

2008 Citizenship Report

Resetting Responsibilities



CONTENTS

- 1 About This Report
- 3 GE Around the World
- 3 GE by the Numbers
- 6 A Letter from Jeff Immelt
- 7 Resetting Responsibilities
- 12 Stakeholder Advisory Panel
- 14 A Letter from Brackett Denniston & Bob Corcoran
- 15 GE Citizenship Commitments & Highlights
- 20 Strategic Priorities & Engagement
- 24 Operational Excellence
- 26 Financial Markets
- 29 Growth Markets & Demographics
- 32 Energy & Climate Change
- 36 Performance Summary
- 40 At-a-glance Metrics
- 45 GE Recognitions
- 45 GE Contact Information

FEATURES

- 11 The Role of Business in Community Building
- 23 A Citizenship Focus in Business Education
- 25 Best Practices at GE Aviation in Brazil

- 28 Responsible Project Financing
- 30 Bridging the Gaps in Healthcare Access
- 30 Promoting Ethical Product Use
- 31 Strengthening Rule of Law In Asia

For complete Features please visit www.ge.com/citizenship/features.

PERSPECTIVES

- 2 Reporting That Matters—Disclosing Meaningful Sustainability Data
Ernst R. Ligteringen, *Chief Executive, Global Reporting Initiative*
- 2 The Business Case for Human Rights
Georg Kell, *Executive Director, UN Global Compact*
- 10 Addressing the Achievement Gap in Middle Schools
Dr. Sabrina Hope King, *Chief Academic Officer, New York Department of Education's Office of Curriculum and Professional Development*
- 10 The Importance of a Strong Global Economy
Camilla Toulmin, *Director of International Institute for Environment and Development*
- 11 Not Simply Consumers and Voters, but Citizens
Kumi Naidoo, *Honorary President, CIVICUS*
- 11 Climate Change and Social Justice
Andrew Scott, *Director, Practical Action*
- 21 A Business's Contract with Society
Charles Moore, *Executive Director, Committee Encouraging Corporate Philanthropy*
- 21 Two Crises & One Utopia: A Sustainable World
Ricardo Young Silva, *President of the Board, Instituto Ethos de Empresas e Responsabilidade Social (ETHOS)*
- 22 Promoting the Rule of Law Where GE Works
Karan Bhatia, *Vice President and Senior Counsel, GE International Law and Policy*
- 23 Evolving Business School Ethics
Carolyn Woo, *Dean of University of Notre Dame's Mendoza College of Business*
- 24 The Community Impact of GE in Brazil
Josie Jardim, *General Counsel, Latin America, GE Corporation*
- 25 Good Corporate Citizenship
Philip A. Armstrong, *Head, Global Corporate Governance Forum*

- 25 The Role of Metrics in Corporate Responsibility
Kevin Moss, *Head of Corporate Social Responsibility, Americas, BT Global Services*
- 27 Respecting the Rights of Indigenous Peoples
Tom Syer, *Director of First Nations and Corporate Relations, Plutonic Power Corporation*
- 28 Sustainability in Trade
Ricardo Meléndez-Ortiz, *Co-Founder and Chief Executive, International Centre for Trade and Sustainable Development*
- 30 Overcoming Healthcare Disparity
Dr. Olajide Williams, *Associate Director of the Department of Neurology and Assistant Professor of Neurology—Columbia University, Director of the Stroke Center—Harlem Hospital*
- 31 Responsible Supply Chain Transitions
Sean Ansett, *Managing Partner, At Stake Advisors*
- 34 Growing Business Risks from Global Water Scarcity
Mindy Lubber, *President, Ceres*
- 35 Adapting to the Challenge of Climate Change
David Runnals, *Executive Director, International Institute for Sustainable Development*
- 35 Climate Change Adaptation & Technology Transfer
Jukka Uosukainen, *Director General, International Affairs Unit, Ministry of the Environment of Finland*

For complete Perspectives please visit www.ge.com/citizenship/perspectives.



► ABOUT THIS REPORT

GE's approach to citizenship is a full-time commitment employing the same goals, strategies, and accountabilities that drive our business. Like so many urgent conversations in the world today, this year's report is framed by reflections on the financial crisis and prospects for recovery.

The report is structured around discussions of our key business themes, which outline the challenges and opportunities we face and include perspectives from both our employees and external stakeholders (see www.ge.com/citizenship/perspectives). We also highlight relevant performance data (see www.ge.com/citizenship/performance) and include a section on GE's operational excellence, which offers a glimpse into how GE's culture and management systems help us execute on our goals.

The Performance section, which includes a full scope of performance data and progress against commitments and targets, has moved this year to our Web site at www.ge.com/citizenship. Maintaining this information online will assist us in maintaining the quality of discussion we seek with stakeholders.

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

We hope that this report continues to spark conversation about the shared challenges facing business and society — for what is responsible citizenship if not a dialogue on our

most difficult issues? We will continue to engage in these constructive discussions, and seek to adapt based on what we learn. Through collaboration in developing solutions, GE will continue to work toward improving the quality of life for citizens, our employees, and our investors.

Scope of Report

This report, published in June 2009, covers GE's worldwide operations for the 2008 fiscal year except where otherwise stated. This is GE's fifth citizenship report. Reports for previous years are available at www.ge.com/citizenship/reporting.



Reporting and Assurance Standards

GE continues to work with an expert panel for feedback on the quality of the Company's citizenship reporting. The panel's conclusions are outlined in their Opinion Letter, which is included in this report (see page 12). For each of the last three years, the panel has helped GE improve its corporate citizenship efforts. In 2008 we expanded its scope to include:

- Identifying and exploring issues to understand their relevance to GE's citizenship and its business strategy
- Connecting with other advisory forums hosted by GE
- Advising GE on key issues by engaging with relevant GE executives
- Advising GE on adhering to the principles of the United Nations Global Compact (f)

GE is committed to following the Global Reporting Initiative (GRI) Sustainability Reporting Guidelines, which have informed the development of this report. We have also made use of the AA1000 Assurance Standard to guide our approach, using its principles to inform the panel conversation and letter. For this 2008 report, we have used the GRI "G3" Guidelines and compiled the report according to GRI Application Level A. To learn more about the GRI guidelines, please visit www.globalreporting.org/ReportingFramework/G3Guidelines/.

A full GRI Index for the report can be found at www.ge.com/citizenship/gri.

A full UN Global Compact Index for the report can be found at www.ge.com/citizenship/globalcompact.

To contact GE, please see the "Contact Information" section on the inside back cover of this report.

EXTERNAL PERSPECTIVES

Ernst R. Ligteringen,

Chief Executive, Global Reporting Initiative

REPORTING THAT MATTERS — DISCLOSING MEANINGFUL SUSTAINABILITY DATA

The strengths and weakness of current reporting lie with the comprehensiveness of each report. On the one hand, reports need to provide a broad spectrum of information, but report-users also need to be able to clearly see an organization's priorities and patterns in its performance over time. To date, reports have been strong on providing a solid base of information for users to understand an organization's performance. They have been weaker on painting a clear picture.

Read more at www.ge.com/citizenship/ligteringen.

EXTERNAL PERSPECTIVES

Georg Kell,

Executive Director, UN Global Compact

THE BUSINESS CASE FOR HUMAN RIGHTS

Businesses have several reasons to commit to respect and support human rights. While some businesses approach human rights from a pure compliance perspective, limiting their actions to what the law requires, self-enlightened business leaders increasingly embrace a broader risk management perspective that goes beyond minimum legal requirements. This is especially so where legal requirements do not live up to international standards.

Read more at www.ge.com/citizenship/kell.

REPORTING PRINCIPLES & FRAMEWORK

Inclusiveness Issues raised by stakeholders

Sustainability context Global social and environmental challenges

Completeness GE's worldwide operations and four businesses

Relevance/Materiality

1. Prioritize issues influencing stakeholder decisions
2. Prioritize issues influencing business success

This Report = thematic discussions for dialogue

Web Site = performance metrics and core activities

GE Around the World*

GE is a diversified global infrastructure, finance, and media company that is built to meet essential world needs.

From energy, water, transportation, and health to access to money and information, GE serves customers in more than 100 countries and employs more than 300,000 people worldwide.



GE World Totals \$182.5B** revenues 323,000 employees

United States	\$85.3B revenues 152,000 employees	Europe	\$44.0B revenues 95,000 employees	Asia Pacific (Pacific Basin)	\$23.6B revenues 50,000 employees
Canada & the Americas	\$14.8B revenues 19,000 employees	Middle East, Africa & Others	\$10.1B revenues 7,000 employees		

**includes ~\$4.7B from "other Global" areas

GE by the Numbers

- GE is the most widely held stock in the world, with approximately 5 million shareholders.
- The GE Pension Plan, which covers most U.S. employees, dates back to the beginning of the 20th century. GE's management of this and other pension plans solidly positions the Company to meet its pension obligations to more than 665,000 employees and retirees globally.
- The total GE family is comprised of more than one million people, including 323,000 employees; the GE family contributed \$237 million and more than one million volunteer hours on community and relief initiatives worldwide in 2008.
- GE serves hundreds of millions of customers and GE buys billions of dollars in materials, components, goods, and services from suppliers.
- GE invested about \$15 billion in its intellectual foundation, including product, services marketing, and programming; GE filed over 2,500 patents in 2008.
- In 2008, GE delivered earnings from continuing operations of \$18.1 billion, down 19%; GE returned approximately \$16 billion to investors in the form of dividends and share repurchase.

*These numbers reflect operations as of fiscal year 2008, which ended 12/31/2008.

Technology Infrastructure

Around the world, we are helping build the healthcare, transportation, and technology infrastructure of the new century. Many of the fastest-growing businesses are in GE's Technology Infrastructure segment.



Citizenship Priorities by Technology Infrastructure

- Access to healthcare in emerging markets
- Healthcare public policy and costs
- Privacy and product security
- Product quality, and patient and operator safety
- Government and military sales
- Governance, ethics, and anti-corruption efforts in emerging markets
- Research involving embryonic stem cells
- Security and human rights (including employee safety)

	2004	2005	2006	2007	2008
REVENUES (in \$ billions)	30.1	33.9	37.7	42.8	46.3
PROFIT (in \$ billions)	5.4	6.2	7.3	7.9	8.2

Energy Infrastructure

GE's Energy Infrastructure segment is leading the field in the development, implementation, and improvement of the products and technologies that harness our resources, such as wind, oil, sun, gas, and water.



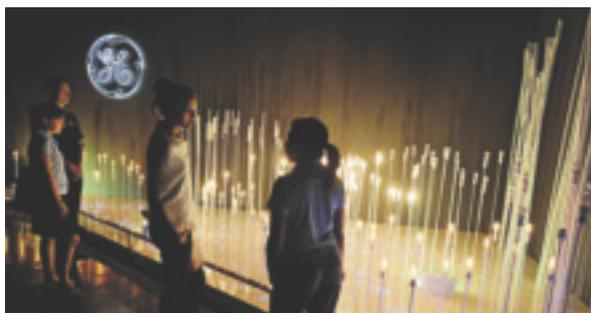
Citizenship Priorities by Energy Infrastructure

- Government and military sales
- Governance, ethics, and anti-corruption efforts in emerging markets
- Environmental management issues, including air quality, climate change (both in relation to the development of product solutions to address this topic and the energy efficiency of our operations)
- Energy policy

	2004	2005	2006	2007	2008
REVENUES (in \$ billions)	19.8	21.9	25.2	30.7	38.6
PROFIT (in \$ billions)	3.1	3.2	3.5	4.8	6.1

Consumer & Industrial

From the familiar light bulb to the latest advancements in consumer technology, GE Consumer & Industrial has a long tradition of innovations that have improved the quality of life of millions of people everywhere.



Citizenship Priorities by Consumer & Industrial

- Emerging markets, consumer spending, and value products
- Product energy efficiency
- Privacy
- Superior information management and automation solutions
- Product safety

	2004	2005	2006	2007	2008
REVENUES (in \$ billions)	12.4	13.0	13.2	12.7	11.7
PROFIT (in \$ billions)	0.6	0.7	1.0	1.0	0.3

Finance

GE Capital offers a broad array of products and services aimed at enabling commercial businesses and consumers worldwide to achieve their dreams. Services include commercial loans, operating leases, fleet management, financial programs, home loans, credit cards, personal loans, and other financial services.



Citizenship Priorities by GE Capital

- Compliance and governance in challenging operating environments
- Data privacy and security
- Anti-money laundering
- Disclosure practices (e.g., transparency with customers)
- Environmental concerns (as they relate to the debt and equity financing activities of GE Commercial Finance in addition to Equipment Finance and Aviation Finance)
- Risks and opportunities of emerging markets
- Responsible consumer lending

	2004	2005	2006	2007	2008
REVENUES (in \$ billions)	43.8	49.1	56.4	66.3	67.0
PROFIT (in \$ billions)	6.6	8.4	10.4	12.2	8.6

Media & Entertainment

NBC Universal is one of the world's leading media and entertainment companies. It develops, produces, and markets film, television, news, sports, and special events to a huge global audience.



Citizenship Priorities by NBC Universal

- Broadcast standards
- Distributing content through digital media (www.nbcuniversal.com)
- Intellectual property protection and anti-piracy
- Effecting positive change to the environment by raising awareness and educating consumers

	2004	2005	2006	2007	2008
REVENUES (in \$ billions)	12.9	14.7	16.2	15.4	17.0
PROFIT (in \$ billions)	2.6	3.1	2.9	3.1	3.1

► DEAR FRIENDS,

The global financial meltdown we have experienced doesn't just represent the low point in the economic cycle; it represents a "reset." As a result, government, business, and society must all play a role in recharging our economies, solving societal problems, and creating jobs.

As industries are restructured, strategic engagement with government has become critical. Performance on issues such as climate change and human rights is becoming integral to value creation. At GE, we have been preparing for this — and in fact, the ability to anticipate and adapt to this reset is fundamental to our success. We believe that business leaders who not only understand — but also embrace — this type of shift will prosper. As a leader committed to corporate social responsibility, I have gained no solace in watching some focus on short-term gain with little regard to commitment or accountability, a sort of *corporate social detachment*. In a world of short-term interests and rewards, GE understands that success is profoundly about the long term, for the business, for our investors, and for our stakeholders.

We are committed to staying true to our core values in these difficult times and believe that our responsible business practices are critical in helping us and our communities to weather the storm. GE's integrity, our experience and our focus on the social needs of health, infrastructure, energy, finance, and education position us as a natural partner in managing a sustainable economic recovery. This economic meltdown has been tough on

GE investors, retirees, employees, customers, and other important stakeholders, but we continue to focus on our core values and the long term.

In the early years of my career, I had a typical businessperson's reluctance to seek external opinions. A reset world brings a renewed opportunity to engage. Success in tomorrow's markets means working with stakeholders to understand, predict, and shape our future environment and ways of living. Tackling important problems together will require teamwork and respect. Transparency and accountability will be more important than ever.

Through this report we open the doors to GE: sharing our commitments and progress. But a rear-view mirror of performance is of limited use in driving forward. Therefore, this year's report starts with a discussion of the challenges that lie ahead. We do not have all the answers, but we know that the way to find them is through ongoing dialogue and debate, hard work, and decisive leadership.

One thing that is clear is that interconnected global markets remain the essential foundation for innovation, economic growth, and better lives. GE both contributes and benefits as a result of our globalization. By integrating responsible citizenship into what we do, engaging thoughtfully with our stakeholders, and working to solve societal problems, we continue to build a better company and a better world for all our stakeholders.

