

GRI CONTENT INDEX

This index refers to the Global Reporting Initiative (GRI) G3.1 and OGSS indicators. It is more detailed than the GRI Content Index that appears in the 2012 Hess Corporate Sustainability Report on pages 67-69.

GRI G3.1 Core & OGSS Indicator

GRI G3.1 Additional Indicator

● Fully reported ◐ Partially reported

GRI Indicator	General Description	Reference	GRI Status	Comments
Profile Disclosures				
1. Strategy and Analysis				
1.1	Statement from the most senior decision-maker of the organization	CSR, pages 2-3	●	
1.2	Description of key impacts, risks, and opportunities.	CSR, pages 2-5 SEC Form 10K 2012 Annual Report	●	
2. Organizational Profile				
2.1	Name of the organization.	CSR, pages 5-7, 63	●	
2.2	Primary brands, products, and/or services.	CSR, pages 5-7, 63	●	
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	CSR, pages 5-7, 63 SEC Form 10K 2012 Annual Report	●	
2.4	Location of organization's headquarters.	CSR, pages 5-7, 63	●	
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	CSR, pages 5-7, 63	●	
2.6	Nature of ownership and legal form.	CSR, pages 5-7, 63	●	
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	CSR, pages 5-7, 63	●	
2.8	Scale of the reporting organization.	CSR, pages 5-7, 63	●	
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	CSR, pages 5-7, 63 SEC Form 10K 2012 Annual Report	●	
2.10	Awards received in the reporting period.	CSR, page 71	●	
3. Report Parameters				
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	CSR, page 8	●	
3.2	Date of most recent previous report (if any).	CSR, page 8	●	
3.3	Reporting cycle (annual, biennial, etc.)	CSR, page 8	●	
3.4	Contact point for questions.	CSR, page 71	●	
3.5	Process for defining report content.	CSR, page 8	●	
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	CSR, page 8	●	
3.7	State any specific limitations on the scope or boundary of the report (see completeness Principle for explanation of scope).	CSR, page 8	●	
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	CSR, page 8	●	
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report.	CSR, page 9	●	
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	CSR, page 9	●	
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	CSR, page 9	●	
3.12	Table identifying the location of the Standard Disclosures in the report.	CSR, pages 67-69	●	
3.13	Policy and current practice with regard to seeking external assurance for the report.	CSR, pages 9, 70	●	

GRI Indicator	General Description	Reference	GRI Status	Comments
4. Governance, Commitments & Engagement				
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	CSR, page 63 Corporate Governance Guidelines Committee Composition	●	<p>The Board of Directors of Hess Corporation is responsible for oversight of the business and affairs of the Company in the best interest of its stockholders, with due regard to its customers, the communities in which it operates and its employees. Acting on the recommendation of its Corporate Governance and Nominating Committee, the Board has developed and adopted a set of corporate governance principles to provide guidance to the Board and management in carrying out these responsibilities, to promote the effective functioning of the Board and its committees and to set forth a common set of expectations as to how the Board should perform its functions.</p> <p>The Board has three principal committees: the Audit Committee, the Compensation and Management Development Committee and the Corporate Governance and Nominating Committee. Each committee has a written charter that sets forth its purpose and responsibilities. Additional information on the Board, its charters, requirements for Related Party Transactions and contact information is available at www.hess.com/investors.</p>
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	CSR, page 63	●	In 2012 John B. Hess served as Chairman of the Board and Chief Executive Officer.
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	CSR, page 63	●	
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	2013 Proxy Statement - Form DEF 14A	●	See 2012 Proxy Statement for description of shareholder resolutions process: general mechanism (page 20) and major shareholders to engage with Lead Director (page 79)
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives and the organization's performance (including social and environmental performance.)	Compensation and Management Development Committee Charter 2013 Proxy Statement - Form DEF 14A	●	<p>Linkage between compensation for members of the highest governance body and the organization's performance is stated in the Hess Corporation Compensation and Management Development Committee Charter, effective June 1, 2005.</p> <p>Discussion of the linkage between compensation for members of the highest governance body, senior managers, and executives and the organization's performance is also included in the annual Proxy Statement Form DEF 14A.</p> <ul style="list-style-type: none"> • CEO and other Named Executive Officer (NEO) compensation process and results: pages 29-67. • Changes in payout philosophy and actions taken in response to 2012 "Say on Pay" stockholder outreach: pages 29-32. • Compensation Principles (including "Safety and Sustainability": pages 39-40. • Cash bonus plan for EHS metrics: pages 48-49. • EHS metrics components and percent of 2012 bonus for each NEO: page 67.
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Code of Business Conduct and Ethics 2013 Proxy Statement - Form DEF 14A	●	<p>The Global Compliance Group oversees a worldwide compliance program for the company. The centerpiece of this program is the expectation set forth in the Hess Code of Business Conduct and Ethics, which applies to every company director, officer and employee. The purpose of the Code is to advise individuals of their obligations to comply with applicable law, as well as the fundamental principles of business ethics to which they must adhere, such as avoidance of conflicts of interests or misuse of corporate opportunities and confidential information.</p> <p>A discussion of processes in place for the highest governance body to ensure conflicts of interest are avoided is included in the Related Party Transaction section of the 2013 Proxy Statement Form DEF 14A, pages 21-22.</p>
4.7	Process for determining the composition, qualifications and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	Corporate Governance and Nominating Committee	●	As stated in its charter, the purpose of the Corporate Governance and Nominating Committee is to identify and recommend individuals to the Board for nomination as members of the Board and its committees consistent with criteria approved by the Board, make recommendations to the Board regarding Board practices and corporate governance and develop and recommend to the Board a set of corporate governance principles applicable to the Corporation. The Committee currently consists of three members and meets approximately two times per year.

