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GRI Contents Index

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The “Assessment” column in the GRI Index identifies the indicators that have been subjected to an assessment process according to the criteria established in the section entitled Independent Assessment Report. Those indicators verified with a reasonable assurance level are identified in the GRI Index and the report with a symbol, and those indicators verified with a limited assurance level are identified in the GRI index with the symbol.

| Indicator Type | Indicator Code | Definition | Page | Assessment |
|---------------------------------|----------------|--|--------------|------------|
| Strategy and analysis | | | | |
| | 1.1 | Chairman statement on the relevance of sustainability for the organization and its strategy | 6-11 | |
| | 1.2 | Description of major impacts, risks and opportunities | 29-26, 82-86 | |
| Organization profile | | | | |
| | 2.1 | Organization name | 14 | |
| | 2.2 | Main brands, products and/or services | 14, 16-17 | |
| | 2.3 | Operational structure of the organization | 15 | |
| | 2.4 | Location of the main headquarters of the organization 07 | 14 | |
| | 2.5 | Number of countries in which the organization operates | 18 | |
| | 2.6 | Nature of the ownership and legal form | 14 | |
| | 2.7 | Markets served | 18, 22 | |
| | 2.8 | Scale of the reporting organization | 19, 22 | |
| | 2.9 | Significant changes during the reporting period in the size, structure and ownership of the organization | 19, 204 | |
| | 2.10 | Awards and distinctions received during the reporting period | 23 | |
| Annual report parameters | | | | |
| | 3.1 | Period covered by the information contained in the annual report | 194 | |
| | 3.2 | Date of the most previous annual report (if this exists) | 194 | |
| | 3.3 | Annual report periodicity (annual, biannual, etc.) | 194 | |
| | 3.4 | Contact person for issues relative to the annual report or its contents | 194 | |
| | 3.5 | Process for defining the contents of the annual report | 195 | |

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| | 3.6 | Annual report coverage | 197-201 | |
| | 3.7 | Boundaries to the scope or coverage of the annual report | 201-207 | |
| | 3.8 | Bases for including information in the case of joint ventures, subsidiaries, leased installations, subcontracted activities and other institutions that may significantly affect the comparability between periods and/or organizations | 201-207 | |
| | 3.9 | Data measurement techniques and calculation bases, including the hypotheses and underlying methods for the estimates applied in the collection of indicators and other annual report information | 195,207 | |
| | 3.10 | Description of the effect of the re-expression of the information from prior annual reports, together with the reasons for such re-expression | 204-207 | |
| | 3.11 | Significant changes relative to prior periods to the scope, coverage or assessment methods applied in the annual report | 204-207 | |
| | 3.12 | Table indicating the location of the basic contents of the annual report | 212-219 | |
| | 3.13 | Policies and current practices on providing independent mechanisms for the assessment of the annual report. If the assessment report is not included in the report on sustainability, the scope and base for any other independent assessment in existence should be explained. The relationship between the reporting organization and the assessment supplier or suppliers should likewise be clarified | 194-195 | |

Governance, commitments and participation of stakeholders

| | | | | |
|--|-----|--|--------------------|--|
| | 4.1 | Organization governance structure, with the main committees under the board of directors responsible for tasks such as strategy definition or organizational supervision | 141-143 159-164 | |
| | 4.2 | Indicate whether the chairman of the board of directors also holds an executive position. | 148 | |
| | 4.3 | In those organizations with a single managerial structure, the number of independent or non-executive members of the board of directors shall be indicated | 143, 152 154 | |
| | 4.4 | Mechanisms for shareholders and employees for sending recommendations or indications to the board of directors | 71-72, 161-172 | |

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| | 4.5 | Connection between the compensation of the members of the board of directors, top management and executives (including job termination agreements) and the performance of the organization (including its social and environmental performance) | 144, 149 185-186 | |
| | 4.6 | Procedures implemented to avoid conflicts of interest in the board of directors | 182-183 | |
| | 4.7 | Procedures for the determination of qualifications and experience required of members of the board of directors for directing the strategy of the organization in social, environmental and economic aspects | 161 | |
| | 4.8 | Internal mission and value statements, codes of conduct and relevant principles for economic, environmental and social performance, as well as their level of application | 24-35,45-52 57-63, 82-86,124 | |
| | 4.9 | Procedures of the board of directors for supervising the identification and management, by the organization, of the economic, environmental and social performance, including related risks and opportunities, as well as the adherence or fulfillment of international standards, codes of conduct and principles | 166-169 | |
| | 4.10 | Procedures for evaluating the characteristic performance of the board of directors, particularly with respect to economic, environmental and social performance | 173-185 | |
| | 4.11 | Description of how the organization has adopted a precautionary approach or principle | 166-169 | |
| | 4.12 | External social, environmental and economic principles or programs, as well as any other initiative subscribed to or approved by the organization | 24-26 108-111 | |
| | 4.13 | Membership in main associations (such as sectoral associations) and/or national and international entities supported by the organization | 25, 102-115 | |
| | 4.14 | List of stakeholders included by the organization | 40-42, 205-207 | |
| | 4.15 | Base for the identification and selection of stakeholders to which the organization commits | 40-42 | |
| | 4.16 | Approaches adopted for the inclusion of stakeholders, including the frequency of their participation by stakeholder type and category | 205-207 | |
| | 4.17 | Main concerns and aspects of interest that have arisen through the participation of stakeholders and the way in which the organization has responded to them in preparing the annual report | 195-201 | |

