

G3.1 CONTENT INDEX

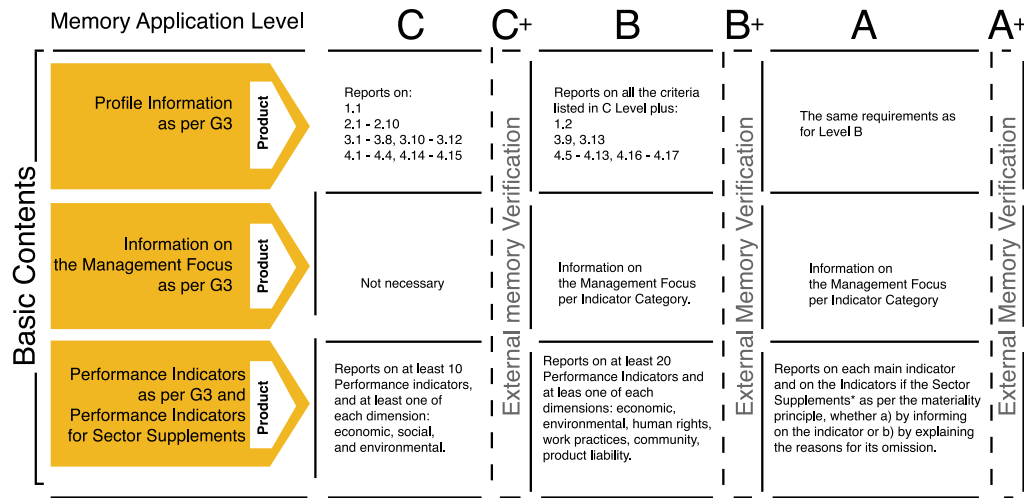
APPLICATION LEVEL		REPORTED	CROSS REFERENCE/ DIRECT ANSWER	EXPLANATION
1. Strategy and Analysis				
I.1	STATEMENT FROM THE MOST SENIOR DECISION-MAKER OF THE ORGANIZATION.	FULLY	23 - 24	
I.2	DESCRIPTION OF KEY IMPACTS, RISKS, AND OPPORTUNITIES.	FULLY	16 - 21, 23 - 24, Y 56	
2. Organizational Profile				
2.1	NAME OF THE ORGANIZATION.	FULLY	COVER	
2.2	PRIMARY BRANDS, PRODUCTS, AND/OR SERVICES.	FULLY	27 - 39 Y 33 - 37	
2.3	OPERATIONAL STRUCTURE OF THE ORGANIZATION, INCLUDING MAIN DIVISIONS, OPERATING COMPANIES, SUBSIDIARIES, AND JOINT VENTURES.	FULLY	10. - 15	
2.4	LOCATION OF ORGANIZATION'S HEADQUARTERS.	FULLY	12	
2.5	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.	FULLY	27 - 29 Y 33 - 37	