Sincerely,



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



Resetting Responsibilities

As a global business, GE depends on a healthy, prosperous, and interconnected world for our own ability to prosper. And we believe that our products and innovations are helping to build a better future.

In 2008, the world changed.

Our interconnected world tumbled into a dramatic global recession, in which financial systems ground to a halt and consumer confidence plummeted. The results have been all too clear: 45% of the world's financial value was destroyed in less than 18 months; millions have lost their jobs, and many more remain vulnerable.

While no one can say how long the crisis will last, we believe that it is leading not just to a low point in the economic cycle, but to a fundamental reset. Governments are stepping in to stimulate markets, solve societal problems, and create jobs; industries are restructuring; and accountabilities among business, government, and society are being renegotiated.

What keeps stakeholders awake at night?

At their meeting with GE executives, our expert panel reflected on what is at stake:

"Environmental market niches are facing a lot of pressure, such as in sustainable forestry. Some markets for recycling do not exist anymore."

— **Valdemar de Oliveira Neto**
Regional Representative for Brazil, Avina

"The gap between science and policy on climate change is frightening. The distraction of the financial crisis is hugely frustrating. Short-term political thinking needs no excuse to flourish."

— **Isabel Hilton**
CEO and Founder, China Dialogue

"The response to the financial crisis cannot just be about enabling consumers to consume more, but to enable poor people to meet their needs. Are we — both international businesses like GE, and international institutions like the World Bank and IFC — focused and creative enough to do that?"

— **Rachel Kyte**
Vice President, Business Advisory Services, International Finance Corporation

"The era of financialization has come to an end, but the contours of the next phase of development are still unclear. We can draw hope from the substantial low carbon dimension in the world's stimulus plans. But the shift to sustainable economic trajectories is by no means irreversible making the Copenhagen climate conference pivotal."

— **Nick Robins**
Head, HSBC Climate Change Centre for Excellence

"There is a real danger that a crackdown on human rights will follow the financial crisis. When everyone is in a belt-tightening mode, will companies beyond the major first-tier brands continue to pay attention to human rights? Also, what will be the impact of tighter credit on microfinance and on access to financial services for the poor more generally?"

— **Salil Tripathi**
Policy Director, Institute for Human Rights and Business

Reset Pathways

Businesses, governments, and civil society all have a part to play in restoring confidence and economic progress. But beyond this, the reset economy must recognize societal limits and enable people to achieve their potential, regardless of where they happen to be born. Four intertwined pathways are emerging — some new, others already well trodden. Together, they offer a route towards a sustainable reset:

- **Effective government.** Fundamental to a successful reset will be effective government. Government must act effectively as regulator, supporter, customer, and partner. While the financial sector will be affected most directly, the impact will be widespread. Government will need to set firm foundations not only for regulating financial risk, but also for stimulating economies, investing in infrastructure, securing human rights, enabling trade, and creating international frameworks for stewarding natural resources.

- **Accelerated innovation.** In some ways everything has changed, but much remains the same. The planet's population is still four times what it was a century ago. Nearly half the world still lacks access to basic sanitation, while the need to reduce greenhouse gas emissions continues unabated. We cannot afford a prolonged downturn in the innovation and entrepreneurship needed to deliver better, more efficient, and affordable mobility, healthcare, housing, nutrition, and energy.
- **Mobilized talent.** The need remains for educated, enabled, and talented people to create innovations, implement new technologies, and improve productivity. Business requires this “human capital” to excel, nations need it to compete, and individuals depend on it to thrive. Healthcare and basic education are the foundations. Beyond this, every country needs a system of education that inspires hard work, discipline, and creative thinking. The ability to innovate must be valued again for the reset economy to take off.



- Sustainable investment.** Financial services will never return to its previous level as a proportion of the global economy—and never should. Financial markets remain crucial as the circulatory system for commerce, but they must be reset to enable long-term sustainable performance in the real economy. This means less leveraged finance, a fundamental repricing of risk, the ability to account for externalities like greenhouse gas emissions, and a realignment of executive responsibility and compensation with long-term performance.

These pathways are by no means certain. But we believe they represent our best bets, as a global society, for restoring public trust in business, maintaining support for globalization, and creating the foundations for ongoing prosperity. The very real alternative is a backlash of self-destructive protectionism, which could stifle the ideas and innovation we need for sustainable economic growth.

GE Citizenship

Our citizenship strategy is integral to our business strategy.

Our simple citizenship framework—*make money, make it ethically, and make a difference*—dictates that we make contributions and create value for society in ways that align with the business strategy of the Company. This framework should be thought of not as a ladder of objectives, but rather a three-legged stool where each goal supports the others.

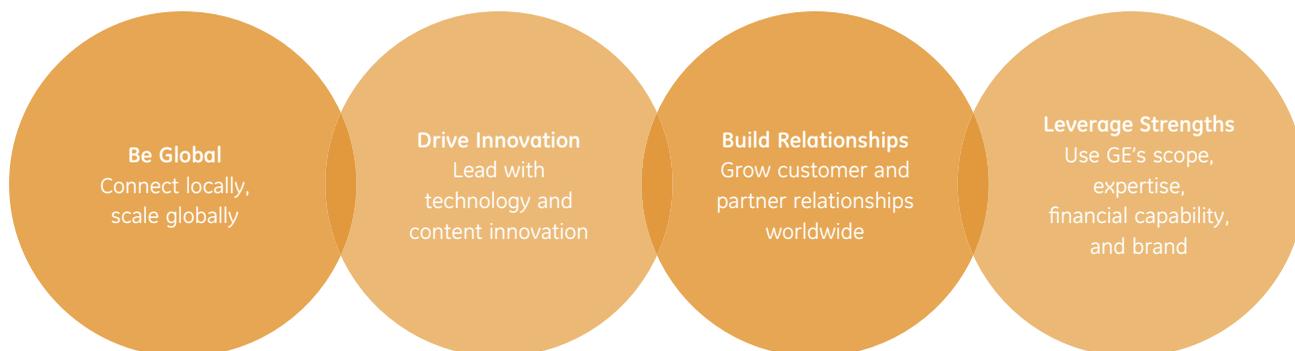
This integrated approach to citizenship is critical to how we are responding to the crisis and to the reset.

GE has continued to invest in technology and innovation in the areas of clean energy, healthcare, and infrastructure across the world, particularly in emerging markets. For instance, of the \$6 billion that the Company invests in research and development each year, \$4 billion is allocated to solving the problems of affordable healthcare and clean energy. Through the resulting products and innovations, along with our leadership in education reform, we can play a crucial role in helping to solve global problems.

Being global, driving innovation, building relationships, and leveraging our strengths positions us a natural partner to governments around the world working to create jobs, meet needs, steward common resources, and create sustainable growth. GE’s technical expertise, collaborative capability, and alignment to key societal challenges make us a natural partner in developing a “green” recovery. In Mexico, for example, we are collaborating with the government and other stakeholders to accelerate participation in the country’s Clean Industries program. GE is promoting and supporting its suppliers and tenants to seek certification under this program. Five suppliers and one GE-owned industrial park have begun the process thus far, with another 12 suppliers committed to begin in 2009.

OUR STRATEGY

Our strategy borrows key strengths from the past and makes them relevant to a new era of global business:



EXTERNAL PERSPECTIVES

Dr. Sabrina Hope King,

Chief Academic Officer, New York Department of Education's Office of Curriculum and Professional Development

ADDRESSING THE ACHIEVEMENT GAP IN MIDDLE SCHOOLS

The Campaign for Middle School Success is a \$35 million initiative supported by both public and private funds, including a five-year, \$17.9 million grant from the GE Foundation as part of the Developing Futures™ in Education program. Dr. King's audio perspective discusses how New York City schools are addressing the achievement gap and creating a system of middle schools that help prepare children for success in further education and future careers.

Read more at www.ge.com/citizenship/king.

We are also collaborating with governments, business alliances, and civil society partners around the world to shape the pathways for a sustainable recovery. For example, Jeff Immelt is serving on U.S. President Obama's economic advisory board, and GE is a founding member of the U.S. Climate Action Partnership. In Asia, we are working with governments, organizations, and law schools to promote the rule of law. In China, we are sharing best practices with the Guangdong Environment, Health & Safety (EHS) Academy to improve the overall standard of professionalism in the area of environment, health, and safety.

We continue to devote our efforts in philanthropy to making communities around the world stronger. For example, the GE Foundation re-allocated nearly \$20 million in 2008 to give greater support for organizations providing basic needs such as food, clothing, and shelter. Our Developing Health Globally™ program is working with local communities, health workers, and government ministries in Africa, Latin America, and Asia. It does not just provide and install usable equipment in rural hospitals and clinics—it also backs this up with capacity-building for the equipment's long-term use, maintenance, and management. So not only can we be confident that our donations are making a difference, but we can also learn more about how to develop technologies that meet the demand for healthcare in challenging environments.

Questions and Challenges

The shape of the reset economy is still emerging, and the shared responsibilities it entails are being negotiated in local, national, and international policy debates around the world. On the table are the terms upon which we balance public good and private gain—who pays and who benefits—as we mobilize for recovery. Equity, efficiency, and justice is an age-old discussion, but one brought into sharp focus by the urgency and scale of this crisis, as well as the opportunity for change that it represents.

For GE, these questions are not abstract principles, but very real challenges. Are we directing our innovation and finding ways to apply our technologies to meet urgent human needs? Are we cutting our carbon emissions (and helping our customers cut theirs) quickly and sharply enough to contribute to the global imperative of mitigating climate change? Are we doing enough to prepare and adapt for the impacts climate change does cause? Are we contributing all we can to solving societies' problems

EXTERNAL PERSPECTIVES

Camilla Toulmin,

Director of International Institute for Environment and Development

THE IMPORTANCE OF A STRONG GLOBAL ECONOMY

We are at an extraordinary moment in our history, a point at which our global interconnectedness has never been more painfully apparent. The food, commodity, and energy price boom of last year in combination with the sub-prime market contagion showed how closely we are now linked. The financial and economic crash has thrown millions of people out of work, in poor and rich nations alike.

These seismic shifts throw everything up in the air, creating a brief breathing space for government, business and citizens to stop and think—about the underlying forces pushing our planet towards bankruptcy and the risks we run from business as usual. Designing a more resilient economy must be our principal goal—we don't know all the details, but we need to start somewhere. Big companies can be hugely helpful by engaging with governments to support these shifts rather than lobbying to stop change. We also need them assessing how best to build resilience within corporate strategies, as well as the wider landscape of finance and industry.

Read more at www.ge.com/citizenship/toumlin.

through the combination of our products and services, the way we do business, and our community investments. Are we acting fairly and with integrity in all our relationships? Are we reconciling our responsibilities as a local and a global company? Are we fair and effective in the way we apportion risk and reward among executives, employees, business partners, and local communities? And if the answer to any of these questions is no, can we identify the signals and frameworks that need to be changed, both internally and externally, and set to work fixing them?

Every component of GE's internal value chain faces its own set of challenges. Each must engage its key stakeholders to balance the immediate needs of today with the imperative of long-term sustainability.

This report and our citizenship Web site www.ge.com/citizenship invite you to judge for yourself how we are doing. But they only represent a snapshot of the developments and debates within GE and among our broader network of stakeholders. They do not form the end of the conversation on these questions. Instead, they offer an entry point from which we begin our contribution toward a resilient and sustainable reset of the global economy.

EXTERNAL PERSPECTIVES

Kumi Naidoo,
Honorary President, CIVICUS

NOT SIMPLY CONSUMERS AND VOTERS, BUT CITIZENS

The Universal Declaration of Human Rights (UDHR) framed the essence of the contract for human-to-human behavior. And since the UDHR is for "every organ of society," this same tenet of interdependency applies to the contract between groups, including the relationship between business and communities. Business can only realize its full potential through integrating duties to community in core objective setting and operating structure.

Any business—local, national or global—has numerous communities to which it is duty-bound, like the environment in which it operates, the political constructs within which it does business, the consumers who buy from it, the sub-contractors who perform for it, and the local communities that provide its labor force. A growing number of businesses are evaluating their value chains and seeking ways to better fulfill their obligations today, but the current response from business leaders is still woefully inadequate given the challenges we now face.

Read more at www.ge.com/citizenship/naidoo.

EXTERNAL PERSPECTIVES

Andrew Scott,
Director, Practical Action

CLIMATE CHANGE AND SOCIAL JUSTICE

Under the current approach, the way to address poverty and environmental sustainability has been the pursuit of economic growth, to increase people's resources, to allow markets to deliver the goods and services they need; and to look towards technology development to take care of the "technical" problems, such as inefficient production, disease, pollution, and scarcity of natural resources. This approach in the past has failed to take account of environmental costs and to stop the growth of deeper inequality between rich and poor.

The poorest and most disadvantaged people in the world will be most affected by the effects of climate change, but are least responsible for causing it and least well-equipped to deal with it. Principles of justice and sustainability must combine when we consider the local action needed to enable them to adapt to global climate change. This means strengthening their resilience to the increasing number of disasters; it means building their capacities to adapt to future change; and it means reducing poverty and their vulnerability to events completely outside their control or influence.

Read more at www.ge.com/citizenship/scott.

The Role of Business in Community Building

Community factors such as quality of life, community reputation, standard of living, and the potential for economic development are important considerations for any company. The company, however, must be an active participant. Since a company's workforce and operational strength depend upon the economic and social health of its communities, this relationship is mutually reinforcing. More than ever, a company's strength depends on the health of the community in which it operates.

Read more at www.ge.com/citizenship/communitybuilding.

► A LETTER FROM THE EXPERT ADVISORY PANEL

As a Panel, we have engaged with GE in frank discussions to inform the development of its 2008 Corporate Citizenship Report. In light of the expanded scope and mandate of the Panel, the aim has not been simply to improve the way GE communicates about its impacts, but also to help GE focus its efforts in addressing strategic social and environmental challenges through its businesses.

Key Strategic Issues

The headline issue for any company this year must be the global financial crisis and the challenge of achieving sustainable economic growth in that context. At the same time, the social and environmental issues of our time continue to intensify. GE's Report is remarkable because of the extensive, candid, and forward-looking reflections it shares on the impact of the financial crisis on business strategy and corporate citizenship. The company not only reaffirms its citizenship commitments and belief that ethical business is good business, even in a downturn—it also focuses on the challenge of “resetting” the business and global economy towards long-term sustainable success. This is a challenge we all face, as investors, as activists, as advisors, and as citizens. We encourage GE to play a leadership role in stimulating a “sustainable reset” not only in the way financial markets value performance, but also in the way that risks and rewards are borne by investors and society at large.

The Report continues to provide strong focus on GE's approach to energy and climate change, highlighting progress made in 2008 as well as acknowledging broader dilemmas and considering GE's approach in handling and resolving those dilemmas. Achieving necessary global emission reductions and adapting to climate change both require collaboration between business and society. We welcome GE's expert convening on climate change adaptation and its commitment to advocate publicly policies that encourage technological innovation and technology transfer. We note GE's transparency and leadership in reporting its emissions related both to its equity investments and its own manufacturing operations. However, in the context of the need for deep cuts in global emissions, the Panel emphasizes the need for the company to evaluate the carbon-intensive elements of its business portfolio, such as its products and services to the oil and gas industry, particularly oil sands exploitation and coal-fired power generation.