| Indicator Type | Indicator Code | Definition | Page | Assessment |
|--|----------------|--------------------------------------|--------------------|------------|
| Information on the management and/or executive approach | | | | |
| | | Economic scale | 124-133 | |
| | | Environmental scale | 82-98 | |
| | | Social scale. Labor Aspects | 45-65 | |
| | | Social scale. Human Rights | 24-29, 49-57 59 | |
| | | Social scale. Society | 30-32, 40-43 | |
| | | Social scale. Product Responsibility | 66-69, 73-74 | |

Performance indicators

Economic performance

| | | | | |
|---|-----|--|------------|-------------------------------------|
| P | EC1 | Economic value generated and distributed | 125-129 | <input checked="" type="checkbox"/> |
| P | EC2 | Financial impact and other risks and opportunities for the activities of the organization due to climatic change | 7, 84 | <input type="checkbox"/> |
| P | EC3 | Coverage of organizational obligations due to social benefit programs | 63-65, 131 | <input type="checkbox"/> |
| P | EC4 | Significant financial assistance received from governments | 128 | <input type="checkbox"/> |
| A | EC5 | Range of relations between the standard initial wage and the local minimum wage in places where significant operations are undertaken | 131 | <input type="checkbox"/> |
| P | EC6 | Policy, practices and expense proportion corresponding to local suppliers in places where significant operations are undertaken | 131-132 | <input checked="" type="checkbox"/> |
| P | EC7 | Procedures for local hiring and the proportion of top executives from the local community in places where significant operations are undertaken | 132 | <input checked="" type="checkbox"/> |
| P | EC8 | Development and impact of investments in infrastructures and the services rendered mainly for the benefit of the public by commercial commitments, pro bono or in kind | 129-130 | <input checked="" type="checkbox"/> |

Environmental performance

| | | | | |
|---|-----|--|-------|--------------------------|
| P | EN1 | Materials used by weight or volume | 88-92 | <input type="checkbox"/> |
| P | EN2 | Percentage of materials used that are valuated materials | 91 | <input type="checkbox"/> |
| P | EN3 | Direct energy consumption broken down by primary sources | 93 | <input type="checkbox"/> |
| P | EN4 | Indirect energy consumption broken down by primary sources | 93 | <input type="checkbox"/> |

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|----------------|----------------|---|--------------|--------------------------|
| P | EN8 | Total water catchment by sources. | 94 | <input type="checkbox"/> |
| A | EN9 | Water sources that have been significantly affected by water catchment | 94 | <input type="checkbox"/> |
| P | EN11 | Description of lands adjacent to or located within natural protected spaces or unprotected high biodiversity areas | 94 | <input type="checkbox"/> |
| P | EN12 | Description of the most significant impacts in the biodiversity of natural protected spaces deriving from the activities, products and services in protected areas and in areas of high biodiversity value in zones outside the protected areas | 94 | <input type="checkbox"/> |
| P | EN16 | Total direct and indirect emissions of greenhouse gases, by weight | 95 | <input type="checkbox"/> |
| P | EN17 | Other indirect emissions of greenhouse gases, by weight | 96 | <input type="checkbox"/> |
| A | EN18 | Initiatives for reducing greenhouse emissions and the reductions attained | 76, 84-86 | <input type="checkbox"/> |
| P | EN19 | Emissions of ozone layer destruction substances, by weight | 95 | <input type="checkbox"/> |
| P | EN20 | NO, SO and other significant air emissions, by type and weight. | 96 | <input type="checkbox"/> |
| P | EN21 | Total discharge of waste water, by the nature and the use thereof | 97-98 | <input type="checkbox"/> |
| P | EN22 | Total weight of managed wastes, by treatment type and method | 89, 96-97 | <input type="checkbox"/> |
| P | EN23 | Total number and volume of the most significant accidental spillages | 98 | <input type="checkbox"/> |
| A | EN25 | Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation's discharges of water and runoff. | 98 | <input type="checkbox"/> |
| P | EN26 | Initiatives to mitigate the environmental impacts of the products and services and degree of reduction of that impact | 84-87, 93 | <input type="checkbox"/> |
| P | EN27 | Percentage of products sold and their packaging materials recovered at the end of their useful life, by product category | 88-90, 97-98 | <input type="checkbox"/> |
| P | EN28 | Cost of significant fines and number of non-monetary sanctions for breach of environmental legislation | 98 | <input type="checkbox"/> |

