

## GENERAL STANDARD DISCLOSURES

GRI Indicator	Description	Page Number/Explanations	External Assurance
<b>Strategy and Analysis</b>			
G4-1	Statement from the Chairman	8	Yes
<b>Organisation Profile</b>			
G4-3	Name of the Organisation	Inner back cover	Yes
G4-4	Primary Brands, Products and/or Services	27	Yes
G4-5	Location of Organisation's Head Quarters	Inner back cover	Yes
G4-6	Number of countries where the Organisation operates and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the Report	70	Yes
G4-7	Nature of ownership and legal form	Ownership - 144 Legal form - Inner back cover	Yes
G4-8	Markets served	84	Yes
G4-9	Scale of the Reporting Organisation	6 and 7	Yes
G4-10	Total workforce by employment type, employment contract and region broken down by gender	92	Yes
G4-11	Percentage of employees covered by collective bargaining agreements	99	Yes
G4-12	Organisation's supply chain	108	Yes
G4-13	Significant changes during the reporting period regarding size, structure or ownership	60	Yes
G4-14	Explanation of whether and how the precautionary approach or principle is addressed by the organisation	70	Yes
G4-15	Externally developed economic, environmental and social charters and principles or other initiatives to which the organisation subscribes or endorses	71	Yes
G4-16	Memberships in associations and/or national/international advocacy organisations	71	Yes
<b>Identified Material Aspects and Boundaries</b>			
G4-17	Organisation's entities covered by the report	70	Yes
G4-18	Process for Defining Report Content	71	Yes
G4-19	Material Aspects identified for Report Content	72	Yes
G4-20	Aspect Boundary for identified Material Aspects within the organisation	72	Yes
G4-21	Aspect Boundary for identified Material Aspects outside the organisation	72	Yes
G4-22	Explanation of the effect of any restatement of information provided in earlier reports and the reason for such restatement	73	Yes
G4-23	Significant changes from previous reporting periods in the Scope, Aspect boundaries in the Report	73	Yes
<b>Stakeholder Engagement</b>			
G4-24	List of stakeholder groups engaged by the Organisation	75	Yes
G4-25	Basis for identification and selection of stakeholders with whom to engage	75	Yes
G4-26	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	76	Yes
G4-27	Key topics and concerns raised through stakeholder engagements and how the Organisation responded to them	76	Yes

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<b>Report Profile</b>			
G4-28	Reporting period	70	Yes
G4-29	Date of most recent previous report	70	Yes
G4-30	Reporting cycle	70	Yes
G4-31	Contact point for questions regarding the Report or its Contents	Inner back cover	Yes
G4-32	Compliance with GRI G4 Guidelines, GRI Content Index and the External Assurance Report	Compliance - Page 70 Index - This table serves the purpose of this requirement External Assurance - Page 113, 116	Yes
G4-33	Policy and current practice with regard to seeking external assurance for the Report	70	Yes
<b>Governance</b>			
G4-34	Governance Structure of the Organisation, including committees under the highest governance body responsible for decision-making on economic, environment and social impacts	146, 152	Yes
G4-35	Process for delegating authority for economic, environment and social topics from the highest governance body	181	
G4-36	Whether the organisation has appointed an executive-level position(s) with responsibility for economic, environment and social topics and whether the post holder(s) report directly to the highest governance body	181	
G4-38	Composition of the highest governance body and its committee	129 (Board Profiles), 152	
G4-39	Indicate whether the Chair of the highest governance body is also an Executive Officer	159	
G4-40	Process and criteria used for nomination and selection of members to the highest governance body and its committees.	187 (Board Nomination Committee Report)	
G4-41	Processes in place for the highest governing body to ensure conflicts of interests are avoided and managed	165	
G4-51	The remuneration policies for the highest governance body and senior executive officers and the performance criteria in the remuneration policy related to the economic, environmental and social topics	184 (Board Human Resource and Remuneration Committee Report)	
<b>Ethics and Integrity</b>			
G4-56	The values, principles, standards and norms of behaviour	150	Yes
G4-57	The internal and external mechanisms for seeking advice on ethical and lawful behaviour and matters related to organisational integrity.	150	
G4-58	The internal and external mechanisms for reporting concerns about unethical and unlawful behaviour and matters related to organisational integrity.	150	