GRI Indicator	General Description	Reference	GRI Status	Comments
4. Governance, Commitments & Engagement <i>continued</i>				
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	CSR, pages 10-11, 22-23, 27 Code of Business Conduct and Ethics Environmental Health & Safety Policy Corporate Social Responsibility Policy <u>Human Rights Policy</u> Security and Human Rights Policy	●	
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	CSR, pages 13-14, 63	●	<p>The Audit Committee of the Board of Directors has oversight responsibility for the integrity of the Company's financial statements, financial reporting practices, systems of internal accounting, financial and disclosure controls, internal audit function, the retention and oversight of independent auditors and compliance with legal and regulatory requirements. The Audit Committee also provides oversight and makes recommendations to the full Board of Directors with respect to Hess Corporation's policies, positions and systems for Environmental, Health, Safety and Social Responsibility (EHS&SR), compliance and risk management. The vice president EHS&SR meets with the Audit Committee annually.</p> <p>The Company is continuing to develop an enterprise risk program, which includes consideration of EHS&SR risks, to strengthen the consistency of risk consideration in making business decisions. The full Board of Directors has oversight of the Company's risk management policies with an emphasis on understanding the key enterprise risks affecting the Company's business and the ways in which the Company attempts to prudently mitigate such risks. The Chief Risk Officer reviews the enterprise risk program with the Board annually.</p>
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Compensation and Management Development Committee Charter	●	Linkage between compensation for members of the highest governance body and the organization's performance is stated in the Hess Corporation Compensation and Management Development Committee Charter, effective June 1, 2005.
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	CSR, page 11	●	
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	CSR, page 13, 27-28 Universal Declaration on Human Rights (UDHR) International Labour Organization (ILO) Voluntary Principles on Security and Human Rights UN Global Compact Extractive Industries Transparency Initiative (EITI)	●	
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations.	CSR, page 14	●	
4.14	List of stakeholder groups engaged by the organization.	CSR, pages 8, 15	●	
4.15	Basis for identification and selection of stakeholders with whom to engage.	CSR, pages 8, 15	●	
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	CSR, pages 8, 15	●	
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	CSR, pages 8, 15	●	