Social performance

| | | | | |
|---|-----|---|-------|-------------------------------------|
| P | LA1 | Breakdown of employees by employment type, contract and region | 47 | <input checked="" type="checkbox"/> |
| P | LA2 | Total number of employees and average employee rotation, broken down by age group, sex and region | 46-49 | <input checked="" type="checkbox"/> |

| Indicator Type | Indicator Code | Definition | Page | Assessment |
|----------------|----------------|--|-----------|------------|
| A | LA3 | Social benefits for full-time employees, which are not offered to temporary or part-time employees, broken down by personal activity | 63-65 | ▣ |
| P | LA4 | Percentage of employees covered by a collective agreement | 57 | ▣ |
| P | LA5 | Minimum advance notice period(s) relative to organizational changes, including whether these notices are specified in the collective agreements | 59 | ▣ |
| P | LA7 | Rates of absenteeism, occupational illnesses, days lost and number of occupation-related deaths by region | 61-62 | ☑ |
| P | LA8 | Education, training, consultancy, prevention and control of risks that apply to employees, their relatives or to members of the community with regard to serious illnesses | 59-63 | ▣ |
| P | LA10 | Average training hours per year by employee, broken down by employee category | 56 | ☑ |
| A | LA11 | Programs for skill management and ongoing training that encourage laborer employability and supports them in the management of the end of the professional careers | 53-55 | ▣ |
| P | LA13 | Structure of corporate governance boards and staff, broken down by sex, age group, minority group and other diversity indicators | 48 | ▣ |
| P | LA14 | Relation between the base salary of men as compared to that of women, broken down by professional category | 48 | ▣ |
| P | HR1 | Percentage and total number of significant investment agreements including human rights clauses or those that were the object of analysis on human rights issues | 78 | ▣ |
| P | HR2 | Percentage of main distributors and contractors that were the object of analysis on human rights issues and measures adopted as a result thereof | 77-79 | ▣ |
| A | HR3 | Total of employee training hours on policies and procedures relating to human rights aspects relevant to their activities, including the number of trained employees | 56 | ▣ |
| P | HR4 | Total number of discrimination incidents and measures adopted | 49, 62 | ▣ |
| P | HR5 | Company activities in which the freedom of association and the right to collective agreements may run important risks, and measures adopted to uphold these rights | 57 | ▣ |
| P | HR6 | Activities identified that involve a potential risk of incidents of the exploitation of children, and measures adopted to contribute toward the elimination thereof | 52, 57-59 | ▣ |

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|----------------|----------------|---|-----------|------------|
| P | HR7 | Operations identified as a significant risk of becoming a source of episodes of forced and non-consented labor and the measures adopted to contribute toward the elimination thereof | 52, 57-59 | ▢ |
| P | SO1 | Nature, scope and effectiveness of programs and practices to evaluate and manage the impacts of operations on the communities, including entry, operation and exit | 108 | ☑ |
| P | SO2 | Percentage and total number of business units analyzed with respect to corruption-related risks | 34 | ▢ |
| P | SO3 | Percentage of employees trained in organization anticorruption policies and procedures | 34-35 | ▢ |
| P | SO4 | Measures taken in response to symptoms of corruption | 32, 34-35 | ▢ |
| P | SO5 | Position in public policies and participation in the development thereof and of "lobbying" activities | 40 | ▢ |
| P | SO8 | Monetary value of significant sanctions and fines and total number of non-monetary sanctions deriving from the breach of laws and regulations | 35 | ▢ |
| P | PR1 | Stages of the life cycle of the products and services which evaluate, if these can be improved, their impact on customer health and safety, and the percentage of significant product and service categories subject to such evaluation procedures | 66-67 | ▢ |
| A | PR2 | Total number of incidents deriving from the breach of a legal regulation or of voluntary codes relative to the impacts of products and services on health and safety during their life cycle distributed on the basis of the type of result of such incidents | 67-68 | ▢ |

| Indicator Type | Indicator Code | Definition | Page | Assessment |
|----------------|----------------|--|-------|------------|
| P | PR3 | Types of information on the products and services required by the procedures in force and the legislation and percentage of products and services subject to such information requirements | 67-68 | ▣ |
| A | PR4 | Total number of breaches of legal regulations and voluntary codes relative to the information and to the labeling of products and services, distributed on the basis of the type of result of such incidents | 67-68 | ▣ |
| A | PR5 | Practices with respect to customer satisfaction, including the results of satisfaction studies | 69 | ▣ |
| P | PR6 | Programs for compliance with laws or adherence to standards and voluntary codes mentioned in marketing communications, including advertising, other promotional activities and sponsorships | 69 | ▣ |
| A | PR7 | Total number of incidents caused by the breach of regulations relative to marketing communications, including advertising, promotion and sponsorship, distributed on the basis of the type of result of such incidents | 69 | ▣ |
| A | PR8 | Total number of duly-justified claims in relation to the respect for intimacy and leaks of personal data on customers | 69-70 | ▣ |
| P | PR9 | Cost of significant fines caused by the breach of legislation in relation to the supply and use of organization products and services | 70 | ▣ |