

# GRI CONTENT INDEX

GRI CONTENT INDEX: 'IN ACCORDANCE' WITH CORE CRITERIA

GRI Indicator	Description	Reported in	Externally Assured	Page No./ Explanations
<b>GENERAL STANDARD DISCLOSURES</b>				
<b>STRATEGY AND ANALYSIS</b>				
G4-1	Statement from the Chairman	Letter from the Chairman	✓	10
<b>ORGANIZATION PROFILE</b>				
G4-3	Name of the Organization	Business Model	✓	20
G4-4	Primary Brands, Products and/or Services	Customer Capital	✓	75-77
G4-5	Location of Organization's Headquarters	Corporate Information	✓	428
G4-6	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	Business Model	✓	21
G4-7	Nature of ownership and legal form	Business Model	✓	20
G4-8	Markets served	Business Model	✓	21, 82
G4-9	Scale of the Reporting Organization	Business Model	✓	21
G4-10	Total workforce by employment type, employment contract and region, broken down by gender	Employee Capital	✓	88-89
G4-11	Report the percentage of total employees covered by collective bargaining agreements	Employee Capital	✓	92
G4-12	Organization's supply chain	Institutional Capital	✓	69
G4-13	Significant changes during the reporting period regarding size, structure or ownership	About this Report	✓	5
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization	About this Report	✓	5
G4-15	List externally developed economic, environmental and social charters, principles or other initiatives to which the organization subscribes or which it endorses	Business Model	✓	5, 34
G4-16	List of membership of associations and national or internal advocacy organizations	Business Model	✓	34
<b>IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES</b>				
G4-17	Operational Structure of the Organization	Business Model	✓	20
G4-18	Process for Defining Report Content	About this Report	✓	5
G4-19	Material Aspects identified for Report Content	Business Model	✓	35
G4-20	Aspect Boundary for identified Material Aspects within the organization	About this Report	✓	35
G4-21	Aspect Boundary for identified Material Aspects outside the organization	About this Report	✓	35
G4-22	Report the effect of any restatements of information provided in previous reports and the reasons for such restatements	About this Report	✓	5
G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries	About this Report	✓	5
<b>STAKEHOLDER ENGAGEMENT</b>				
G4-24	List of stakeholder groups engaged by the Organization	Business Model	✓	28-33
G4-25	Basis for identification and selection of stakeholders with whom to engage	Business Model	✓	27
G4-26	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	Business Model	✓	28-33
G4-27	Key topics and concerns raised through stakeholders engagement and how the Organization responded to them	Business Model	✓	28-33

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<b>REPORT PROFILE</b>				
G4-28	Reporting period	About this Report	✓	5
G4-29	Date of most recent previous report	About this Report	✓	5
G4-30	Reporting cycle	About this Report	✓	5
G4-31	Contact point for questions regarding the Report or its Contents	About this Report	✓	5
G4-32	Compliance with GRI G4 guidelines, GRI Content index and the External Assurance Report	About this Report	✓	5, 428-431
G4-33	Policy and current practice with regard to seeking External Assurance for the Report	Sustainability Assurance Report	✓	102-103
<b>GOVERNANCE</b>				
G4-34	Governance Structure of the Organization, including committees under the highest governance body responsible for decision-making on economic, environment and social impacts	Corporate Governance	✓	131
<b>ETHICS AND INTEGRITY</b>				
G4-56	The values, principles, standards and norms of behaviour	Institutional Capital	✓	67-68
<b>SPECIFIC STANDARD DISCLOSURES</b>				
G4 - DMA Aspect and Materiality fulfilled		Business Model		38
<b>CATEGORY: ECONOMIC</b>				
<b>Aspect</b>	<b>Economic Performance</b>			
G4-EC1	Direct economic value generated, distributed and retained	Financial Capital	✓	51-52
G4-EC3	Coverage of the Organization's defined benefit plan obligations	Employee Capital	✓	90, 354
<b>Aspect</b>	<b>Market Presence</b>			
G4-EC6	Proportion of senior management hired from the local community at locations of significant locations of operation	Social & Environmental Capital	✓	96
<b>Aspect</b>	<b>Indirect Economic Impact</b>			
G4-EC7	Development and impact of infrastructure investments and services supported	Social & Environmental Capital	✓	99-101
<b>Aspect</b>	<b>Procurement Practices</b>			
G4-EC9	Proportion of spending on local suppliers at significant locations of operations	Institutional Capital	✓	69
<b>CATEGORY: ENVIRONMENT</b>				
<b>Aspect</b>	<b>Materials</b>			
G4-EN2	Percentage of materials used that are recycled input materials	Social & Environmental Capital	✓	99
<b>Aspect</b>	<b>Energy</b>			
G4-EN3	Energy consumption within the organization	Social & Environmental Capital	✓	98
<b>Aspect</b>	<b>Emission</b>			
G4-EN15	Direct greenhouse gas emissions (scope 1)	Social & Environmental Capital	✓	98-99
G4-EN16	Energy indirect greenhouse gas emissions (scope 2)	Social & Environmental Capital	✓	98-99
G4-EN17	Other indirect greenhouse gas emissions (scope 3)	Social & Environmental Capital	✓	98-99