Last year, the Panel encouraged GE to reflect more fully on its sophisticated understanding of human rights and development issues. This year, the Panel commends the increased efforts the company has made to deepen its coverage, and its record of respecting and supporting the rule of law, as well as promoting

consumer responsibility in product use, such as the challenge of preventing ultrasound use to support sex-selective abortions in certain parts of the world. We applaud GE's ongoing commitment to upholding the human rights of those it touches through its supply chain, workplace, and communities. In light of GE's recognition of the importance of the role of government in a sustainable economic recovery, the Panel encourages GE to discuss in greater detail its management of tax matters, and how these actions align with its commitment to corporate citizenship.

Reflections on the Report

The Panel commends GE for its approach to reporting, where the company has taken significant steps forward in providing meaningful transparency and engagement on strategic issues. In particular, we are pleased that GE has responded publicly to Panel comments on the 2007 Report. We also welcome GE's continued inclusion of external perspectives and the development of its corporate citizenship Web site as a platform for ongoing discussion on how the company is addressing material issues and responses from external stakeholders and employees.

While we are not providing an audit or verification of the Report, we did assess it in light of the AA1000 Principles:

Completeness: The Report provides extensive information about GE's citizenship approach, impacts, and key performance data, including a clearer picture of how citizenship is governed and increasing emphasis on “embedded” stakeholder engagement.

Materiality: The Report clearly presents the linkage between business strategy and citizenship focusing on “shared priorities” embedded for GE and its stakeholders, including reflections on the changing drivers of business performance in light of the financial crisis.

Responsiveness: The Report includes both longer-term commitments and specific targets in some areas, demonstrating visible progress on material priority impact areas from last year's Report. The use of meaningful benchmarks would further advance comparability.

About the Expert Advisory Panel

In 2008, the Expert Advisory Panel continued to help improve the quality of GE's Corporate Citizenship Report by offering comments, questions, and suggestions on earlier drafts and providing this letter of public commentary. Panel members also provided strategic advice on GE's priority issues and were involved in GE's other stakeholder engagement activities.

GE reimbursed the expenses of Panel members, and in recognition of their time and effort, made honoraria to either individuals or the organizations of their choice. The Panel met twice over the course of the year and was designed, organized, and facilitated by AccountAbility. The Panel members are:

- **Valdemar de Oliveira Neto**
Regional Representative for Brazil, Avina
- **Isabel Hilton**
CEO and Founder, China Dialogue
- **Rachel Kyte**
Vice President, Business Advisory Services, International Finance Corporation
- **Nick Robins**
Head, HSBC Climate Change Centre of Excellence
- **Salil Tripathi**
Policy Director, Institute for Human Rights and Business

Within the letter below, the Panel expresses its views as a group of individuals, and not on behalf of their organizations.

Recommendations for Consideration

The Panel looks forward to GE's continued development of its reporting. In particular, we propose four questions which we hope will help GE advance its citizenship strategy and be reflected in its reporting over the coming year.

How does GE's performance contribute to global goals? The Panel encourages GE to identify more specific and quantitative performance metrics and targets and to report how its performance measures up to relevant external benchmarks and standards. In particular, the company should address how far its energy and climate commitments go in contributing to U.S. and global goals for climate stabilization. On a local level, it would be useful to see GE's engagement and reflections on what local actions are required to achieve global targets. With regard to the company's EHS performance and last year's forward-looking commitment to identify additional opportunities for further reductions using new waste metrics gathered, we encourage GE to consider identifying a set of waste reduction targets following the approach the company has taken for GHGs and water.

How are GE's targets and commitments being addressed locally? In this year's Report, GE has increased its coverage of local performance through "challenge discussions" and "external perspectives" on the company's Web site. We welcome GE's commitment to produce country fact sheets in four key regions, and look forward to wider coverage of country-level performance data as well as regional stakeholder engagement and public policy advocacy.

How is GE's approach to corporate citizenship embedded in its operations? We encourage GE to continue strengthening coverage on remuneration, from CEO and Board level to operational staff, in order to demonstrate how citizenship is linked to the company's incentive structure.

How is GE managing its economic impacts responsibly? While we understand that this is difficult to report on in the midst of the crisis, we look forward to insights and learning gained during the year, as GE addresses the challenge of maintaining its commitments to its core citizenship principles in these turbulent times. We urge GE to provide increased coverage on key issues

such as job losses and supply-chain retrenchment, as well as what the company is doing to ensure these are carried out responsibly and in a way that supports economic recovery.

These are not easy questions with straightforward answers, but ones that will involve ongoing dialogue within GE and with stakeholders. We encourage GE to continue to innovate its reporting, providing the meaningful transparency necessary in support of these essential debates, and also demonstrating leadership within the broader global business community.

GE Response to the 2007–2008 Stakeholder Panel Letter

In developing this year's report, we have made some key changes reflective of last year's panel recommendations:

- We offer a deeper discussion of how GE's business strategy, culture, performance, and advocacy positions relate to societal concerns.
- We give greater coverage of human rights issues, in particular our efforts to promote "rule of law," access to water, and greater engagement with customers.
- We made access to healthcare a priority issue, which also touches on the issue of access to clean water and gives consideration to integrated energy solutions.
- We have improved reporting on ecomagination, and have made a commitment to further explore integrated energy solutions across GE's portfolio.
- We have increased coverage of our performance and challenges in different regions on the Web site, and in 2009 will publish fact sheets on our performance in four priority countries.

We have not taken every recommendation of the panel on board in this cycle, due largely to the rapidly changing economic situation. But we will continue to explore material issues raised by the panel. We expect that in the coming year, discussing problems and finding solutions with our stakeholders will become even more important.

Sincerely,



Robert L. Corcoran
Vice President,
Corporate Citizenship

► A LETTER FROM BRACKETT DENNISTON & BOB CORCORAN

GE people turn imaginative ideas into leading products that help solve the world's toughest problems. Our approach to citizenship is not an add-on for this business — it is core to the way we operate worldwide. Our citizenship priorities help us to achieve business goals, and our business activities and goals are the way that we make an impact on people and the environment.

This means that corporate citizenship at GE is not managed on its own. It is mainstreamed into the way we determine investment and product development priorities; the way we engage with our customers, suppliers, and local communities; and the way we think about business challenges and opportunities.

GE is striving for sustainable growth. Our common success depends on laying down pathways together toward a sustainable reset world:

- **Effective government.** We are working closely with governments around the world to understand how GE can best contribute to global economic recovery, through either capacity-building; using GE people to train, educate, and participate in leading forums around the world; or identifying investments and joint ventures to stimulate economic activity. We support the development of frameworks of accountability and transparency, along with regulation that is clear, fair, and robustly applied. These elements inform our own approach to corporate governance and our relationships with governments, civil society, and business partners.

- **Accelerated innovation.** The financial crisis should not halt the development of clean energy and other climate change mitigation and adaptation technologies. We plan to increase our investment in lower emission, higher efficiency technologies to \$1.5 billion by 2010 and continue supporting calls for fair and transparent regulation of greenhouse gas (GHG) emissions. GE's investment in clean energy and healthcare makes us a natural partner to governments around the world investing in new greener infrastructure and services to stimulate economic productivity, provide for basic needs, and create jobs.
- **Mobilized talent.** Turning around the performance of economies in these tough times will depend on maintaining and building new skills and mobilizing people, even as companies make employment cutbacks. To reconcile the flexibility needed for economic competitiveness with the security needed by employees and their families, we help employees transition into new positions and more broadly promote education, human rights, and the rule of law wherever we work.
- **Sustainable investment.** GE remains a key source of lending to companies, consumers, and projects. We are committed to responsible lending and have implemented responsible lending standards across all regions. By staying anchored in what we know, own, and manage and being prepared to hold assets through the cycle, we can continue to provide loans that support long-term customer investments in infrastructure, including healthcare, transportation, and energy.



2009 will bring challenges, and we will face tough decisions around the changing environment for the coming year. The Operational Excellence and thematic sections of this report highlight in more detail how we are positioned to respond.

As we continue to review and reprioritize our commitments, open engagement with stakeholders is crucial. We will work with customers, suppliers, and other stakeholders to solve societal problems, steward common resources, and create sustainable growth.

Sincerely,

Brackett B. Denniston III
Senior Vice President
& General Counsel

Robert L. Corcoran
Vice President,
Corporate Citizenship

GE Citizenship Commitments & Highlights

Highlights

Company Performance: Revenues in 2008 grew 6% to \$183 billion and earnings from continuing operations declined 19% to \$18.1 billion.

Human Rights:

- This past year we issued Implementing Procedures on our Statement of Principles on Human Rights.
- In the fall of 2008, GE confirmed to the Secretary-General of the United Nations, Ban Ki-moon, that GE supports the 10 principles of the Global Compact with respect to human rights, labor standards, protection of the environment, and anti-corruption.

Stakeholder Advisory Panel: We increased the scope of stakeholder advisory panel beyond feedback on the reporting process.

Water Reduction Goal: In May 2008, GE announced a global water reduction goal for our manufacturing operations—a 20% reduction by 2012 from our 2006 baseline. In 2008 our water use rose by 0.2% from our 2006 baseline and we identified a number of projects to move us on the pathway towards our goal.

Product Innovation in Emerging Markets: We developed a summary of solutions to address needs in emerging markets, including healthcare, water, and energy.

ecomagination: Ecomagination product revenues increased from \$14 billion in 2007 to \$17 billion in 2008, which as a percent of GE's product revenue was 25% in 2008.

Greenhouse Gases and Energy Reductions: In 2008, the Company reduced greenhouse gas emissions by 13% compared to 2004 levels. GHG and Energy Intensity have been reduced by 41% and 37%, respectively, compared to 2004. As a result, the Company achieved one of its three ecomagination goals in this area—to reduce GHG Intensity by 30% by 2008. The other two goals are to be achieved by 2012.

Reporting: The 2007–2008 GE Citizenship Report was named “Best Sustainability Report” at the CERES-ACCA North American Sustainability Reporting Awards.

Globalization: GE's business outside the United States has grown from 35% in 2002 to 53% in 2008. GE operations in over 100 countries now generate revenues that exceed \$97 billion.

Public Policy: We provide extensive detail on initiatives where GE strongly supports the development of laws and legal institutions that are hallmarks of strong rule of law. Key areas of focus include legal and administrative transparency and predictability, anti-corruption, independent judiciaries, and fair and effective dispute resolution.

Healthymagination

In May 2009, GE launched “healthymagination,” an initiative in which the Company has committed \$6 billion to enable better health, focusing on cost, access, and quality. GE will spend \$3 billion over the next six years on healthcare innovation that will help deliver better care to more people at lower cost. The Company will commit \$2 billion of financing and \$1 billion in related GE technology and content to drive healthcare information technology and health in rural and underserved areas.

Under healthymagination, by 2015 GE will:

- Invest \$3 billion in research and development to launch at least 100 innovations that lower cost, increase access, and improve quality by 15%. GE will also apply its expertise in services and its suite of performance improvement tools for impact in these areas. These actions will strengthen GE Healthcare's business model.
- Work with partners to focus innovations on four critical needs to start: accelerating healthcare information technology; targeting high-tech products to more affordable price points; broadening access to the underserved; and supporting consumer-driven health.
- Expand its employee health efforts by creating new wellness and healthy worksite programs while keeping cost increases below the rate of inflation.
- Increase the “value gap” between our health spend and GE Healthcare's earnings to drive new value for GE shareholders.
- Engage and report on its progress. GE will engage experts and leaders on policy and programs and create a GE Health Advisory Board, which will include former U.S. Senators Bill Frist and Tom Daschle and other global healthcare leaders.

Healthymagination will draw on capabilities from across GE, including GE Healthcare, GE Capital, GE Water, NBC Universal, the GE Global Research Center, as well as the GE Foundation, the philanthropic arm of GE.

GE will report on the progress of this initiative on an ongoing basis, including next year's Citizenship Report.

To learn more about healthymagination, please visit www.healthymagination.com.

To learn more about GE's citizenship commitments and progress, please visit www.ge.com/citizenship/commitments.

Each year we make commitments to help us in identifying progress on our citizenship. Below is a summary of progress against our 2008 commitments.

Operational Excellence

2008 Commitments

ENGAGEMENT

- Continue multi-stakeholder dialogue sessions with increased participation from GE business leaders.
- Expand engagement of Stakeholder Report Review Panel beyond reporting, providing ongoing feedback to the citizenship program.
- Provide more context to customer engagement process.

COMPLIANCE & GOVERNANCE

- Continue to provide ombudsperson data by region and issue.

- Update on regulatory compliance processes.
- Provide detailed review of ombudsperson process.

EHS

- Continue to focus on sustaining and improving GE's EHS metrics.
- Take next steps on Company water use reduction.
- Continue to focus on regulatory change.
- Continue to focus on meeting GE's remedial responsibilities.
- Begin dredging the Hudson River (scheduled spring 2009).

PUBLIC POLICY

- Contribute to public policy dialogue, generating effective solutions to significant policy issues.
- Support efforts to identify next generation public policy issues, developing and proposing novel solutions to policy issues.
- Engage in a constructive dialogue among key stakeholders.
- Further enhance public policy dialogue to shape and support GE engagement.
- Engage in rule-of-law leadership, including the 2008 ABA Vienna Forum and the Rule of Law Index.

2008 Progress

ENGAGEMENT

- Hosted/sponsored global convenings on energy and climate changes, as well as human rights and water issues.
- Increased scope of stakeholder panel beyond feedback on reporting process.

COMPLIANCE & GOVERNANCE

- Increased usage of the ombudsperson process demonstrates that leaders have set the right integrity culture, creating an environment that encourages employees to come forward with their questions and concerns without fear of retribution. Compliance Leadership Training has been enhanced to include a section on creating an open reporting environment and how to properly receive and respond to employee integrity concerns. In addition, a pamphlet "Leader's Guide to Handling Integrity Concerns" has been created, translated into 12 languages and posted on the Integrity Web site.

- Reported timely investigation of concerns to ombudsperson, with 98% of 2008 investigations closed (as of May 1, 2009), averaging 49 days to close compared to 45 days the previous year, demonstrating a rigorous investigation management process.
- Investigation results by geography: 55% U.S. & Canada; 17% Europe; 15% Asia; 13% Latin America.
- Ombuds training was transitioned to a self-directed online course from instructor-based training. Since the launch of the digitized training, 117 ombudspersons have completed the course. Prior to launch, 129 ombudspersons completed instructor-based training. A total of 246 ombudspersons were trained in 2008.

EHS

- Reduced employee injuries by 12%.
- Added 29 new VPP and Global Star sites in 14 countries. Remained #1 participant in US OSHA VPP program.

- Reduced air exceedances by 44% and spills by 20%.
- GE operations received 650 EHS excellence recognitions from governments and customers.
- Joined USEPA's voluntary Nanomaterials Product Stewardship Program.

PUBLIC POLICY

- Contributed to drive improvements in healthcare policy and delivery in several countries partnering with several patient advocacy groups.
- Funded ABA Rule of Law Project in Vietnam.
- Continued USCAP engagement and advocacy.
- Continued support for robust fair-trade policies, including the DOHA round of negotiations and various bi-lateral free-trade agreements.
- Published policy positions on various issues including Energy, Healthcare, and Trade.

2009 Moving Forward

ENGAGEMENT

- Continued engagement on energy and climate change issues.
- Ongoing engagement with Institute for Business & Human Rights and similar initiatives.
- Provide citizenship fact sheets for four key regions.