GRI Indicator	General Description	Reference	GRI Status	Comments
Management Approach & Performance Indicators				
Economic Performance				
DMA - EC	Disclosure of Management Approach (DMA) to Economic Performance	CSR, pages 2-3, 6-7, 22-26 SEC Form 10K 2012 Annual Report	●	
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	CSR, pages 7, 63 SEC Form 10K 2012 Annual Report	●	
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	CSR, pages 44-46	●	
EC3	Coverage of the organization's defined benefit plan obligations.	CSR, page 41 SEC Form 10K 2012 Annual Report	●	
EC4	Significant financial assistance received from government.		●	The Company did not receive significant government financial assistance in 2012 (defined as equal to or greater than one percent of revenues).
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	CSR, page 41	●	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	CSR, pages 16, 63	○	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	CSR, page 40	●	
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	CSR, pages 23-26	●	
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.		○	We do not collect quantitative information about indirect economic benefits.
OG1	Volume & type of estimated proved reserves & production	CSR, pages 6, 63 2012 Annual Report SEC Form 10K	●	
Environmental				
DMA - EN	Disclosure of Management Approach (DMA) to Environmental	CSR, pages 44-46, 52-53	●	Decisions about ISO certification are made within the business units. The company's UK North Sea and South Arne Operation, and our St. Lucia Terminal are ISO 14001 certified and account for approximately 8 percent of gross operated oil production and throughput. Denmark Production operations are OHSAS 18001 certified.
EN1	Materials used by weight or volume.		○	Crude oil, natural gas and refined petroleum products are the primary goods that we sell. Since these products are sold in bulk, there is very little use of packaging material. We look for opportunities to improve our operations and reduce costs through more efficient use of natural resources.
EN2	Percentage of materials used that are recycled input materials.		○	
EN3	Direct energy consumption by primary energy source.	CSR, pages 49-50, 65	●	
EN4	Indirect energy consumption by primary source.	CSR, pages 49-50, 65	●	
EN5	Energy saved due to conservation and efficiency improvements.	CSR, pages 50-51	○	
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	CSR, pages 60-61	●	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	CSR, pages 50-51	○	
OG2	Total amount invested in renewable energy	CSR, page 51	●	
OG3	Total amount of renewable energy generated by source	CSR, page 51	●	
EN8	Total water withdrawal by source.	CSR, pages 53-54, 64	●	More than half of our water usage in 2012 (54 percent) was groundwater. Our largest user of municipal water in 2012, the Port Reading refining facility, accounted for 19 percent of overall company water use. The facility purchased water from the Middlesex Water Company. Surface water sources provided 71 percent of the water distributed by this utility, with the remainder from groundwater wells (23 percent) and purchased water (6 percent). Fresh water use by business and facility is provided in our sustainability report (p.53).
EN9	Water sources significantly affected by withdrawal of water.	CSR, pages 53-54, 64	●	No water sources were significantly affected by our water withdrawals, where GRI defines significant as average withdrawals of five percent or more of the annual average volume of a given water body.

