

ANNEX 3: GRI CONTENT INDEX: “IN ACCORDANCE” – CORE

General Standard Disclosures			
GRI Indicator	Description	Page Number	External Assurance
Strategy and Analysis			
G4-1	Statement from the Chairman	18	Yes
Organisational Profile			
G4-3	Name of the organisation	3, Inner Back Cover	Yes
G4-4	Primary brands, products and/or services	84,92	Yes
G4-5	Location of organisation's headquarters	Inner Back Cover	Yes
G4-6	Countries of operation	3	Yes
G4-7	Nature of ownership and legal form	Inner Back Cover	
G4-8	Markets served	3	Yes
G4-9	Scale of the reporting organisation	6	Yes
G4-10	Total workforce by employment type, employment contract and region, broken down by gender	6,70	Yes
G4-11	Percentage of employees covered by collective bargaining agreements	428	Yes
G4-12	Organisation's supply chain	57	Yes
G4-13	Significant changes during the reporting period regarding size, structure or ownership	6	Yes
G4-14	Explanation of whether and how the precautionary approach or principle is addressed by the organisation	78	Yes
G4-15	Externally developed economic, environmental and social charters and principles, or other initiatives to which the organisation subscribes or endorses	58	Yes
G4-16	Memberships in associations and/or national/international advocacy organisations	63	Yes
Identified Material Aspects And Boundaries			
G4-17	Organisations entities covered by the report	3	Yes
G4-18	Process for defining report content	3	Yes
G4-19	Material aspects identified for report content	32	Yes
G4-20	Aspect boundary for identified material aspects within the Organisation	420	Yes
G4-21	Aspect boundary for identified material aspects outside the Organisation	420	Yes
G4-22	Explanation of the effect of any restatement of information provided in earlier reports and the reason for such restatement	421	Yes
G4-23	Significant changes from previous reporting periods in the Scope, aspect boundaries in the Report	421	Yes
Stakeholder Engagement			
G4-24	List of stakeholder groups engaged by the organisation	30	Yes
G4-25	Basis for identification and selection of stakeholders with whom to engage	30	Yes
G4-26	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	30	Yes
G4-27	Key topics and concerns raised through stakeholders engagement and how the organisation responded to them	30	Yes
Report Profile			
G4-28	Reporting period	3	Yes
G4-29	Date of most recent previous report	3	Yes
G4-30	Reporting cycle	3	Yes
G4-31	Contact point for questions regarding the report or its contents	3	Yes

General Standard Disclosures				
GRI Indicator	Description		Page Number	External Assurance
G4-32	Compliance with GRI G4 guidelines, GRI content index and the External Assurance Report.		Compliance – 3, Index – 414, External Assurance – 422-426	Yes
G4-33	Policy and current practice with regard to seeking external assurance for the Report		3	Yes
Governance				
G4-34	Governance structure of the organisation, for sustainability impacts		125	Yes
Ethics and Integrity				
G4-56	The values, principles, standards and norms of behaviour		124	Yes

Specific Standard Disclosures						
DMA and Indicators		Page Number	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
Category: Economic						
Material Aspect: Economic Performance						
G4-DMA		48				Yes
G4-EC1	Direct economic value generated, distributed and retained	15				Yes
Material Aspect: Market Presence						
G4-DMA		71				Yes
G4-EC5	Ratios of standard entry level wage vis-a-vis minimum wage	428				Yes
G4-EC6	Proportion of senior management hired from the local community	428				Yes
Material Aspect: Indirect Economic Impacts						
G4-DMA		85, 65				Yes
G4-EC8	Significant indirect economic impacts	85, 65				Yes
Material Aspect: Procurement Practices						
G4-DMA		57				Yes
G4-EC9	Proportion of spending on local suppliers	57, 428				Yes
Category: Environmental						
Material Aspect: Energy						
G4-DMA		79				Yes
G4-EN3	Energy consumption within the organisation	79				Yes
G4-EN6	Reduction of energy consumption	79				Yes

Specific Standard Disclosures						
DMA and Indicators		Page Number	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
Material Aspect: Effluents and Waste						
G4-DMA		79				Yes
G4-EN23	Total weight of waste by type and disposal method	79				Yes
Material Aspect: Products and Services						
G4-DMA		78				Yes
G4-EN27	Extent of impact mitigation of environmental impacts of Products and services	428				Yes
Material Aspect: Supplier Environmental Assessment						
G4-DMA		57				Yes
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	428				Yes
Category: Social						
Sub-Category: Labour Practices and Decent Work						
Material Aspect: Employment						
G4-DMA		71, 73				Yes
G4-LA1	New employee hires and employee turnover	71, 73				Yes
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	73				Yes
G4-LA3	Return to work and retention rates after parental leave	74				Yes
Material Aspect: Labour/Management Relations						
G4-DMA		75				Yes
G4-LA4	Minimum notice periods regarding operational changes	75				Yes
Material Aspect: Training and Education						
G4-DMA		72				Yes
G4-LA9	Average hours of training per year per employee	72				Yes
G4-LA10	Programmes for skills management and lifelong learning	72				Yes
G4-LA11	Percentage of employees receiving regular performance and career development reviews	74				Yes
Material Aspect: Diversity and Equal Opportunity						
G4-DMA		74				Yes
G4-LA12	Composition of governance bodies and composition of employees	70				Yes
Material Aspect: Equal Remuneration for Women and Men						
G4-DMA		74				Yes
G4-LA13	Ratio of basic salary and remuneration of women to men	74				Yes