COMPLIANCE & GOVERNANCE

- Continue to provide ombudsperson data by region and issue.
- Continue to address and measure improvement on open reporting.

EHS

- Provide update on Hudson River dredging commenced in May, 2009.
- Reduce employee injuries by 19%.
- Add new VPP and Global Star sites and remain leader in OSHA VPP.
- Reduce wastewater exceedances and spills by 33%.
- Continue EHS integration for new acquisitions.

PUBLIC POLICY

- Support the adoption of public policies that strengthen the global economy and the global trading system.
- Advocate for public policies that encourage technological innovation.
- Seek to promote the rule of law, particularly in the developing world where strong rule-of-law disciplines are critical to economic development.
- Support comprehensive healthcare reform.

Financial Markets

2008 Commitments

PRODUCTS & SERVICES

- Share progress on responsible lending.

- Provide overview of partnerships with sovereign wealth funds and other strategic

partners engaged in infrastructure projects in emerging markets.

2008 Progress

PRODUCTS & SERVICES

- Overview of GE exposure to financial market crisis.
- Summary of strategic relationships with sovereign wealth funds.
- Summary of GE value chain in midst of global recession.

- Developed feature/case study on project finance.
- Completed Corporate Audit Staff audit of 16 GE Money Platforms to track implementation of responsible lending standards.
- Rolled out quarterly responsible lending metrics to track performance of each business in responsible lending.

- Made responsible lending part of annual Session D (Global Compliance reporting) reporting.
- "Certification" and adherence to responsible lending

2009 Moving Forward

- Continued disclosure of GE financial services business.

Energy & Climate Change

2008 Commitments

PRODUCTS & SERVICES

- Continue to expand ecomagination products and services.
- Continue to increase R&D spending for ecomagination.
- Continue progress towards meeting GE's ecomagination commitments.

EHS

- Continue to reduce GHG emissions and improve efficiency.
- Meet first ecomagination goal to improve GHG Intensity 30% by 2008.
- Reduce water use.

PUBLIC POLICY

- Continue to focus on regulatory change.
- Continue commitment to energy policy change.

2008 Progress

EHS

- Reduced greenhouse gas emissions by 13% compared to 2004 levels.
- Reduced GHG and Energy Intensity by 41% and 37%, respectively, compared to 2004 levels.

- Conducted a series of "second-round energy treasure hunts" at key sites within GE's portfolio to identify GHG reductions.
- Recognized 46 sites during 2007 under the eCO₂ program, which rewards teams that have achieved a 5% absolute GHG reduction (against the 2004 baseline).

PRODUCTS & SERVICES

- New summaries of products associated with ecomagination.

PUBLIC POLICY

- Published GE statement on energy policy.

2009 Moving Forward

PRODUCTS & SERVICES

- Continue to expand ecomagination products and services.
- Continue to increase R&D spending for ecomagination.
- Continue progress towards meeting GE's ecomagination commitments.

EHS

- Continue to reduce GHG emissions and improve Energy Intensity.
- Reduce water use.

PUBLIC POLICY

- Provide information on how GE is engaged with government stimulus programs as they relate to renewable energy.
- Continue to focus on regulatory change.
- Continue commitment to energy policy change.

Growth Markets

2008 Commitments

EHS

- Continue to focus on EHS capacity-building in emerging markets.

SUPPLIERS

- Review program successes and challenges, evolving trends for supply chain review programs, and feedback from external stakeholders to identify potential program refinements.
- Gain experience in assessing GE's supplier base with respect to freedom of association, discrimination, and harassment.

- Continue to assist in EHS capacity building in places where GE has significant numbers of suppliers, including collaborating with other stakeholders to accelerate participation in Mexico's Clean Industries program and establish a continuing education program for EHS professionals in Guangdong, China.

HUMAN RIGHTS

- Develop communication materials for employees and business partners on GE's approach to human rights.

COMMUNITIES AND PHILANTHROPY

- Expand Developing Health Globally within Latin America and to Asia.
- Expand Developing Futures to other U.S. school systems.
- Provide summary of international education and public policy initiatives.

2008 Progress

EHS

- Summary of EHS Academy in China.
- Updates on PROFEPA engagement in Mexico.

SUPPLIERS

- GE convened a "Summit" with our supply program experts to review experience to date. Based on input from BSR and other companies we decided to begin asking our suppliers to take a management systems approach to finding closure.
- Identified that approximately 25% of suppliers assessed in 2008 needed to adopt specific policies and procedures with respect to freedom of association, discrimination and harassment.

- Continued support for the Mexico Clean Industries program and the Guangdong EHS Academy.

HUMAN RIGHTS

- Issued Implementing Procedures on our Statement of Principles on Human Rights.
- Developed internal training materials for use by auditors with sourcing business partners.
- Developed case studies on human rights dilemmas for publication.

COMMUNITIES AND PHILANTHROPY

- Completed first Developing Health Globally hospital upgrade in Asia, completing two

additional hospital upgrades in Latin America and five upgrades in Africa in 2008.

- Expanded Developing Futures in Education to New York City, monitoring progress in ongoing five school districts participating in the program.
- Made gains in Louisville, Stamford and Cincinnati school districts in math and science since inception of grant, saving over \$13.7 million through GE-led projects.
- Launched \$20 million GE Foundation Food & Shelter Program to address needs associated with economic recession.
- Summary of international education and public policy initiatives funded by GE Foundation provided.

2009 Moving Forward

SUPPLIERS

- Maintain momentum with GE's supply base in today's turbulent economic environment.
- Pilot management system scoring system, analyze results, and make appropriate program changes.
- Continue to support suppliers with training and other outreach.
- Continue capacity building efforts such as the Guangdong EHS Academy and the Mexico Clean Industries program; look for other worthwhile opportunities.

HUMAN RIGHTS

- Develop teaching materials for employees with likely exposure to human rights issues.
- Implement human rights Implementation Procedures.

COMMUNITIES AND PHILANTHROPY

- Complete two new Developing Health Globally hospital upgrades in Latin America, expand the program further into Asia, complete further upgrades in Africa.
- Continue to monitor progress in Developing Futures in Education school districts, develop state and national policy and advocacy

strategy, and create position paper for GE/GE Foundation on U.S. Education.

- Direct \$20 million from the GE Foundation to food and shelter organizations in response to the economic recession.
- Continue to contribute one million hours of volunteer service in 2009, increase the number of GE employees registered to volunteer and continue to focus volunteer projects on capacity building.

Demographics

2008 Commitments

EMPLOYEES

- Update progress on GE Opinion Survey action items.
- Provide summary on training and development efforts outside the United States.

CUSTOMERS

- Provide example of GE's influence and interaction in its value chain during commercial engagement

PRODUCTS AND SERVICES

- Continue to progress on and review commitments to ecomagination.

- Update progress on products and services developing for emerging markets in country for country.
- Provide update on product use relating to 2008 Olympic Games.
- Provide Research and Development innovation updates, including renewable energy and product life cycle.

2008 Progress

EMPLOYEES

- Redesigned performance evaluation process with an eye toward providing employees with greater clarity regarding their performance expectations, enhanced performance feedback, and enriched career discussions.
- Analyzed GE Opinion Survey results, devised specific action plans, and closed the gaps observed.

- Increased reporting on training and development efforts outside of the United States.

CUSTOMERS

- Presented value chain discussions on financial services and GE Aviation facilities in GE Celma, Brazil.

PRODUCTS AND SERVICES

- Summaries of Olympic product legacy from Beijing 2008.
- New summary on lifecycle research at GE Research Center.

2009 Moving Forward

EMPLOYEES

- Make additional changes to GE's performance evaluation process to continue to facilitate employees' understanding of how their performance is measured, insights into how they can grow personally and professionally, and the career opportunities open to them.
- Plan the administration of the 2010 GE Opinion survey in the summer of 2009.

CUSTOMERS

- Provide updates on customer engagements associated with healthymagination.

PRODUCTS AND SERVICES

- Provide summary of how GE is developing products in emerging markets for sales in the developed world.
- Develop new breakthroughs in molecular medicine to accelerate the vision of GE's healthymagination initiative.
- Update progress on Healthcare Re-imagined initiative and performance technologies in emerging markets.
- Continue driving forward healthymagination initiative.

To read about progress against our fiscal-year 2008 forward-looking commitments, visit the thematic discussions and key performance data section online at www.ge.com/citizenship.

Strategic Priorities & Engagement

Corporate citizenship is not just about avoiding doing harm. It involves actively understanding how to do good and seeking to maximize the value created in doing so.

Determining Scope for Corporate Citizenship Reporting

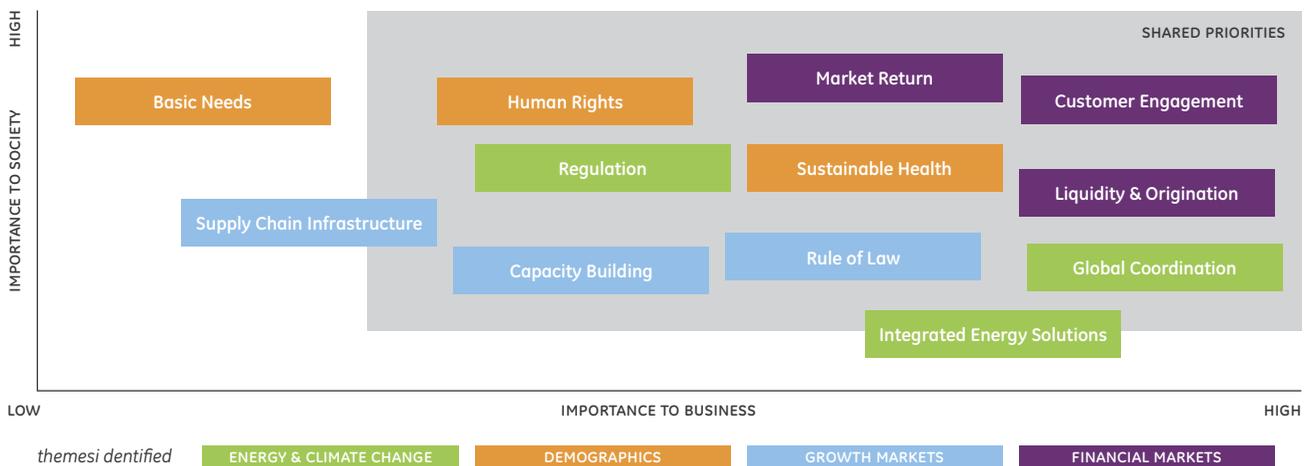
This report aims to capture the full range of GE's impacts. We frame this content around our citizenship framework, areas of leadership, and business themes to illustrate how citizenship opportunities and challenges tie directly to our business strategy.

In taking on tough challenges in our communities, we combine our long-standing spirit of innovation and unique set of capabilities with our commitment to responsible leadership and our system of operational excellence.

Last year, we introduced a citizenship matrix to help us explore and communicate shared priorities—areas where broader societal opportunities and challenges align with our business strategy. This exercise helped identify important citizenship themes, informing our discussions with stakeholders and performance reporting in this year's report.

Our fundamental commitments and recognition of issues such as climate change remain long-standing items on our agenda. But we must also be responsive to new issues and challenges that arise, particularly in light of the current global financial crisis. For this reason, GE worked with AccountAbility to analyze implications of the financial crisis on our citizenship approach across all parts of our value chain. This helped inform development of this year's

CITIZENSHIP MATRIX



themes identified in citizenship report

report, and will be used to focus actions in 2009. A summary of the analysis is presented within the "Resetting Responsibilities" section of this report (see page 7).

The thematic sections of this report illustrate how shared priorities and challenges have changed over time, particularly in light of the financial crisis. They show how we are resetting responsibilities to contribute to the recovery, and the effects of those changes in terms of both progress against commitments and new goals for the future.

Building on the citizenship matrix, we will continue to assess priorities across the Company. This effort began in 2007 with GE Healthcare and GE Money and will continue with NBC Universal in 2009. The process is designed and managed in partnership with Business for Social Responsibility (BSR), with all final content decisions being made by GE. Citizenship priorities resulting from this process are provided in the "GE around the World" section (see page 4).

Please visit www.ge.com/citizenship/reportingprocess for additional discussion on our reporting process.

Decision Making and Collaboration

At GE, we see the global financial crisis as a moment of opportunity. It opens the door for innovation to address both immediate needs and long-term concerns. Such a time reinforces the importance of engagement and strategic partnerships. Working collaboratively with leading institutions and across sectors will help us respond to the challenges raised by issues such as climate change, human rights, inclusive development, and health.

Our integrated citizenship and business strategy approach is reflected in the way we manage citizenship across GE, starting at the top. GE's 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.

EXTERNAL PERSPECTIVES

Charles Moore,

Executive Director, Committee Encouraging Corporate Philanthropy

A BUSINESS'S CONTRACT WITH SOCIETY

There are three levels of engagement that companies have with society. The most basic level is what a business has to do—for instance, paying its taxes. The next level is what it ought to do. This means taking care of its workforce and the environment. And the third level involves the things that businesses can do. It is this "frontier" space in which corporations are most innovatively building partnerships in their communities for sustainable social investments.

Read more at www.ge.com/citizenship/moore.

At the same time, we recognize the importance of engaging with diverse stakeholders to learn about their concerns. The dialogue developed between GE and our stakeholders allows us to appreciate new perspectives and better understand how our business goals can be reconciled and aligned with their concerns. In 2008, we continued our commitment to undertaking open and ongoing dialogue with a diverse set of global stakeholders, including government representatives, non-governmental organizations (NGOs), industry and financial analysts, environmental advocacy groups, the media, customers, community leaders, and employees. These perspectives are available at www.ge.com/citizenship/perspectives.

GE assembles stakeholders, thought leaders, and GE executives to discuss challenges together. The events give us a valuable opportunity to learn, drive innovation, and receive advice and feedback in order to improve the Company's global and regional corporate citizenship policies and approaches on strategic issues. Since 2006, we have held convenings in Europe, Asia, Latin America, and North America on diverse topics, and they have played a crucial role in advancing our citizenship strategy and activities.

EXTERNAL PERSPECTIVES

Ricardo Young Silva,

President of the Board, Instituto Ethos de Empresas e Responsabilidade Social (ETHOS)

TWO CRISES & ONE UTOPIA: A SUSTAINABLE WORLD

We are experiencing two concurrent crises which differ in intensity and time frame. These crises opened time and space for debating utopia. We are actually discussing the new borders of individual freedom which, whether we like it or not, are subordinated to the impact of global warming. Consumption will have to be regarded as an act of citizenship. To this end companies will have to enhance their ability to dialog with stakeholders, and embed the demands of civil society into their strategies.

Read more at www.ge.com/citizenship/silva.

The box at right provides insights from a 2008 engagement in Brazil. The thematic discussions and features on our citizenship Web site provide even more information on how we engaged with stakeholders in 2008 to address particular challenges.

We engage in dialogue with stakeholders all over the world, a long way from the corporate boardroom. How does this mass of important feedback and knowledge filter up to decision makers, and how do we ensure that we are responsive to stakeholder concerns?