## SPECIFIC STANDARD DISCLOSURES

DMA and Indicators	Material Aspects	Page Number (or link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
<b>Category: Economic</b>						
<b>Material Aspect: Economic Performance</b>						
G4 - DMA		79				Yes
G4-EC1	Direct economic value generated, distributed and retained	80				Yes
<b>Material Aspect: Market Presence</b>						
G4 - DMA		94				Yes
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	94				Yes
G4-EC6	Proportion of senior management hired from the local community at significant locations of operation	92				Yes
<b>Material Aspect: Indirect Economic Impact</b>						
G4 - DMA		82				Yes
G4-EC7	Development and impact of infrastructure investments and services supported	82				Yes
<b>Category: Environment</b>						
<b>Material Aspect: Energy</b>						
G4 - DMA		111				Yes
G4-EN6	Reduction of energy consumption	111				Yes
<b>Material Aspect: Effluents and Waste</b>						
G4 - DMA		111				Yes
G4-EN23	Total weight of waste by type and disposal method	112				Yes
<b>Material Aspect: Products and Services</b>						
G4 - DMA		88				Yes
G4-EN27	Extent of impact mitigation of environmental impacts of products and services	89				Yes
<b>Material Aspect: Supplier Environment Assessment</b>						
G4 - DMA		110				Yes
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	110				Yes

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DMA and Indicators	Material Aspects	Page Number (or link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
<b>Category: Social</b>						
<b>Sub-Category: Labour Practices and Decent Work</b>						
<b>Material Aspect: Employment</b>						
G4 - DMA		90				Yes
G4-LA1	Total number and rate of new employee hires and employee turnover by age group, gender and region	90				Yes
G4 - DMA		94				Yes
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees by significant locations of operation	95				Yes
G4-LA3	Return to work and retention rates after parental leave by gender	92				Yes
<b>Material Aspect: Labour/Management Relations</b>						
G4 - DMA		99				Yes
G4-LA4	Minimum notice periods regarding operational changes, including whether it is specified in collective agreements	99				Yes
<b>Material Aspect: Occupational Health and Safety</b>						
G4 - DMA		100				Yes
G4-LA8	Health and safety topics covered in formal agreements with trade unions	100				Yes
<b>Material Aspect: Training and Education</b>						
G4 - DMA		93				Yes
G4-LA9	Average hours of training per year per employee by gender and by employee category	94				Yes
G4-LA10	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	93				Yes
G4-LA11	Percentage of employees receiving regular performance and career development reviews by gender and employee category	93				Yes
<b>Material Aspect: Diversity and Equal Opportunity</b>						
G4 - DMA		95				Yes
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership and other indicators of diversity	96				Yes
<b>Material Aspect: Equal Remuneration for Women and Men</b>						
G4 - DMA		95				Yes
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category by significant locations of operation	96				Yes
<b>Material Aspect: Supplier Assessment for Labour Practices</b>						
G4 - DMA		110				Yes
G4-LA14	Percentage of new suppliers that were screened using labour practices criteria	110				Yes
<b>Material Aspect: Labour Practices and Grievance Mechanisms</b>						
G4 - DMA		100				Yes
G4-LA16	Number of grievances about labour practices filed, addressed and resolved through formal grievance mechanisms	100				Yes

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DMA and Indicators	Material Aspects	Page Number (or link)	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
<b>Sub-Category: Human Rights</b>						
<b>Material Aspect: Non-Discrimination</b>						
G4 - DMA		101				Yes
G4-HR3	Total number of incidents of discrimination and corrective actions taken	101				Yes
<b>Material Aspect: Freedom of Association and Collective Bargaining</b>						
G4 - DMA		99				Yes
G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk and measures taken to support these rights	99				Yes
<b>Material Aspect: Child Labour</b>						
G4 - DMA		101				Yes
G4-HR5	Operations and suppliers identified as having significant risk for incidents of child labour and measures taken to contribute to the effective abolition of child labour	101				Yes
<b>Material Aspect: Forced or Compulsory Labour</b>						
G4 - DMA		101				Yes
G4-HR6	Operations and significant suppliers identified as having significant risk of forced or compulsory labour and measures to contribute to the elimination of all forms of forced or compulsory labour	101				Yes
<b>Material Aspect: Supplier Human Rights Assessment</b>						
G4 - DMA		110				Yes
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	110				Yes
<b>Material Aspect: Human Rights Grievance Mechanisms</b>						
G4 - DMA		100				Yes
G4-HR12	Number of grievances about human rights impacts filed, addressed and resolved through formal grievance mechanisms	100				Yes
<b>Sub-Category: Society</b>						
<b>Material Aspect: Local Communities</b>						
G4 - DMA		101, 102 and 86				Yes
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments and development programmes	101				Yes
G4-SO2	Operations with significant actual and potential negative impacts on local communities	102				Yes
G4-FS13	Access points in low-populated or economically disadvantaged areas by type	86				Yes
G4-FS14	Initiatives to improved access to financial services for disadvantaged people	86				Yes