Specific Standard Disclosures						
DMA and Indicators		Page Number	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
Material Aspect: Supplier Assessment for Labour Practices						
G4-DMA		58				Yes
G4-LA14	Percentage of new suppliers that were screened using labour practices criteria	429				Yes
Material Aspect: Labour Practices Grievance Mechanisms						
G4-DMA		75				Yes
G4-LA16	Number of grievances about labour practices filed, addresses and resolved through formal grievance mechanisms	429				Yes
Sub-Category: Human Rights						
Material Aspect: Non-Discrimination						
G4-DMA		75				Yes
G4-HR3	Number of incidents of discrimination and corrective actions taken	429				Yes
Material Aspect: Freedom of Association and Collective Bargaining						
G4-DMA		75				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	75				Yes
Material Aspect: Child Labour						
G4-DMA		75				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	75				Yes
Material Aspect: Forced Or Compulsory Labour						
G4-DMA		75				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	75				Yes
Material Aspect: Supplier Human Rights Assessment						
G4-DMA		58				Yes
G4-HR10	Percentage of new suppliers that were screened using Human Rights criteria	429				Yes
Material Aspect: Human Rights Grievance Mechanisms						
G4-DMA		75				Yes
G4-HR12	Number of grievances about Human Rights impacts filed, addressed and resolved through formal grievance mechanisms	75				Yes

Specific Standard Disclosures						
DMA and Indicators		Page Number	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
Sub-category: Society						
Material Aspect: Local Communities						
G4-DMA		54, 59				Yes
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments and development programmes	59				Yes
G4-FS13	Access points in low-populated or economically disadvantage areas	54				Yes
G4-FS14	Initiatives to improved access to financial services for disadvantaged people	54				Yes
Material Aspect: Anti-corruption						
G4-DMA		55				Yes
G4-SO3	Number of operations assessed for risks related to corruption	429				Yes
G4-SO5	Confirmed incidents of corruption and actions taken	429				Yes
Material Aspect: Compliance						
G4-DMA		124				Yes
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	429				Yes
Material Aspect: Supplier Assessment for Impacts on Society						
G4-DMA		57				Yes
G4-SO9	Percentage of new suppliers that were screened using criteria for impacts on society	429				Yes
Sub-category: Product Responsibility						
Material Aspect: Product and Service Labelling						
G4-DMA		55				Yes
G4-PR3	Procedure for product and service information and labelling	55				Yes
G4-PR4	Number of incidents of non-compliance with regulations on product and service information and labelling	429				Yes
G4-PR5	Results of surveys measuring customer satisfaction	54				Yes
G4-PR7	Total number of incidents of non-compliance with regulations on marketing communications	429				Yes
Material Aspect: Customer Privacy						
G4-DMA		55				Yes
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	429				Yes

Specific Standard Disclosures						
DMA and Indicators		Page Number	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
Material Aspect: Compliance						
G4-DMA		124				Yes
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations on the provision and use of products and services	429				Yes
Material Aspect: Product Portfolio						
G4-DMA						Yes
G4-FS7	Monetary value of products and services designed to deliver a specific social benefit	429				Yes
G4-FS8	Monetary value of products and services designed to deliver a specific environmental benefit	429				Yes
G4-FS9	Coverage and frequency of audits to assess implementation of environmental and social policies and risks assessment	429				Yes
Material Aspect: Audit						
G4-DMA		55				Yes

In addition to the above following are disclosed in the Report as Supplementary Information.

General Standard Disclosures				
GRI Indicator	Description		Page Number	External Assurance
Organisational Profile				
G4-2	Key risks and opportunities		172	No
Governance				
G4-35	Process for delegating authority for sustainability topics from the highest governance body		358	No
G4-38	Composition of the highest governance body and its committees		127	No
G4-39	Indicate whether the chair of the highest governance body is also an executive officer		358	No
G4-40	Process and criteria used for nomination and selection of members to the highest governance body and its committees.		145	No
G4-41	Processes in place for the highest governing body to ensure conflicts of interests are avoided and managed		364,149	No
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 sustainability topics		147	No