At the corporate level, three key bodies are responsible for making decisions about citizenship and learning from stakeholders:

- **The Public Responsibilities Committee** of the GE Board of Directors, chaired by former Senator Sam Nunn, includes CEO Jeff Immelt, and oversees GE's positions on corporate social responsibilities and public issues of significance that affect investors and other key GE stakeholders. To learn more about the Public Responsibilities Committee, please visit www.ge.com/governance/committees.
- **The Citizenship Executive Advisory Council (CEA)** is comprised of five senior GE executives: Brackett Denniston, Senior Vice President and General Counsel; Bob Corcoran, Vice President of Corporate Citizenship; Gary Sheffer, Executive Director of Corporate Communications & Public Affairs; Ann Klee, Vice President of Environmental Programs; and Steve Fludder, Vice President of eomagination. This group meets periodically to review stakeholder feedback and issues important to the Company's citizenship efforts, helping ensure that the appropriate actions and resources are in place.
- **The Corporate Executive Council (CEC)** brings together 40 of GE's top leaders, including business CEOs, to discuss progress on the Company's strategy and performance, disseminate best practices, and when necessary, review citizenship initiatives.

Citizenship issues are linked into GE's broader strategic planning through both hardwired and softwired connections. Societal issues are hardwired to strategy as part of our "Growth Playbook," the business environment we consider in developing business strategy. Environmental, social, and regulatory issues are incorporated into a number of cyclical processes, including individual employee assessments, business compliance and environment reviews, and health and safety assessments.

To be successful, these inputs must be factored into and considered part of strategy, planning, and execution.

Citizenship reporting provides an end-of-year overview of our key strategic issues, our responses to them, and our performance against stakeholder concerns.

Insights from GE 2008 Stakeholder Dialogues

In 2008, GE organized a meeting in Brazil to better understand how we can overcome barriers to scaling sustainable solutions for delivering clean water and energy from biomass.

The discussion opened up new possibilities for both GE and participating stakeholders. As a result, we are:

- Exploring opportunities to connect GE technology with small business owners looking for new ways of developing and delivering biomass energy solutions.
- Seeing greater opportunity to provide products and services that are affordable and accessible to consumers with very low incomes.
- Increasing our efforts to use dialogue with stakeholders as a springboard for R&D and innovation processes.

As a specific outcome of the Brazil event, GE invited some experts to form an advisory group to work with GE on advancing suitable biomass technology that supports societal development.

EMPLOYEE PERSPECTIVES

Karan Bhatia,

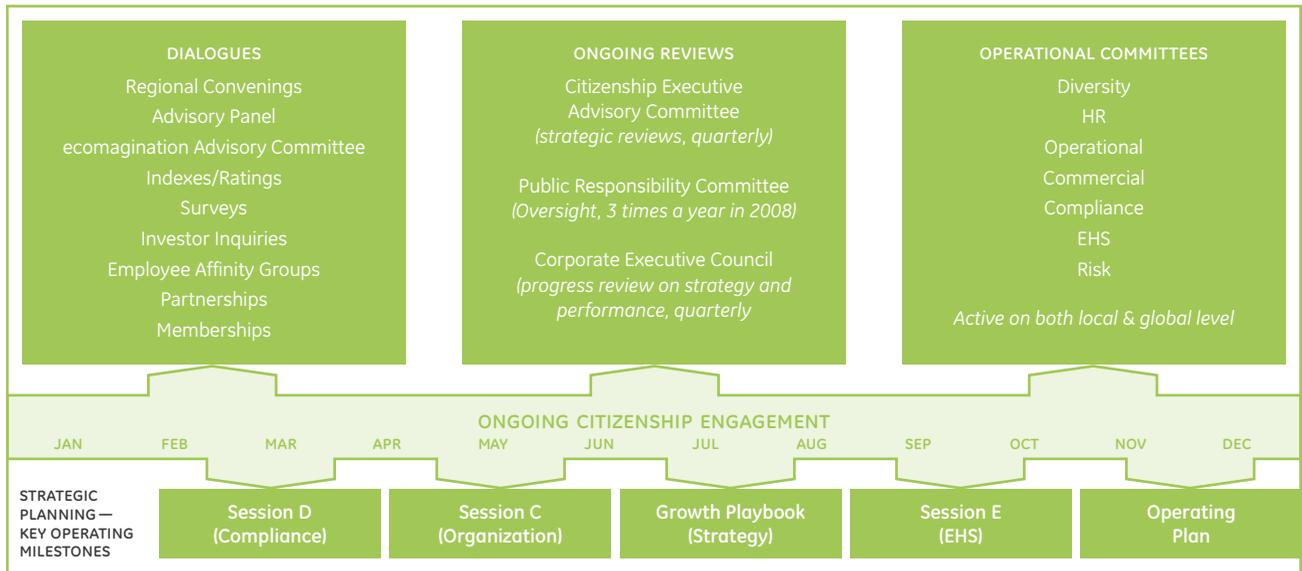
*Vice President and Senior Counsel,
GE International Law and Policy*

PROMOTING THE RULE OF LAW WHERE GE WORKS

There are many business-related reasons for multinationals to promote rule of law in emerging markets. Rule of law fosters a level playing field on which to compete. It promotes stable, durable economic growth in prime export markets. The predictability it brings helps business managers anticipate commercial needs and constraints. Rule of law also helps to create an environment where multinational companies morally and ethically feel comfortable doing business.

Read more at www.ge.com/citizenship/bhatia.

ILLUSTRATION OF HOW ENGAGEMENT LINKS TO LEARNING & DECISION MAKING



A Citizenship Focus in Business Education

Increased awareness of environmental and social issues is influencing the actions of corporations, governments, non-profit organizations — and business schools. In classrooms around the world, students are calling for leadership skills that prepare them for the broad spectrum of challenges that will confront them in today's complex business world. For graduate business schools, this means applying a citizenship lens to the overall course curriculum to help students think and act beyond the bottom line.

Read more at www.ge.com/citizenship/businesseducation.

EXTERNAL PERSPECTIVES



Carolyn Woo,

Dean of University of Notre Dame's Mendoza College of Business

EVOLVING BUSINESS SCHOOL ETHICS

Dr. Woo is championing efforts within the Mendoza College to address the divide between corporate social responsibility (CSR) in the classroom and in the business world. The college's recent partnership with GE brought individuals from the GE corporate citizenship team to campus for a workshop in corporate responsibility in emerging markets. Dr. Woo's audio perspective discusses changes the Mendoza College of Business and other academic institutions are facing as their curriculum shifts with changes in global corporate responsibility.

Read more at www.ge.com/citizenship/woo.

Operational Excellence

The dedication GE shows to profitability and competitiveness is matched by our dedication to run the Company with operational excellence, including strong compliance, good governance, and transparency.

GE believes it is even more important to sustain and demonstrate our commitment to operating responsibly in challenging economic times. Our commitments are not conditional—rather, they are entrenched in our core values and our commitment to GE’s culture of integrity, ethics and compliance. They help us to weather the storm and position us for continued growth.

GE has been working on a companywide initiative known as “Regulatory Excellence” since 2007. The initiative emphasizes the role of business leaders for regulatory compliance, and it has established a common process for managing regulatory risk areas across the Company.

Underpinning our actions as a company is our strong corporate governance. From an independent board to extensive policies, processes, training and communication, we are committed to transparency and integrity.

Our nonnegotiable expectation of employee integrity is articulated in our policy, *The Spirit & The Letter*, which requires compliance with law and policy relating to vital issues, such as upholding financial integrity and avoiding conflicts of interest. Available in 31 languages, these integrity policies are provided to all of our employees, holding each person accountable for compliance. Our strong compliance culture reinforces these efforts by requiring employees to raise any compliance concerns and by prohibiting retribution for doing so. To facilitate open and candid communication, we have around 600 designated ombudspersons throughout the Company who act as independent resources for reporting integrity or compliance concerns. We hold our directors, consultants, agents, and independent contractors to the same integrity standards.

The Company continues to work on productivity, process control, Six Sigma, Lean, and new technologies. GE also continues to invest in its employees, spending more than \$1.2 billion on training each year. This dedication to quality and performance strengthens our ability to solve the world’s biggest challenges—and generate long-term business value.

The key to our citizenship performance is, above all, our people—their resourcefulness, expertise and commitment to execution drive our programs. When we combine GE people with our operational expertise, the benefits—both financial and functional—can be considerable. In some cases, the outcomes can exceed even our own aggressive goals.

EMPLOYEE PERSPECTIVES

Josie Jardim,

General Counsel, Latin America, GE Corporation

THE COMMUNITY IMPACT OF GE IN BRAZIL

As a Brazilian, it is important to me that more companies operate with rigorous process and compliance standards like GE. Building a reputation is a long-term effort and the results come in bits and pieces. Part of our job is to influence the reputation of the community where we do business. Because we have strong processes, we try to support our communities in embracing those types of standards.

Read more at www.ge.com/citizenship/jardim.

One example is Developing Futures™ in Education, a corporate citizenship program aimed at improving math and science curricula and management capacity in select school districts throughout the U.S. Our people apply processes such as Six Sigma to improve efficiency, providing training to help ensure long-term success within these districts. In Cincinnati, one of our employees provided expertise in facilities management that saved the school more than \$12.5 million beyond the initial grant.

EXTERNAL PERSPECTIVES

Philip A. Armstrong,

Head, Global Corporate Governance Forum

GOOD CORPORATE CITIZENSHIP

The severity of the financial crisis has called into question many of the fundamentals upon which capital markets have evolved in the post-war era, including regulation to safeguard investors, capital adequacy requirements for financial institutions to survive difficulties, derivatives to hedge risks, governments to provide liquidity, and the role of boards as guardians of shareholders' interests.

As the tide pulls out, one sees the many problems that a record bull market led people to ignore or fail to perceive, intoxicated by the irrational exuberance that everyone knew would inevitably end, and when it did, its results would be devastating on a scale not seen since the Great Depression.

Read more at www.ge.com/citizenship/armstrong.

Citizenship activities also present opportunities to innovate our products and technologies. One example is Developing Health Globally™, a corporate citizenship signature program that applies our products, expertise, and employee engagement toward improving developing-world healthcare delivery. The program has generated valuable real-world input, giving us a better understanding of our markets for new product development. We have already applied these lessons, helping to create a value line of healthcare technologies designed specifically for several emerging markets.

EXTERNAL PERSPECTIVES

Kevin Moss,

Head of Corporate Social Responsibility, Americas, BT Global Services

THE ROLE OF METRICS IN CORPORATE RESPONSIBILITY

There are solid business cases behind some of the most spectacular business failures—perhaps those where metrics were allowed to lead decisions rather than inform them. This dilemma is magnified when viewed through the lens of corporate responsibility. We need to be able to articulate compelling and sound rationales of the benefit for the business as well as for the good achieved in the community. And to remain relevant we need to be able to demonstrate this value using the same tools of quantification as the mainstream business, including return on investment.

Read more at www.ge.com/citizenship/moss.

GE continually works to understand and address the social issues that impact our businesses. And in turn, we seek to renew our awareness of how business can impact society. As a company, it is our responsibility to respond to the realities of our world, and as a global citizen, it is an honor to make a difference through our actions.

Our water reduction commitment is one area where a program has directly improved our own performance. To set the parameters of this companywide initiative, we spent two years collecting global consumption data across every GE business. We then matched the sites that consumed the most water with innovative water reduction technologies from our water business.

Our engagement with public policy makers and stakeholders—in combination with our internal human rights and EHS compliance systems—improve our work as a Company. Our culture strengthens these improvements even more. By applying the best of our operational processes—human resources, information technology, data gathering, and metrics—to our citizenship initiatives, we respond with a system-wide approach that accelerates and amplifies both business and citizenship impact.

Best Practices at GE Aviation in Brazil

When a multinational corporation opens a manufacturing facility in an emerging market, it has the potential to make a positive impact on the surrounding community. With a presence in these markets, responsible companies invest in the development of employees, create positive relationships with local and state government, increase environmental, health and safety standards, and strengthen the standards of the entire supply chain. GE's involvement in Petrópolis, Brazil, with its GE Celma aircraft engine facility is an example of the actions a company can take to make a beneficial impact in emerging markets.

Read more at www.ge.com/citizenship/aviationbrazil.



► FINANCIAL MARKETS

The financial crisis of 2008 and the global economic slowdown that followed were unprecedented and far reaching. 2007's liquidity challenge became 2008's global financial meltdown, and most of the world has now entered an economic recession.

The New Global Reality

World trade is expected to decline by some 2.1 percent during 2009, the first such falloff since 1982.

Source: World Bank

The global financial crisis is imperiling attainment of the 2015 Millennium Development Goals (MDGs) and creating an emergency for development.

Source: IMF/World Bank

The financial crisis will affect all developing countries over the next two years, through contracting export volumes, lower prices, slowing domestic demand, declining remittances and foreign investment, reduced access to financing, and shrinking revenues. Developing world growth is projected to fall to 1.6% in 2009, from an average of 8.1% in 2006-07.

Source: IMF/World Bank

Virtually no country, developing or high-income, has escaped the impact of the widening crisis.

Source: World Bank

Trust in big business and corporations around the globe is at an all-time low. Financial scandals, along with an erosion of wealth and job security, have sparked anger, frustration and personal hardship. The financial crisis will also most likely substantially set back progress toward sustainable development and the Millennium Development Goals.

Governments have stepped in to play a stronger role, not only as regulator, but also as industry policy champion, financier, and a partner for business.

World leaders face the challenge of strengthening the rules, regulatory institutions, and corporate compliance systems that serve as the foundation for the financial markets, global trade, and competition. But reforms must not embrace protectionism at the expense of globalization. The solution to global recovery is improved competitiveness, not isolation. A strong international trade system is vital, as is continued economic freedom and growth.

At the same time, liberalization does not imply a lack of rules. Global trade must be fair, offering clear property rights, transparent markets, and basic international labor and environmental standards. Never has there been a greater need and opportunity for business and governments to operate with integrity, accountability, and transparency.

It is crucial that we each play our part in restoring confidence, liquidity, and transparency so the financial markets can perform their critical function as the circulatory system of the modern economy. For financial service businesses this will mean a radical restructure, including less leveraged finance, a fundamental repricing of risk, and a realignment of executive responsibility and compensation with long-term sustainable performance.

GE Capital provides liquidity to companies, consumers, and projects in industries like aviation, healthcare, transportation, and energy. We are now repositioning our financial services business to be smaller, less volatile, and more connected to the core of GE's industrial business. We already reduced our debt-to-equity leverage from 8:1 to 7:1, which was achieved in the first quarter of 2009. Our lending will stay anchored in what we know, own, and manage, underwritten to our standards, typically secured with collateral and held for the long term. When engaging in project financing, we will continue to help customers manage social and environmental impacts and use our expertise to evaluate and mitigate environmental risks.

EXTERNAL PERSPECTIVES

Tom Syer,

Director of First Nations and Corporate Relations,
Plutonic Power Corporation

RESPECTING THE RIGHTS OF INDIGENOUS PEOPLES

British Columbia has only a handful of treaties with First Nations on our Crown land base. At the same time, we are a province blessed with a diverse and valuable set of natural resources—from minerals to forestry to recreational tourism to renewable energy. As businesses adapt and become more proactive in working with First Nations, we've seen the rights and title issues of First Nations in British Columbia come to the forefront in unique ways.

Read more at www.ge.com/citizenship/syer.

When the current financial crisis recedes, we expect that managing risk will be even more important to competitive advantage and long-term success. At GE, our strategies for managing risk and maximizing opportunities across our businesses include long-term strategic planning, executive development and evaluation, regulatory and litigation compliance reviews, environmental compliance reviews, GE Capital's corporate risk function, and the use of GE's senior level Corporate Risk Committee.