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<b>Material Aspect: Anti-Corruption</b>						
G4 - DMA		108				Yes
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	108				Yes
G4-SO4	Communication and training on anti-corruption policies and procedures	108				Yes
G4-SO5	Confirmed incidents of corruption and actions taken	108				Yes
<b>Material Aspect: Compliance</b>						
G4 - DMA		181				Yes
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	182				Yes
<b>Material Aspect: Supplier Assessment for Impacts on Society</b>						
G4 - DMA		110				Yes
G4-SO9	Percentage of new suppliers that were screened using criteria for impacts on society	110				Yes
<b>Sub-Category: Product Responsibility</b>						
<b>Material Aspect: Product and Service Labelling</b>						
G4 - DMA		87				Yes
G4-PR3	Type of product and service information required by the organisation's procedures for product and service information and labelling and percentage of significant product and service categories subject to such information requirements	87				Yes
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling by type of outcomes	182				Yes
G4-PR5	Results of surveys measuring customer satisfaction	88				Yes
<b>Material Aspect: Marketing Communications</b>						
G4 - DMA		87				Yes
G4-PR6	Sale of banned or disputed products	87				Yes
G4-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	182				Yes
<b>Material Aspect: Customer Privacy</b>						
G4 - DMA		88				Yes
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	88				Yes
<b>Material Aspect: Compliance</b>						
G4 - DMA		181				Yes
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	182				Yes

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<b>Material Aspect:</b>	<b>Product Portfolio</b>					
G4 - DMA		88				Yes
G4-FS1	Policies with specific environmental and social components applied to business lines	88				Yes
G4-FS2	Procedures for assessing and screening environmental and social risks in business lines	88				Yes
G4-FS3	Processes for monitoring clients' implementation of compliance with environment and social requirements included in the agreements or transactions	88				Yes
G4-FS4	Processes for improving staff competency to implement the environmental and social policies and procedures as applied to business lines	88				Yes
G4-FS5	Interactions with clients/investees/business partners regarding environmental and social risks and opportunities	88				Yes
G4-FS6	Percentage of the portfolio for business lines by specific region, size and by sector	372				Yes
G4-FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	86				Yes
G4-FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	112				Yes
G4-FS9	Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment.	108				Yes

UNGC Principles - GRI Indicators Cross Reference

Issue Areas	GC Principles	Relevant GRI Indicators
Human Rights	Principle 1 Businesses should support and respect the protection of internationally-proclaimed human rights	EC 5, LA 4, LA9, LA 14, HR 3, SO 5
	Principle 2 Businesses should make sure that they are not complicit in human rights abuses	HR 3, HR 5, HR 6, HR 10, HR 12
Labour	Principle 3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	LA 4, HR 4
	Principle 4 Businesses should uphold the elimination of all forms of forced and compulsory labour	HR 6
	Principle 5 Businesses should uphold the effective abolition of child labour	HR 5
	Principle 6 Businesses should uphold the elimination of discrimination in respect of employment and occupation	HR 3, LA 12, LA 13
	Principle 7 Businesses should support a precautionary approach to environmental challenges	EN 6, EN 23
Environment	Principle 8 Businesses should undertake initiatives to promote greater environmental responsibility	FS 1, FS 5
	Principle 9 Businesses should encourage the development and diffusion of environmentally-friendly technologies	EN 6
	Principle 10 Businesses should work against corruption in all its forms, including extortion and bribery	SO 3, SO 4, SO 5
Anti-Corruption		