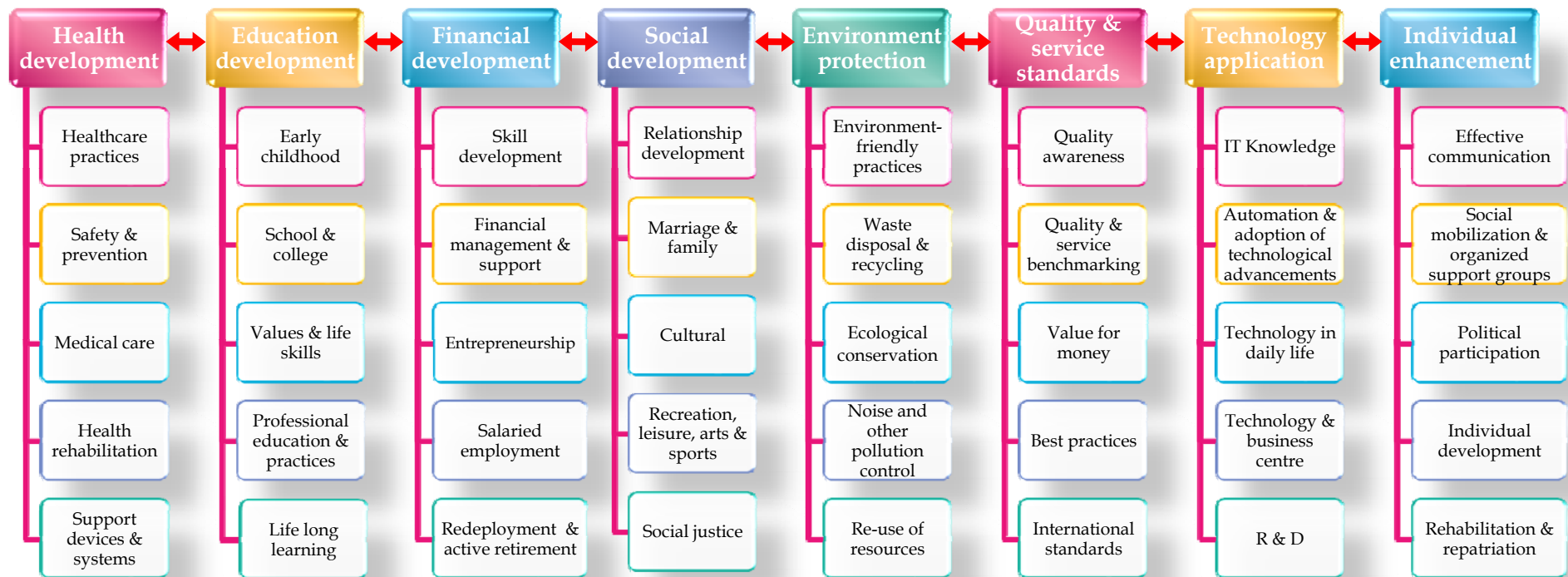


Social Responsibility Matrix



Crisis management, prevention and continuous improvement