In this reset global economy, it is crucial that financial markets and incentives are aligned to long-term performance. This is reflected in both our compensation program and our recently revised approach to shareholder communication. The principle of our compensation program is to ensure that we have the right metrics and incentives in place, to build long-term sustainable value. We reward consistent performance and discourage short-term-oriented behavior that may yield a single period of good results without regard for proper risk management or the long-term health of the business.

We have also shifted from providing detailed quarterly guidance to giving an annual framework of reporting on our operations. As a long-cycle business, we want our investors to focus on long-term results.

EXTERNAL PERSPECTIVES

Ricardo Meléndez-Ortiz,

Co-Founder and Chief Executive, International Centre for Trade and Sustainable Development

SUSTAINABILITY IN TRADE

Public trust in business is lower than at any point in living memory. Restoring this trust will be crucial to long-term prospects. The pursuit of sustainability has a valuable role to play in rebuilding trust. The current crisis has demonstrated the costs of too heavy a focus on short-term gains instead of long-term value creation. Sustainability, with its inherently long-term focus on environmental and social goals in addition to the economic bottom line, could prove profitable in addition to popular.

Read more at www.ge.com/citizenship/melendez-ortiz.

Responsible Project Financing

In an environment where the long-term demand for energy is growing and the supply from some of the traditional sources is depleting, the need for financing renewable energy projects — as part of a broader energy mix — is mounting. Partnerships and alliances that a company makes to finance these projects need to be formed responsibly, with the understanding and involvement of impacted stakeholders, including customers, government and communities.

Read more at www.ge.com/citizenship/projectfinancing.



► GROWTH MARKETS & DEMOGRAPHICS

GE people worldwide turn imaginative ideas into leading products that help solve the world's toughest problems. We believe that our contribution now is more critical than ever, and we are committed to growing our business by innovating to meet the urgent needs of people around the world for energy, water, healthcare, financial services, and infrastructure.

While economic growth projections have diminished, the potential to meet more needs for more people has not gone away. There remain 2.5 billion people without access to hygienic sanitation, 1.6 billion people without access to electricity, and 900 million people without access to transport. As global markets struggle with recession and uncertainty, millions more people are falling into these poverty traps.

It is therefore all the more important that we develop and bring to market products and services that enable people to improve their standard of living and achieve their potential—and that we do it in ways that are reliable, clean, efficient, and affordable.

It is also crucial that we invest in the strong foundations needed to enable emerging markets. Economic health and development depend on people having access to the infrastructure and services that enable them to meet their basic needs. Advancement also requires strong and fair frameworks that safeguard individual and common resources, enabling individuals, businesses, and civil society to take the measured risks necessary for sustainable, resilient, and inclusive economic growth.

Bridging the Gaps in Healthcare Access

Healthcare disparity is the gap that exists in access and quality of standard care for minority groups. In the United States, the issue affects millions. The reasons that cause healthcare disparity are varied, and overcoming them requires the commitment of multiple stakeholders. Since 2003, GE has been leveraging its diverse talent and expertise in taking a systems approach to problem solving while working with partners to address the problem.

Read more at www.ge.com/citizenship/healthcareaccess.

Promoting Ethical Product Use

GE has a social and ethical responsibility to adhere to the rule of law in the countries where our products are used, and address the negative implications of product misuse by customers. One example is in India, where allegations that ultrasound technology is being misused to facilitate female sex-selective abortions have impacted how GE ultrasound machines are sold, marketed and distributed to urban and rural customers. Addressing these allegations has required GE to implement a long-term, multifaceted approach to help encourage societal changes in support of human rights.

Read more at www.ge.com/citizenship/ethicalproductuse.

Investing and innovating to develop infrastructure and provide for human needs. Today, governments around the world are boosting their investments in infrastructure to stimulate economic productivity, provide for basic needs, and create jobs. Because of GE's long-term investment in clean energy and healthcare, we are well positioned to support the development of new greener infrastructure and services. Our company-to-country approach also permits us to identify local needs and develop products that are designed and produced locally.

For example, in Abu Dhabi, GE and the Masdar Initiative have outlined plans to build a new ecomagination Centre focused on sustainable business solutions. The ecomagination Centre at Masdar City will support the development of energy-efficient products in the region, and will raise awareness of energy conservation among the Masdar City community. The Centre will also showcase GE technologies, including wind, solar, and other renewable energy products that will power the next generation "smart" electrical grid, water purification technology, and energy-efficient appliances for the home. Beyond that facility, the venture also entails a broader research and development relationship that will support the development and deployment of new and innovative technologies.

EXTERNAL PERSPECTIVES

Dr. Olajide Williams,

Associate Director of the Department of Neurology and Assistant Professor of Neurology—Columbia University, Director of the Stroke Center—Harlem Hospital

OVERCOMING HEALTHCARE DISPARITY

GE is taking a hard look at healthcare disparity, the gap that exists in access and quality of standard care for minority groups. In his audio perspective, Dr. Williams shares his thoughts on how corporations like GE can use community knowledge to fight healthcare disparity in the areas touched by their work.

Read more at www.ge.com/citizenship/williams.

Supporting effective government. Reinvigorating consumer, investor, and business confidence in globalized markets and supply chains will depend on building a basis for trust. To be effective, this trust must be based on accountability; transparency; and clear, fair, and robustly applied regulation. Where effective government is a priority in both mature and emerging markets, it is a particular concern in many emerging markets where the rule of law remains weak. Through our relationships with governments, civil society, and our business partners, we support the development of frameworks that allow companies to operate successfully, competitively, and confidently.

Our efforts to help instill the rule of law focus on establishing strong and transparent legal systems, encouraging open law-drafting processes, and developing well-trained judges and

lawyers. We have formed close relationships with leading law schools in China and Vietnam in which GE attorneys teach classes and conduct lectures. We also invest in rule of law initiatives, most recently the U.S.-China Legal Cooperation Fund, the Vietnam Rule of Law Fellowship Program, and Centers for Change & Conflict Management.

Our supplier responsibility guidelines clearly outline our expectations for our suppliers, and we conduct initial qualification reviews and repeat on-site assessments to identify any issues. If gaps are found, we work with our suppliers in their efforts to close them, and we provide ongoing training on a variety of topics. If suppliers still do not improve their performance, we end the relationship. GE has a comprehensive supplier assessment program under our integrity program that considers environment, health and safety, labor, security, and human rights issues. Under this program, GE has required hundreds of suppliers to obtain permits, improve their environmental performance, and come into compliance with the law. GE has conducted assessments at more than 5,000 suppliers globally since 2002. In 2008, between GE's initial qualification reviews and repeat assessments, we assessed more than 2,500 suppliers. All suppliers subject to an on-site assessment must be reassessed on a variable schedule between one to three years. In 2008, GE conducted more than 1,300 reassessments representing more than 50% of all our site assessments.

In 2008, our assessment process identified almost 17,000 findings at approved suppliers.* GE requires suppliers to address all findings in a reasonable period and tracks closure in an automated database. As of March 1, 2009, suppliers have closed more than 97% of all findings since 2002 and 93% of all 2008 findings identified. GE will track remaining findings to closure. While the Company's experience is that most suppliers seek to meet GE's expectations, GE terminated approximately 200 suppliers in 2008 for poor performance in this program.

Please visit the supplier performance section at www.ge.com/citizenship/suppliers to see how we work with our suppliers.

Mobilizing talent. Turning around the performance of economies in tough times will depend on maintaining and building new skills and mobilizing people. Within GE, meeting changing demands will mean maintaining not only the capabilities of our diverse and skilled global teams, but those of our supply chain as well.

Like most other companies, GE has made employment cutbacks in light of the economic situation. In all markets—developed and emerging—we provide support and services to impacted employees to help them transition into their next position.

Impacted employees are treated with compassion, dignity, and respect, with a view to helping the employee transition towards a new career. GE provides a comprehensive set of benefits for employees impacted by layoffs to help them transition to new employment. These benefits include severance payments, continued health insurance benefits, continuing education benefits, early retirement opportunities, and placement services.

*If GE decides it will not do business with a supplier for business or other reasons, then the findings are not tracked to closure, although the findings are retained in the system in the event the supplier is reactivated at a later date.

Strengthening Rule of Law in Asia

Over the past decade, rule of law—the principle that no single individual is above the law—has emerged as a major focus in Asia. Countries are encouraging economic development and investment by enhancing the transparency of their legal systems. In Asia, countries that have started opening their markets and strengthening rule of law have stimulated economic growth, created higher standards of living, and spurred the entrepreneurialism and hard work of their people.

Read more at www.ge.com/citizenship/ruleoflaw-asia.

In a broader sense, we continue to invest in education, human rights, and promoting the rule of law in the communities and nations where we work to help people to develop the skills, capacities, and freedoms they need to innovate and achieve security for themselves and their families. We participate in partnerships to further business and human rights dialogues, including through the United National Global Compact and the Business Leaders Initiative on Human Rights (BLIHR).

We are also pursuing this goal through local partnerships. For example, in 2009, the Guangdong EHS Academy will open in Guangdong, China, following our collaboration with the Institute for Sustainable Communities and other companies operating in the region. Funded in part by the GE Foundation, the academy will offer state-of-the-art training to equip environment, health and safety managers with the skills necessary to move Guangdong's supply chain toward EHS compliance and leadership.

In light of the economic crisis, we continue to work closely with governments around the world to determine how GE can play a positive role in their global economic recovery, either through capacity-building; using GE people to train, educate, and participate in leading forums around the world; or identifying investments and joint ventures to stimulate economic activity.

EXTERNAL PERSPECTIVES

Sean Ansett,

Managing Partner, At Stake Advisors

RESPONSIBLE SUPPLY CHAIN TRANSITIONS

The current economic crisis is creating new dilemmas for corporations, suppliers, workers and governments in global supply chains. The crisis has created new pressures on both buyers and suppliers. So what are the responsibilities of corporations in these situations? What can be reasonably expected? Leading companies are beginning to formulate responsible transition policies to mitigate risks and negative impacts throughout their supply chain.

Read more at www.ge.com/citizenship/supply-ansett.

► ENERGY & CLIMATE CHANGE

At GE, we do not believe the economic crisis requires us to take the slow road in transforming either our business or the global economy to a low-carbon future. On the contrary – the economic crisis is all the more reason to act now.



The urgent challenges of climate change and energy security demand a concerted response from the public and private sectors. Governments must provide stable, long-term policies on greenhouse gas (GHG) emissions with transparent, predictable, and accountable support for technology transformation and transfer. This would enable businesses such as GE and our partners to develop and roll out innovative solutions—and to do it rapidly and effectively, in a way that is both economically competitive and affordable.

Public policy makers around the world are now focused on the issues of energy, climate change, and economic sustainability. The United Nations Climate Change Conference in Copenhagen in December 2009 provides an historic opportunity for creating the frameworks needed to slow, stop, and reverse the growth of GHG emissions worldwide and enable sustainable economic growth.

In support of these goals, GE helped to found the United States Climate Action Partnership (USCAP), a nonpartisan coalition that joins 26 major corporations with the Environmental Defense Fund, Natural Resources Defense Council, the Pew Center, World Resources Institute, and the Nature Conservancy.

After two years of research, debate, and consensus-building, USCAP published “A Blueprint for Legislative Action” in January 2009. The document offers a detailed framework for legislation to address climate change. Following its release, Jeff Immelt testified before the U.S. Congressional House Committee on Energy and Commerce, calling on the federal government to enact strong national legislation quickly that would require significant reductions of greenhouse gas emissions.

The Blueprint outlines steps for creating a mandatory, economy-wide cap-and-trade program, recommending several actions:

- Setting aggressive emission reduction targets to achieve an 80 percent emissions reduction below 2005 levels by 2050.
- Creating a cap-and-trade system to allow the economy-wide emission reduction target to be achieved at the lowest possible cost.
- Allowing ample use of offsets to manage program costs as long as they are environmentally additional, verifiable, permanent, measurable, and enforceable.
- Giving credit for early action, so that those acting early to reduce emissions are not penalized compared with those who wait.

- Supporting vulnerable consumers and businesses sectors through transition by distributing initial emissions allowances and revenues raised to provide capital to support new low- and zero-GHG-emitting technologies.
- Creating incentives for rapid technology transformation in coal, transportation, and buildings and energy efficiency.
- Taking international leadership by not making U.S. action contingent on simultaneous action by other countries.

We know that this proposal is not the last word, but it has been offered as a starting point for building the broad consensus needed to enact legislation. Along with the other members of the partnership, GE has pledged to work with the President, the Congress, and all other stakeholders to achieve an environmentally effective, economically sustainable, and fair climate change program.

Of course, the solution to the global climate crisis must go beyond the U.S. It will need to bring power and clean water to more than one billion people who do not have access to these essentials, while enabling efficient energy generation and ongoing economic growth in both developed and emerging economies.

We therefore also contribute to public policy debate internationally, through involvement with the Intergovernmental Panel on Climate Change and ongoing dialogue in other parts of the world such as in India, China, Brazil, and other countries where GE is engaging with local policy makers to help shape markets that reward responsibility.

We are using our voice in the United States to support GHG emission reductions in developing markets. In June 2008, Karan Bhatia, Vice President and Senior Counsel, GE International Law & Policy, testified before the Committee on Energy and Natural Resources of the U.S. Senate. As he stated, GE believes the United States can assist in the reduction of emissions in developing countries by providing assistance to help developing nations establish public policies to incentivize cleaner energy technologies, providing direct financial support to offset the higher costs for cleaner energy technology, and promoting cleaner energy exports. Continuing to protect intellectual property rights and eliminate trade barriers are also crucial to enabling the development and widespread deployment of innovative technological solutions.

Intergovernmental Panel on Climate Change Activities

Since 2002, GE has provided—and gained—insight on climate change by serving as an industry expert to the Intergovernmental Panel on Climate Change (IPCC)

The IPCC, formed in 1988 by the World Meteorological Organization and the United National Environment Programme, is a scientific inter-governmental body that provides an objective source of information about climate change to decision makers and others interested in the issue. This esteemed global organization was honored with the 2007 Nobel Peace Prize.

A GE representative, Mike Bowman, serves on the IPCC’s Working Group 3, which is focused on climate change mitigation. In addition to attending all working sessions, Bowman participated in developing the group’s most recent detailed report, “Mitigation of Climate Change,” that was released in May 2007. GE also hosted IPCC’s outreach meeting on the report for business and industry.

Participation in the IPCC gives GE insight into what other companies are doing regarding climate change and has validated that GE’s ecomagination products are in sync with current and future climate change mitigation strategies. For the IPCC, GE provides insight into current technologies and future developments, which can contribute to the validity and practicality of the group’s recommendations to governments and industries around the world.

EXTERNAL PERSPECTIVES

Mindy Lubber,*President, Ceres*

GROWING BUSINESS RISKS FROM GLOBAL WATER SCARCITY

With global temperatures on the rise, scientists expect water shortages, like those now in California and China, to spread across the globe and become even more severe. The consequences for our already reeling global economy will be profound. Despite water's importance, few companies are thinking strategically about the profound business risks they will face in a world where climate change is likely to exacerbate already-diminishing water supplies.

Read more at www.ge.com/citizenship/water-lubber.