GRI Indicator	General Description	Reference	GRI Status	Comments
Environmental continued				
EN10	Percentage and total volume of water recycled and reused.	CSR, pages 53-54, 64	●	
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	CSR, page 55	●	
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	CSR, page 55	●	
EN13	Habitats protected or restored.	CSR, pages 49, 55	●	
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	CSR, pages 54-55	●	
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	CSR, page 55	●	
OG4	Number and percentage of significant operating sites in which biodiversity risk has been assessed and monitored.	CSR, pages 54-55	○	
EN16	Total direct and indirect greenhouse gas emissions by weight.	CSR, pages 46-49, 65 CDP Disclosure	●	Scope 1 and Scope 2 GHG emissions calculations are based on The GHG Protocol (WRI/WBCSD) and also rely on sector specific guidance provided in the "Petroleum Industry Guidelines for Reporting Greenhouse Gas Emissions – 2nd edition" (International Petroleum Industry Environmental Conservation Association (IPIECA)/American Petroleum Institute (API)). The majority of emission factors we use are based on the API Compendium of GHG Emissions Estimation Methodologies for the Oil and Gas Industry as integrated into the API tool. This tool, SANGEA, uses U.S. Environmental Protection Agency (US EPA) and industry-specific emission factors for stationary and mobile sources. Some exploration and production (E&P) assets in the U.S. are subject to US EPA mandatory greenhouse gas reporting rules and calculate Scope 1 GHG emissions using emissions factors required by US EPA.
EN17	Other relevant indirect greenhouse gas emissions by weight.	CSR, pages 46-49, 65	●	
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	CSR, pages 45-49 CDP Disclosure	○	
EN19	Emissions of ozone-depleting substances by weight.	CSR, page 65	●	
EN20	NOx, SOx, and other significant air emissions by type and weight.	CSR, pages 58, 65	●	Particulate matter (PM) data are not included because we do not have a full and reliable data set. We plan to report on this metric by 2014.
EN21	Total water discharge by quality and destination.	CSR, pages 57, 66	●	
OG5	Volume of formation or produced water	CSR, pages 57, 66	●	
EN22	Total weight of waste by type and disposal method.	CSR, pages 59, 66	●	
EN23	Total number and volume of significant spills.	CSR, pages 57-58, 64, 66	●	
OG6	Volume of flared and vented hydrocarbon	CSR, page 65	●	
OG7	Amount of drilling waste (drill mud and cuttings) and strategies for treatment and disposal	CSR, pages 57, 66	●	
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	CSR, pages 59, 66	●	
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	CSR, page 55	●	
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	CSR, pages 48-49, 60-61	●	
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.		●	The vast majority of our products are handled in bulk throughout the product lifecycle and do not require packaging materials.
OG8	Benzene, Lead, and Sulfur content in fuels		●	In 2012 Hess marketed gasoline exclusively in the U.S. and U.S. territories and complies with all applicable regulations concerning fuel content. The EPA's 1995 Reformulated Gasoline (RFG) program, 2004 Tier 2 Standards, 2009 Renewable Fuel Standard (RFS2), and 2011 Mobile Source Air Toxics program closely regulate gasoline formulations. As a result of these mandates, our gasoline complies with a 0.62 percent benzene content limit (average) and with 30 ppm/80 ppm sulphur content limits (average/cap).
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	CSR, pages 59, 66	●	
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	CSR, pages 48-49, 65	●	
EN30	Total environmental protection expenditures and investments by type.	CSR, pages 59, 66	●	

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Labor Practices & Decent Work				
DMA - LA	Disclosure of Management Approach (DMA) to Labor Practices & Decent Work	CSR, pages 30-31, 38	●	
LA1	Total workforce by employment type, employment contract, and region broken down by gender.	CSR, pages 39, 64	●	
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	CSR, pages 39, 64	●	
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	CSR, page 41	●	
LA4	Percentage of employees covered by collective bargaining agreements.	CSR, pages 29, 64	●	
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	CSR, page 29	●	
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	CSR, page 31	○	
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and gender.	CSR, pages 31-32, 64	●	
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	CSR, pages 36-37	●	
LA9	Health and safety topics covered in formal agreements with trade unions.	CSR, page 31	●	
LA10	Average hours of training per year per employee by gender and by employee category.	CSR, page 64	●	
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	CSR, pages 42-43	●	
LA12	Percentage of employees receiving regular performance and career development reviews by gender.	CSR, page 42	○	
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	CSR, pages 39, 64	●	
LA14	Ratio of basic salary of men to women by employee category.	CSR, page 41	○	Employees who make a greater contribution or perform at higher levels earn more, regardless of race, color, gender, sexual orientation, religion, disability or other protected class.
LA15	Return to work and retention rates after parental leave, by gender.		○	Hess does collect and report this information at a corporate level. It is collected and reported at operations where required by law.
Human Rights				
DMA - HR	Disclosure of Management Approach (DMA) to Human Rights	CSR, page 27	●	
HR1	Percentage and total number of significant investment agreements and contracts that include human rights clauses or that have undergone human rights screening.	CSR, page 27	○	
HR2	Percentage of significant suppliers, contractors, and other business partners that have undergone human rights screening and actions taken.	CSR, pages 23, 28-29	○	
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	CSR, page 28	●	
HR4	Total number of incidents of discrimination and corrective actions taken.	CSR, page 29	●	
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	CSR, page 29	○	
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	CSR, page 29	○	
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	CSR, page 29	○	

