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Assessment often must depend on what people say

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The Commission's pursuit of evidence

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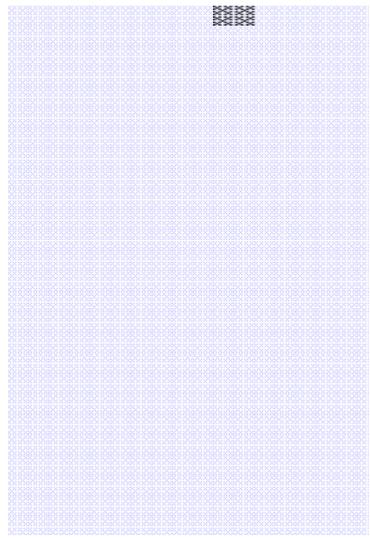
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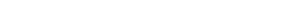
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Voluntary schemes have limited effectiveness

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