GE's approach to climate change has been to lead with technology commitment, development and deployment backed by internal actions to reduce our own emissions and to play an active role in the policy area. We lead with technology because that is our core expertise. It is also the key for long-term success. To date, GE has been successful in reducing its own emissions, but for us to make the larger reductions needed for the long-term will require large changes in how the world generates and uses energy, and, to the extent GHGs are generated in that production and use, how it is minimized. GE can contribute to this effort but it will require action by many players for us to be able to continue to reduce emissions substantially over the next decades.

ecomagination in Action

GE's own "ecomagination" approach to creating innovative environmental and energy technology demonstrates how creating energy and resource-efficient technology can be good for business, supporting jobs and bringing revenues to shareholders. Under ecomagination, we aggressively pursue our commitment to improving our own energy efficiency and have reduced GHG emissions from our operations by 13% in the past four years. But we also invest in developing products and services that are significantly more efficient or lower-emitting in order to solve our customers' environmental challenges. Key growth areas include:

- **Renewable Energy.** GE is the number one wind turbine manufacturer in the U.S., and number two worldwide, with more than 8,700 wind turbines installed. Wind will be a \$6 billion business for GE this year, up from \$300 million when we bought it just six years ago. The business has grown because we invested in technology—wind capture, reliability, and maintenance—that improved both performance and economics. GE has also teamed up with Google to promote renewable energy use in the U.S., spreading the word through joint policy advocacy and collaboration on advanced energy technologies in areas such as geothermal power and advanced plug-in vehicle technology.

- **Smart Grid.** Government and industry studies estimate that a modern digital energy grid could trim the U.S. power usage 10%, reduce greenhouse gas emissions by 25%, and eliminate the need for \$80 billion in new power plants. Developing a smart grid means replacing the passive electricity delivery system with a two-way model able to integrate renewable energy resources, plug-in hybrid vehicles, and smart homes and appliances. GE is developing the power generation products, transmission sensing and controls, smart meters, lighting, and appliances to make the smart grid a reality—from power generation through transmission and distribution grids and into businesses and homes.
- **Hybrid Transportation.** Scientists and engineers in GE Global Research's Advanced Batteries and Hybrid Systems labs are hard at work to deliver advanced hybrid system and battery technologies that will make the electrification of transportation practical and affordable. These efforts include a \$13 million project to build a prototype hybrid fuel-cell bus. GE's Energy Financial Services division is providing the capital for other innovators in this area. Investments include a \$4 million stake in an electric-vehicle company and putting more than \$20 million into a lithium-ion battery maker.
- **Waste-to-Value.** GE is pioneering processes that turn waste into profit while also helping the environment. At a Cargill meat processing plant, we developed a solution to remove fat, oil, and grease from wastewater, which could then be used as an input for biodiesel. GE's Hot Gas Expanders help refineries recover waste process gas to generate power and cut CO₂ emissions. Previous expanders had to be shut down every one to two years, but ours runs nonstop for every four to five years, helping decrease energy and maintenance costs.
- **ecomagination for Healthcare.** GE works with our hospital customers to reduce their environmental footprint and operating costs. Introduced in 2008, the Signa HDe 1.5T Magnetic Resonance Imaging (MRI) system from GE Healthcare is one of the most energy-efficient 1.5T MRI systems commercially available. It became the first medical imaging product from GE Healthcare to be recognized as an ecomagination offering after completing the company's rigorous internal environmental and operational evaluation.

Ecomagination is delivering results. Revenues from ecomagination products have grown at 20 percent a year, a faster rate than the rest of the Company. We reached our original \$20 billion goal a year ahead of plan in 2009, and have raised our goal to \$25 billion by 2010. In 2008, GE's GHG emissions were 6.49 million metric tons, a reduction of 13% from our 2004 baseline. In addition to the continued implementation of many GHG and energy reduction projects in 2008, some of the emission reductions are in part attributable to the slowing of the economy. Our performance against GE's GHG Intensity and Energy Efficiency goals, which use revenue as a denominator thus reflecting economic conditions, showed continued progress, improving by 41% and 37%, respectively, compared to 2004. GE has now achieved the first of its three GHG and energy goals—to reduce GHG Intensity by 30% by the end of 2008.

Policies on climate change must consider adaptation as well as mitigation. This includes taking practical steps to protect countries and communities from the risk of disruption and damage.

According to the UN Development Program, climate change mitigation and adaptation are complementary strategies. The impacts of climate change are felt in all sectors and regions of society. They may negatively affect development progress in a number of key areas, including agriculture and food security, water resources, coastal zones, public health, climate-related disaster risk management, and natural resources management. Particularly vulnerable to these effects are developing countries already struggling with fragile ecosystems, problems of poverty and food security, and weak institutions.

Action to support adaptation can take many forms. These include technology development and transfer, education, training, awareness-building, and infrastructure development. Ultimately, these actions can ensure that individuals, communities, businesses, and ecosystems can adjust effectively to changes in the environment.

GE is committed to deepening our understanding of climate change adaptation. In May 2009, we will convene experts and thought leaders from civil society and senior company executives to discuss the potential role of business in climate change adaptation.

We are also part of an exploratory group of companies that have joined the Nairobi Work Program's Adaptation Private Sector Initiative. This initiative draws on the capacity of the private sector to deliver innovative technologies, financial solutions, and products to address climate change impacts. It also serves as a catalyst for the adaptation actions that businesses are already carrying out in their own activities.

Transparency and Leadership

GE's initial GHG inventory and public reporting covered its operations and followed the WRI/WBCSD Greenhouse Gas Accounting Protocol. Over time, as the Energy Financial Services business expanded its equity investments in fossil fuel and renewable power sources, we felt a change in public reporting was appropriate to reflect our commitment to transparency and to demonstrate leadership on climate issues in the financial services sector. We judged that reporting on an equity percentage basis for these

investments was the right way to go, even though the WRI/WBCSD protocol, strictly interpreted, would have allowed GE to make a more limited disclosure. However, we believed reporting separately on operations and investments provided a clearer picture and, after discussions with WRI, GE began an annual disclosure with the 2006 data for Energy Financial Services, a first for the sector. For more information, please visit www.ge.com/citizenship/ghginventory.

EXTERNAL PERSPECTIVES

David Runnals,

Executive Director, International Institute for Sustainable Development

ADAPTING TO THE CHALLENGE OF CLIMATE CHANGE

The response of the best companies [to climate change] has been one of the bright spots in this gloomy scenario. They have not only sensed the business opportunities in helping to limit CO₂ emissions, such as the development and sale of more energy efficient products, but also in their investments in renewable energy sources. While it is vital to reinforce mitigation measures in this way, most companies have failed to respond to the challenge of adapting to the current and future impacts of climate change.

Read more at www.ge.com/citizenship/runnals.

EXTERNAL PERSPECTIVES

Jukka Uosukainen,

Director General, International Affairs Unit, Ministry of the Environment of Finland

CLIMATE CHANGE ADAPTATION & TECHNOLOGY TRANSFER

The nature of technology transfer for adaptation to climate change is different from mitigation. Technologies for adaptation are connected closely with the key development areas of countries, such as agriculture, water management, health services, and infrastructure, which mainly are supported by the public sector. Therefore it is of crucial importance, that adaptation strategies will be streamlined with countries' national development plans. The main challenge for adaptation is to secure enough financing, and for adaptation, endogenous technologies are the key.

Read more at www.ge.com/citizenship/uosukainen.

Introduction to Performance Areas

To review the full text and data for each Performance Area, please visit www.ge.com/citizenship/performanceareas.

GE's comprehensive approach to corporate citizenship is as diverse and far-reaching as our organization. We categorize our citizenship efforts into a range of performance areas, as shown here.

As mentioned in "About this Report," the full scope of performance data and progress against commitments and targets is available on our Web site at www.ge.com/citizenship/performanceareas. This summary provides an overview of the content and data that is available in more detail online.

Compliance & Governance

The GE commitment to perform with integrity is instilled in every employee as a non-negotiable expectation of behavior. This expectation is guided by our integrity policy, *The Spirit & The Letter*, and is underscored by an extensive system of policies, processes, training and communications that contribute to the operational excellence of GE's citizenship platform.

Please visit www.ge.com/citizenship/compliancegovernance to review the full content for this performance area.

- Ombudsperson Process
- Change in Company Bylaws
- Regulatory Excellence
- Update on Leadership Engagement

Environment, Health & Safety

EHS has historically been a core competency and priority for GE. Wherever GE operates around the globe, we apply the same EHS expectations, use best-in-class tools and training, and establish clear operational accountability to deliver results.

Please visit www.ge.com/citizenship/ehs to review the full content for this performance area.

- Overview of EHS Policy, Team & Programs
- Global Focus on Regulations
- Workplace Injury & Illness
- Excellence Programs & External Recognition
- Air & Wastewater Exceedances
- Greenhouse Gas Inventory
- Water Use

- Waste Generation & Waste Site Qualification
- Global Penalties Paid
- EHS Training Units Completed
- GE Reportable Spills
- Remedial Responsibilities
- EHS Perception Surveys
- ecomagination Performance

Public Policy

GE regularly integrates its business, citizenship, public policy, and philanthropic strategies with the goal to advance global policy initiatives. By furthering discussion on trade, energy, healthcare, education, rule of law, human rights, and other important and relevant topics, GE is in the position to share best practices as well as gain new knowledge when it comes to new solutions and approaches to solving dilemmas.

Please visit www.ge.com/citizenship/publicpolicy to review the full content for this performance area.

- International Public Policy
- Strengthening the Global Economy
- Technology & Innovation
- Rule of Law
- Countries of Concern

- Fair Trade
- Energy
- Healthcare Reform
- Thought Leadership
- Healthcare Advocacy Groups
- Political Contributions

Employees

The people that make up GE are also its biggest asset. GE depends upon the imaginations, intelligence, and curiosity of its employees to drive the growth of our businesses and strengthen our leadership position in the marketplace.

Please visit www.ge.com/citizenship/employees to review the full content for this performance area.

- Labor Relations
- Employee Benefits
- Variable Compensation Packages
- Recruiting

- Workforce Information
- Diversity & Inclusiveness: GE in India
- Corporate Diversity Council
- Engaging Employees in Early Health
- GE Employee Opinion Survey
- Training & Development

Suppliers

GE expects suppliers to obey laws that require them to treat workers fairly, provide a safe and healthy working environment, and protect environmental quality. In 2008, GE expanded its supplier review program to encompass freedom of association, discrimination, and harassment in line with GE's Statement of Principles on Human Rights. We also did a thorough program review and are currently piloting program refinements designed to encourage GE's suppliers to adopt their own management approach to ethical business issues.

Please visit www.ge.com/citizenship/suppliers to review the full content for this performance area.

- EHS Academy
- Progress Achieved Under PROFEPA Agreement
- Supplier Transforms EHS Approach with GE Support
- Conducting A Thorough Program Review
- Supplier Diversity

- Auditing of Suppliers Under ecomagination
- Mexico Supplier Q&A
- Supplier Review Findings

Customers

Customers are becoming increasingly important collaborators in the product development cycle. As the marketplace grows more dynamic and interdependent, GE understands that the success of our customers complements our own.

Please visit www.ge.com/citizenship/customers to review the full content for this performance area.

- Building a Customer Focus
- Pilgrim's Pride Earns ecomagination Leadership Award
- ecomagination Upgrades for Endesa Italia Gas Turbines
- Newmont Mining Saves Over 75 MM Gallons of Water
- The World's Largest Independent Water & Power Plant
- Global Customer Summit
- Co-development of Korea's Songdo International Business District
- Global Energy Summit in Turkey
- Advanced Wastewater Treatment for China's Taihu Lake
- Alberta Oil Producers Reduce Water & Carbon Footprints
- GE & ConocoPhillips Partner on Water Sustainability Center
- Biogas Plant in Pakistan Powered by Jenbacher Gas Engines
- China's First Chicken Manure Biogas Plant
- Partnership with Alberta Water Research Institute
- GE Water & ecomagination: An Employee Story
- Working with Utilities to Reshape Consumer Energy Use
- Eureka Forbes: A Clean Water Joint Venture in India
- Africa's Largest Seawater Desalination Plant
- Pakistan's National Clean Water Initiative
- Leaving an Olympic Legacy
- Supporting Energy Projects in Saudi Arabia
- GE Power Distribution Management System for London
- GE & Mubadala Development Company
- GE Plugs into Electric Car Investments

Products & Services

From infrastructure projects and entertainment programming, to consumer finance products and nanotechnology, GE takes a 360-degree perspective of the impact our products and services can have on the environment, the economy, and society.

Please visit www.ge.com/citizenship/productservices to review the full content for this performance area.

- Research & Development
 - Driving Healthcare into the Digital Age
 - Hybrid Transportation
- R&D Issues
- Technology Infrastructure
 - Lullaby Incubators in the Middle East & India
 - Laptop-sized Ultrasound Reaches Canada's Arctic Communities
 - Emerging Healthcare Trends at Middle East Media Summit
 - ecomagination for Healthcare
 - In-Country, For-Country products in China
 - NavLogix Technology Helps Fleet Operators Reduce Miles Traveled
- Energy Infrastructure
 - Smart Grid for a Greener Future
- Consumer & Industrial
 - GE Lighting Products
 - Universal Design Principles in New Appliance Development
- GE Capital
 - Financial Backing for "Green" Home Remodeling
 - GE Money Standards
 - GE Commercial Finance Standards
- Media & Entertainment
 - NBC Universal
- Statement on Military Products

Human Rights

GE's human rights venues include project finance, consumer and employee privacy, supply chain, freedom of thought and speech, and healthcare products and delivery, to name just the most obvious areas where human rights concerns intersect with GE business operations.

Please visit www.ge.com/citizenship/humanrights to review the full content for this performance area.

- Including Human Rights Principles in Our Supply Chain
- Membership in the UN Global Compact
- UN Global Compact & Maplecroft Study Dilemmas Faced by Business
- 60th Anniversary of the Universal Declaration of Human Rights
- GE Business Dilemma: Ultrasound Technology & Feticide
- Right to Water: Institute for Human Rights & Business
- Involvement in the Business Leader Initiative on Human Rights
- Privacy
- Implementing Guidelines

Communities & Philanthropy

Inspired by the dedication of our employees, GE strives to make a positive, sustainable impact in the development of stronger and more self-reliant communities around the globe.

Please visit www.ge.com/citizenship/communities to review the full content for this performance area.

- Developing Futures in Education
- Developing Health Globally
- GE Foundation Response to the Economic Downturn
- GE.com Certified as Accessible to the Blind
- GE People
 - GE Volunteers
- Telemundo Community & Public Service Initiatives
- NBC Universal In The Community - International Programs
- Disaster Relief
- Employee Programs

Being a responsible leader means setting benchmarks and measuring actions. The following pages provide at-a-glance metrics about GE.

General GE data				
	2005	2006	2007	2008
GE REVENUE BY COUNTRY/REGION (In \$ billions)				
U.S.	75.7	81.1	86.2	85.3
Europe	29.1	32.6	39.9	44.0
Asia Pacific	15.7	17.9	22.0	23.6
Canada & the Americas	9.6	11.5	12.6	14.8
Middle East, Africa & Others	4.2	5.5	8.0	10.1
Other Global	2.3	3.2	4.0	4.7
Total	136.6	151.8	172.7	182.5

General GE data by business					
	2004	2005	2006	2007	2008
TECHNOLOGY INFRASTRUCTURE					
Revenues (In \$ billions)	30.1	33.9	37.7	42.8	46.3
Profit (In \$ billions)	5.4	6.2	7.3	7.9	8.2
ENERGY INFRASTRUCTURE					
Revenues (In \$ billions)	19.8	21.9	25.2	30.7	38.6
Profit (In \$ billions)	3.1	3.2	3.5	4.8	6.1
CONSUMER & INDUSTRIAL					
Revenues (In \$ billions)	12.4	13.0	13.2	12.7	11.7
Profit (In \$ billions)	0.6	0.7	1.0	1.0	0.4
FINANCE					
Revenues (In \$ billions)	43.8	49.1	56.4	66.3	67.0
Profit (In \$ billions)	6.6	8.4	10.4	12.2	8.6
MEDIA & ENTERTAINMENT					
Revenues (In \$ billions)	12.9	14.7	16.2	15.4	17.0
Profit (In \$ billions)	2.6	3.1	2.9	3.1	3.1

ecomagination data^(a)For a full review of performance data, visit www.ge.com/citizenship/performance-ecodata.