GRI Indicator	Description	Reported in	Externally Assured	Page No./ Explanations
<b>CATEGORY: SOCIAL</b>				
<b>Labour Practices and Decent Work</b>				
<b>Aspect</b>	<b>Employment</b>			
G4-LA1	Total number and rate of new employee hires and employee turnover by age group, gender and region	Employee Capital	✓	89
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	Employee Capital	✓	90
G4-LA3	Return to work and retention rates after parental leave, by gender.	Employee Capital	✓	90
<b>Aspect</b>	<b>Labour/Management Relations</b>			
G4-LA4	Minimum notice periods regarding operational changes including whether these are specified in collective agreements	Employee Capital	✓	92
<b>Aspect</b>	<b>Occupational Health and Safety</b>			
G4-LA6	Type of injury and rates of injury, occupational disease, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	Employee Capital	✓	92
<b>Aspect</b>	<b>Training and Education</b>			
G4-LA9	Average hours of training per year per employee by gender and by employee category	Employee Capital	✓	90-91
G4-LA10	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Employee Capital	✓	91
G4-LA11	Percentage of employees receiving regular performance and career development reviews by gender and employee category	Employee Capital	✓	92
<b>Aspect</b>	<b>Diversity and Equal Opportunity</b>			
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	Employee Capital	✓	91-92
<b>Aspect</b>	<b>Equal Remuneration for Women and Men</b>			
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	Employee Capital	✓	92
<b>Aspect</b>	<b>Labour Practices Grievance Mechanisms</b>			
G4-LA16	Number of grievances about labour practices filed, addressed and resolved through formal grievance mechanisms	Employee Capital	✓	93
<b>Human Rights</b>				
<b>Aspect</b>	<b>Non-Discrimination</b>			
G4-HR3	Total number of incidents of discrimination and corrective action taken	Employee Capital	✓	92
<b>Aspect</b>	<b>Freedom of Association and Collective Bargaining</b>			
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	Employee Capital	✓	92
<b>Aspect</b>	<b>Child Labour</b>			
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	Employee Capital	✓	92
<b>Aspect</b>	<b>Forced or Compulsory Labour</b>			
G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour	Employee Capital	✓	92

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<b>Aspect</b>	<b>Human Rights Grievance Mechanisms</b>			
G4-HR12	Number of grievances about Human Rights impacts filed, addressed and resolved through formal grievance mechanisms	Employee Capital	✓	93
<b>Society</b>				
<b>Aspect</b>	<b>Local Communities</b>			
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments and development programmes	Social & Environmental Capital	✓	99-101
<b>Aspect</b>	<b>Anti-Corruption</b>			
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	Risk Management	✓	246-255
<b>Aspect</b>	<b>Compliance</b>			
G4-SO8	Monitory value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Institutional Capital	✓	70
<b>Aspect</b>	<b>Anti-competitive Behaviour</b>			
G4-SO7	Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices and their outcomes	Institutional Capital	✓	70
<b>Aspect</b>	<b>Supplier Assessment for Impact on Society</b>			
G4-SO9	Percentage of new suppliers that was screened using criteria for impacts on society	Institutional Capital	✓	69
<b>Aspect</b>	<b>Grievance Mechanisms for Impacts on Society</b>			
G4-SO11	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	Institutional Capital	✓	32
<b>Product Responsibility</b>				
<b>Aspect</b>	<b>Product and Service Labelling</b>			
G4-PR3	Type of product and service information required by the organization's procedures for product and service information and labelling and percentage of significant product and service categories subject to such information requirements	Customer Capital	✓	85
G4-PR5	Results of surveys measuring customer satisfaction	Customer Capital	✓	29
<b>Aspect</b>	<b>Marketing Communication</b>			
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	Customer Capital	✓	85
<b>Aspect</b>	<b>Customer Privacy</b>			
G4-PR8	Total number of substantial compliance regarding breaches of customer privacy and losses of customer data	Customer Capital	✓	85
<b>Aspect</b>	<b>Compliance</b>			
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Business model	✓	70

**UNGC PRINCIPLES – GRI INDICATORS CROSS REFERENCE**

Issue Areas	GC Principles	Page/s
Human Rights	<b>Principle 1</b>	
	Businesses should support and respect the protection of internationally proclaimed human rights	92
	<b>Principle 2</b>	
	Businesses should make sure that they are not complicit in human rights abuses	92
Labour	<b>Principle 3</b>	
	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	92
	<b>Principle 4</b>	
	Businesses should uphold the elimination of all forms of forced and compulsory labour	92 - 93
	<b>Principle 5</b>	
	Businesses should uphold the effective abolition of child labour	92
Environment	<b>Principle 6</b>	
	Businesses should uphold the elimination of discrimination in respect of employment and occupation	91 - 92
	<b>Principle 7</b>	
	Businesses should support a precautionary approach to environmental challenges	68, 84-85,97-99
	<b>Principle 8</b>	
	Businesses should undertake initiatives to promote greater environmental responsibility	68, 84-85,97-99
Anti-Corruption	<b>Principle 9</b>	
	Businesses should encourage the development and diffusion of environmentally friendly technologies	68, 84-85,97-99
	<b>Principle 10</b>	
	Businesses should work against corruption in all its forms, including extortion and bribery	67, 70, 92, 129, 141