GRI Indicator	General Description	Reference	GRI Status	Comments
Human Rights <i>continued</i>				
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	CSR, pages 28-29	●	
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	CSR, pages 24-27, 29	●	
OG9	Operations where indigenous communities are present or affected by activities and where specific engagement strategies are in place.	CSR pages 25-26, 29	●	
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	CSR, page 28	●	
HR11	Number of grievances related to human rights filed, addressed, and resolved through formal grievance mechanisms.	CSR, page 27	●	
Society				
DMA - SO	Disclosure of Management Approach (DMA) to Society	CSR, pages 10-11, 22-23	●	
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	CSR, pages 13-14, 25-29	●	
OG10	Number and description of significant disputes with local communities and indigenous peoples.	CSR, page 29	●	
OG11	Number of sites that have been decommissioned and sites that are in the process of being decommissioned.	CSR, pages 56-57 FFFA Decommissioning IVRR Decommissioning	●	
SO2	Percentage and total number of business units analyzed for risks related to corruption.	CSR, page 12	●	
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	CSR, page 12	●	
SO4	Actions taken in response to incidents of corruption.	CSR, page 12	●	
SO5	Public policy positions and participation in public policy development and lobbying.	CSR, pages 2-3, 12, 44	●	
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	CSR, page 12	●	
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	CSR, page 11	●	
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	CSR, page 11	●	
SO9	Operations with significant potential or actual negative impacts on local communities.	CSR, pages 13-14, 25-29	●	
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	CSR, pages 13-14, 25-29	●	
OG12	Operations where involuntary resettlement took place, the number of households resettled in each and how their livelihoods were affected in the process.	CSR, page 29	●	
OG13	Number of process safety events, by business activity.	CSR, pages 34-35	●	

GRI Indicator	General Description	Reference	GRI Status	Comments
Product Responsibility				
DMA - PR	Disclosure of Management Approach (DMA) to Product Responsibility	CSR, pages 60-62	●	
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.		●	Our principal refined petroleum products are reformulated and conventional gasoline, ultra low sulfur diesel fuel and heating oil. The lifecycle impacts of petroleum products are well documented by industry, government agencies and the scientific community. Through our membership in industry trade associations such as the API and the National Petrochemical and Refiners Association and our involvement with IPIECA, we stay informed of lifecycle assessment results regarding conventional, reformulated and renewable fuels and fuel blends. The main environmental emissions and health related impacts associated with our products occur during product use and are highly regulated by the US EPA.
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.		●	There were no incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their lifecycle in 2012.
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.		●	We comply with all product and service labeling and health and safety impact requirements. Tanks for refined product storage at our terminals and refinery are labeled and placarded. Petroleum products sold at our retail stations are labeled at point of sale in accordance with applicable regulatory requirements. Each of our products has a Material Safety Data Sheet (MSDS) that provides information on chemical, physical and toxicological characteristics, safe handling and spill and emergency response measures. Each retail, terminal and refinery operating location maintains product MSDSs; these are also available through Hess Retail and Energy Marketing customer service departments and at http://www.hess.com/sustainability .
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.		●	In 2012 Hess met product responsibility regulations, labeling requirements and voluntary codes applicable to our products and services and did not incur any significant fines or penalties.
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.		●	We have customer service and satisfaction programs in place in our Retail and Energy Marketing businesses to ensure that concerns and complaints are quickly and adequately addressed. Customer comments, complaints, or compliments can be submitted via a toll free number or online, and a database tracks all issues to final resolution. Hess Retail Marketing has also implemented a monthly Customer Service Hero award to recognize a Retail employee, manager or station for excellent customer service based on feedback we receive from our customers. We wish to continue fostering customer loyalty through our commitments to customer satisfaction and privacy, truth in advertising and compliance with all applicable consumer laws and regulations.
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.		●	In 2012 Hess met voluntary codes applicable to our products and services.
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.		●	There were no substantiated customer privacy complaints or significant fines or penalties related to customer privacy and marketing communications in 2012.
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.		●	We recognize and respect our customers' privacy concerns. The most significant customer privacy issues are payment card security for our retail business, which is addressed by a Payment Card Industry Compliance program, and Internet privacy for our Energy Marketing and general websites, for which there are detailed privacy policies available (www.hessenergy.com/privacypolicy.htm ; http://www.hess.com/company/PrivacyPolicy.aspx). There were no substantiated customer privacy complaints or significant fines or penalties related to customer privacy and marketing communications in 2012.
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.		●	There were no significant fines for non-compliance with laws and regulations concerning the provision and use of products and services in 2012.
OG14	Volume of biofuels produced, and purchased meeting sustainability criteria.	CSR, page 61	●	