	2004	2005	2006	2007	2008
ecomagination R&D Investment (In \$ billions)	—	0.7	0.9	1.1	1.4
ecomagination Revenue Growth (In \$ billions)	6	10	12	14	17

For a full report on our ecomagination activities, please visit our 2008 online ecomagination report at www.ecomagination.com.

Environment, Health & Safety data

For a full review of performance data, visit www.ge.com/citizenship/performance-ehsdata.

	2004	2005	2006	2007	2008
INJURY & ILLNESS RATES^(b)					
Recordable rate	1.62	1.64	1.52	1.39	1.23
Lost-time rate ^(c)	.42	.45	.46	.42	.35
GE SAFETY EXCELLENCE PROGRAMS (NUMBER OF SITES) VS. INJURIES & ILLNESSES (INCIDENCE PER 100 EMPLOYEES)					
Total VPP/Star Sites	138	163	190	217	238
GE Recordable Injury and Illness Rate	1.62	1.64	1.52	1.39	1.23
AIR & WASTEWATER EXCEEDANCES					
Air	25	14	21	30	14
Wastewater	98	98	101	74	68
GE U.S. TOXIC RELEASE INVENTORY (TRI) ON-SITE DATA 2002–2006^(d)					
TRI On-Site Releases (in millions of pounds)	5.00	4.92	3.09 ^(e)	0.42 ^(f)	—
WATER USE (IN BILLION GALLONS)^(a)					
Total	—	—	12.29	—	12.32
Non-Contact Cooling Waters (NCCW)	—	—	5.88	—	6.6
WASTE GENERATION					
Hazardous Waste (Metric Tons)	—	—	39,807	—	43,215
Non-Hazardous Waste (Metric Tons)	—	—	209,509	—	204,740
GE GREENHOUSE GAS EMISSIONS^{(a)(g)}					
GE Operational GHG Emissions (Million metric tons of CO ₂ equivalent emissions)	7.50	—	—	7.02	6.49
GE Operational GHG Intensity (Metric Tons per \$ million revenue)	60.58	—	—	40.65	35.58
GE Operational Energy Intensity (MMBtu per \$ million revenue)	496.69	—	—	350.94	312.75
GE Operational Energy Use (Million MMBtu)	61.50	—	—	60.62	57.08
ADDITIONAL METRICS					
Global Penalties Paid (in \$ thousands)	351	323	365	236	96
Training Units Completed (Millions of units)					
U.S.	1.10	1.42	1.45	1.42	1.78
Non-U.S.	.45	.59	.62	.62	.68
Agency Inspections					
U.S.	694	753	861	740	776
Non-U.S.	767	736	640	474	485
Spills & Releases	36	65	66	98	70

(a) For data associated with reductions in greenhouse gas emissions and water usage, please visit www.ge.com/citizenship/performance-ehsdata.

(b) Rates are based on 100 employees working 200,000 hours annually.

(c) Lost-time rate uses the OSHA calculation for days away from work cases (transfer or restricted cases are excluded).

(d) 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.

(e) Does not include the former GE Advanced Materials business as it was divested in December 2006.

(f) On-site TRI Releases not including GE Plastics, which was divested in August 2007.

(g) For GHG-related metrics, each year GE adjusts its 2004 baseline inventory to account for divestments and acquisitions. 2005 and 2006 fuel and electricity use and other GHG emission data were not collected for new acquisitions. As a result, adjusted results for 2005 and 2006 are not available.

Employees data

For a full review of performance data, visit www.ge.com/citizenship/performancemetrics.

	2001	2002	2003	2004	2005	2006	2007	2008
GE EMPLOYEES								
U.S.	158,000	161,000	155,000	165,000	161,000	155,000	155,000	152,000
Percentage of Total	51%	51%	51%	54%	51%	49%	47%	47%
Non U.S.	152,000	154,000	150,000	142,000	155,000	164,000	172,000	171,000
Percentage of Total	49%	49%	49%	46%	49%	51%	53%	53%
Total	310,000	315,000	305,000	307,000	316,000	319,000	327,000	323,000
GE EMPLOYEES REGION-SPECIFIC BREAKDOWN								
U.S.					161,000	155,000	155,000	152,000
Canada & the Americas					24,000	30,000	28,000	19,000
Europe					83,000	85,000	92,000	95,000
Middle East, Africa & Others					2,000	2,000	3,000	7,000
Asia Pacific					47,000	47,000	49,000	50,000
Total					316,000	319,000	327,000	323,000
GE FEMALE EMPLOYEES REGION-SPECIFIC BREAKDOWN								
U.S.						31%	31%	36%
Canada & Mexico						33%	33%	33%
Latin America						32%	32%	42%
Europe						42%	41%	31%
Middle East, Africa & Others						15%	16%	14%
Asia Pacific						33%	35%	30%
Total						35%	35%	35%
COMPARATIVE U.S. RACE AND ETHNICITY REPRESENTATION (Percentage of total employees)								
Executive				12	14	14	15	15
American Indian or Alaskan Native				0.1	0.2	0.1	0.5	0.1
Asian, Native Hawaiian or Other Pacific Islander				5.2	6.2	5.9	6.1	6.2
African American				4.1	4.3	4.3	4.6	4.6
Hispanic				2.4	2.9	3.3	3.1	4.0
Other				—	—	—	0.1	0.1
Professional				17	19	19	19	20.2
American Indian or Alaskan Native				0.2	0.2	0.2	0.2	0.2
Asian, Native Hawaiian or Other Pacific Islander				7.5	8	8.1	8.2	8.8
African American				4.7	4.8	4.8	4.9	5.1
Hispanic				4.8	5.5	5.4	5.7	5.9
Other				—	—	—	0.1	0.2
All Other				25	28	28	29	28.4
American Indian or Alaskan Native				0.4	0.4	0.4	0.4	0.4
Asian, Native Hawaiian or Other Pacific Islander				3.4	3.5	3.4	3.9	4.0
African American				13.2	13.2	13.0	13.6	13.3
Hispanic				7.6	10.5	9.9	10.6	10.5
Other				—	—	—	0.1	0.2
Total Diverse Representation				21	23	23	24	24.3
American Indian or Alaskan Native				0.3	0.3	0.3	0.3	0.3
Asian, Native Hawaiian or Other Pacific Islander				5.2	5.5	5.5	5.9	6.3
African American				9.3	9.4	9.3	9.6	9.3
Hispanic				6.2	8.2	7.9	8.3	8.2

Communities & Philanthropy data

For a full review of performance data, visit www.ge.com/citizenship/performancemetrics.

(In \$ millions)	2004	2005	2006	2007	2008
ALL CONTRIBUTIONS					
GE Foundation	52.4	71.3	88.5	93.2	99.1
GE Corporate and Business Contributions ^(a)	64.4	99.4	69.9	56.8	82.3
GE Employee Contributions	41.3	49.2	60.2	59.3	56.3
Total	158.1	219.9	218.6	209.3	237.7
GE FOUNDATION GRANTS BREAKDOWN					
Directed Grants			41.2	45.3	53.7
Matching Gifts			37.2	37.8	34.9
United Way			9.2	9.1	9.2
STAR Program			0.9	1.0	1.3
Total			88.5	93.2	99.1
GE CORPORATE & BUSINESS CONTRIBUTIONS					
NBC PSAs			30.0	21.5	39.4
Developing Health Globally			6.6	8.6	13.1
Disaster Relief			1.2	—	—
Cash Contributions			32.1	26.7	29.8
Total			69.9	56.8	82.3
GE EMPLOYEE CONTRIBUTIONS					
Gifts that were matched			37.2	37.8	34.9
United Way			23.0	21.5	21.4
Total			60.2	59.3	56.3
CONTRIBUTIONS AS PERCENT OF GE NET INCOME					
Net Income	17,222	16,720	20,742	22,208	18,000
Total Contributions (in millions)	158.1	219.9	218.6	209.3	237.7
Total Contributions as a Percent of Net Income	0.92%	1.32%	1.06%	0.94%	1.32%
VOLUNTEER BREAKDOWN					
Countries with GE Volunteer Councils			35	36	42
GE Volunteer Councils			140	144	150
Employees Registered to GE Volunteers Portal			29,000	47,000	61,000

(a) Estimated amount.

Governance data

For a full review of performance data, visit www.ge.com/citizenship/performance-ombudsdata.

	2001	2002	2003	2004	2005	2006	2007	2008
OMBUDSPERSON CONCERNS BY AREA (reports per policy)								
Fair Employment Practices	319	363	390	402	421	434	425	345
Conflicts of Interest	227	237	212	240	253	198	209	209
International Trade Controls	20	36	44	39	64	100	91	142
Business Records (IT&L, Time & Attend)	—	65	45	70	80	87	81	133
Security & Crisis Management	—	18	2	10	22	37	91	114
Environment, Health & Safety	63	63	88	83	119	85	101	97
Routines, Documentation, Internal Measurements	—	45	51	93	108	98	106	92
Regulatory Excellence ^(a)	—	—	—	—	—	—	58	90
Supplier Relationships	67	78	82	71	69	72	72	86
Theft	—	58	36	42	55	70	38	72
Privacy	25	26	48	35	42	64	54	69
Controllership (Accounting, Financial Reporting, Billing)	—	56	49	42	43	58	47	57
Improper Payments	29	22	33	28	34	58	49	52
Working with Governments	91	80	75	55	52	31	30	28
Intellectual Property	27	51	35	34	41	36	45	27
Complying with Competition Laws	18	46	36	23	27	4	29	22
Other Integrity Concerns	—	122	133	71	67	82	70	37

OMBUDSPERSON PROCESS—INVESTIGATION RESULTS

Concerns Reported				1,338	1,497	1,514	1,596	1,672
Disciplinary Actions				368	293	395	343	420

GEOGRAPHIC BREAKOUT OF INVESTIGATIONS CONDUCTED (% of investigations)

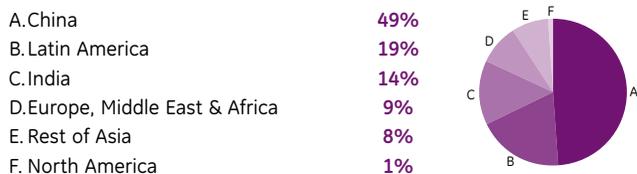
U.S. and Canada							56%	55%
Europe							15%	17%
Asia							16%	15%
Latin America							13%	13%

(a) In response to today's regulatory environment where GE is subject to a growing number of regulations and enforcement activities around the world, a new category of "Regulatory Excellence" has been added to provide additional visibility into this critical area.

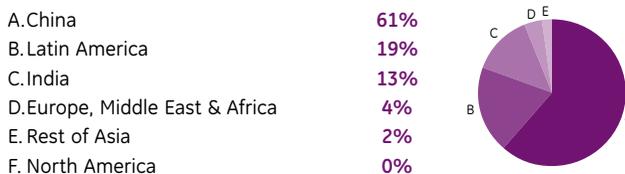
2008 Suppliers data

For a full review of performance data, visit www.ge.com/citizenship/performance-suppliersdata.

ASSESSMENTS BY REGION



FINDINGS BY REGION



FINDINGS BY CATEGORY



GE Recognitions

DJSI: GE achieved the highest overall score in the industrial goods and services group.

- Codes of Conduct/Compliance/Corruption & Bribery
- Customer Relationship Management
- Environmental Policy/Management System
- Human Capital Development
- Talent Attraction & Retention
- Standards for Suppliers
- Social Reporting

Innovest: Highest AAA rating

KLD: Global Climate 100 Index

Corporate Register Reporting Awards: 2008 Finalist—Corporate Citizenship Reporting

Oekom Research: Prime Corporate Responsibility Rating

Ethisphere: World's Most Ethical Company (Industrials)

Organization of America States: 2008 Finalist—Corporate Citizen of the Americas

AccountAbility Rating: *FORTUNE* partnered with AccountAbility, Csnetwork and Asset4 to rank the world's 100 largest corporations by the quality of their commitment to social and environmental goals. GE ranked second most accountable company worldwide.

The Climate Group: #1 on the U.S. Climate Brand Index

Climate Counts: Top in Sector

Financial Times, World's Most Respected Companies: (#1) 1998–2004; (#2) 2005

FORTUNE, World's Most Admired Companies: (#1) 1998–2002; (#2) 2003–2004; (#1) 2005–2007; (#2) 2008; (#9) 2009

Barron's, The World's Most Respected Companies—Top 15 ranking: (#1) 2005, (#2) 2006, (#5) 2007, (#11) 2008

Forbes Magazine, The Global 2000: (#1) 2009

Working Mother Magazine, 100 Best Companies for Working Mothers: 2004, 2005, 2006, 2007, 2008

U.S. DOE/EPA, One of the Energy Star Partners of the Year: 2004, 2005, 2006, 2007, 2008

U.S. DOE/EPA, "Sustained Excellence" Award: 2006, 2007, 2008

Investor Relations Magazine Awards 2008

(based on investor survey):

Best communications within the retail market

Best corporate governance

Best use of technology

Grand prix for best overall IR program—Mega cap

Fast Company, 50 World's Most Innovative Companies 2009:

GE #11 and Hulu #3

Best Investor Relations from Institutional Investor Magazine:

Electrical Equipment & Multi Industry

Contact Information

Corporate Headquarters

General Electric Company
3135 Easton Turnpike
Fairfield, CT 06828
(203) 373-2211

Internet Address

Visit GE online at www.ge.com/citizenship for more information about GE and its citizenship performance. The 2008 GE Annual Report is available online at www.ge.com/annualreport. For detailed news and information regarding GE's strategy and its businesses, please visit the Press Room online at www.ge.com/news and our Investor Communications site at www.ge.com/news.

Corporate Ombudsperson

To report concerns related to compliance with the law, GE policies, or government contracting requirements, write to: GE Corporate Ombudsperson, P.O. Box 911, Fairfield, CT 06825; or call (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, write to GE Board of Directors, General Electric Company (W2E), 3135 Easton Turnpike, Fairfield, CT 06828; or call (800) 417-0575 or (203) 373-2652; or send an e-mail to directors@corporate.ge.com.

GE Feedback

Your feedback on GE's progress is appreciated. Please e-mail your comments to citizenship@ge.com. For more information on GE's citizenship strategy or for stakeholder inquiries please contact one of the following:

Gary Sheffer

Executive Director, Communications & Public Affairs
GE Corporation
gary.sheffer@ge.com

Frank Mantero

Director, Corporate Citizenship Programs
GE Corporation
frank.mantero@ge.com



Design by VSA Partners, Inc. Printed by UniqueActive, a Forest Stewardship Council (FSC) certified printer. This FSC-certified paper is made with 100% post-consumer waste. The emissions from the electricity used to manufacture this paper are offset with credits from windpower projects.

General Electric Company
Fairfield, Connecticut 06828
www.ge.com