2.6	NATURE OF OWNERSHIP AND LEGAL FORM.	FULLY	BACK FLAP	
2.7	MARKETS SERVED (INCLUDING GEOGRAPHIC BREAKDOWN, SECTORS SERVED, AND TYPES OF CUSTOMERS/BENEFICIARIES).	FULLY	33 - 37	
2.8	SCALE OF THE REPORTING ORGANIZATION.	FULLY	3 - 9.	
2.9	SIGNIFICANT CHANGES DURING THE REPORTING PERIOD REGARDING SIZE, STRUCTURE, OR OWNERSHIP.	FULLY	23 - 24, 10 - 15	
2.10	AWARDS RECEIVED IN THE REPORTING PERIOD.	FULLY	22	
3. Report Parameters				
3.1	REPORTING PERIOD (E.G., FISCAL/CALENDAR YEAR) FOR INFORMATION PROVIDED.	FULLY	100	
3.2	DATE OF MOST RECENT PREVIOUS REPORT (IF ANY).	FULLY	100	
3.3	REPORTING CYCLE (ANNUAL, BIENNIAL, ETC.)	FULLY	100	
3.4	CONTACT POINT FOR QUESTIONS REGARDING THE REPORT OR ITS CONTENTS.	FULLY	BACK FLAP	
Report scope and boundary				
3.5	PROCESS FOR DEFINING REPORT CONTENT.	FULLY	97 Y 100	
3.6	BOUNDARY OF THE REPORT (E.G., COUNTRIES, DIVISIONS, SUBSIDIARIES, LEASED FACILITIES, JOINT VENTURES, SUPPLIERS).	FULLY	100	
3.7	STATE ANY SPECIFIC LIMITATIONS ON THE SCOPE OR BOUNDARY OF THE REPORT (SEE COMPLETENESS PRINCIPLE FOR EXPLANATION OF SCOPE).	FULLY	100	
3.8	BASIS FOR REPORTING ON JOINT VENTURES, SUBSIDIARIES, LEASED FACILITIES, OUTSOURCED OPERATIONS, AND OTHER ENTITIES THAT CAN SIGNIFICANTLY AFFECT COMPARABILITY FROM PERIOD TO PERIOD AND/OR BETWEEN ORGANIZATIONS.	FULLY	100	
3.9	DATA MEASUREMENT TECHNIQUES AND THE BASES OF CALCULATIONS, INCLUDING ASSUMPTIONS AND TECHNIQUES UNDERLYING ESTIMATIONS APPLIED TO THE COMPILATION OF THE INDICATORS AND OTHER INFORMATION IN THE REPORT.	FULLY	100	
3.10	EXPLANATION OF THE EFFECT OF ANY RE-STATEMENTS OF INFORMATION PROVIDED IN EARLIER REPORTS, AND THE REASONS FOR SUCH RE-STATEMENT (E.G., MERGERS/ACQUISITIONS, CHANGE OF BASE YEARS/PERIODS, NATURE OF BUSINESS, MEASUREMENT METHODS).	FULLY	100	
3.11	SIGNIFICANT CHANGES FROM PREVIOUS REPORTING PERIODS IN THE SCOPE, BOUNDARY, OR MEASUREMENT METHODS APPLIED IN THE REPORT.	FULLY	100	
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3.12	TABLE IDENTIFYING THE LOCATION OF THE STANDARD DISCLOSURES IN THE REPORT.	FULLY	102-105	
Assurance				
3.13	POLICY AND CURRENT PRACTICE WITH REGARD TO SEEKING EXTERNAL ASSURANCE FOR THE REPORT.	FULLY	100	
4. Governance, Commitments, and Engagement				
Governance				
4.1	GOVERNANCE STRUCTURE OF THE ORGANIZATION, INCLUDING COMMITTEES UNDER THE HIGHEST GOVERNANCE BODY RESPONSIBLE FOR SPECIFIC TASKS, SUCH AS SETTING STRATEGY OR ORGANIZATIONAL OVERSIGHT.	FULLY	14, 80 - 84	
4.2	INDICATE WHETHER THE CHAIR OF THE HIGHEST GOVERNANCE BODY IS ALSO AN EXECUTIVE OFFICER.	FULLY	14 Y 82	
4.3	FOR ORGANIZATIONS THAT HAVE A UNITARY BOARD STRUCTURE, STATE THE NUMBER AND GENDER OF MEMBERS OF THE HIGHEST GOVERNANCE BODY THAT ARE INDEPENDENT AND/OR NON-EXECUTIVE MEMBERS.	FULLY	82	
4.4	MECHANISMS FOR SHAREHOLDERS AND EMPLOYEES TO PROVIDE RECOMMENDATIONS OR DIRECTION TO THE HIGHEST GOVERNANCE BODY.	FULLY	80 - 85	
4.5	LINKAGE BETWEEN COMPENSATION FOR MEMBERS OF THE HIGHEST GOVERNANCE BODY, SENIOR MANAGERS, AND EXECUTIVES (INCLUDING DEPARTURE ARRANGEMENTS), AND THE ORGANIZATION'S PERFORMANCE (INCLUDING SOCIAL AND ENVIRONMENTAL PERFORMANCE).	FULLY	81 - 84	
4.6	PROCESSES IN PLACE FOR THE HIGHEST GOVERNANCE BODY TO ENSURE CONFLICTS OF INTEREST ARE AVOIDED.	FULLY	9, 81 - 84	
4.7	PROCESS FOR DETERMINING THE COMPOSITION, QUALIFICATIONS, AND EXPERTISE OF THE MEMBERS OF THE HIGHEST GOVERNANCE BODY AND ITS COMMITTEES, INCLUDING ANY CONSIDERATION OF GENDER AND OTHER INDICATORS OF DIVERSITY.	FULLY	80 - 87	
4.8	INTERNALLY DEVELOPED STATEMENTS OF MISSION OR VALUES, CODES OF CONDUCT, AND PRINCIPLES RELEVANT TO ECONOMIC, ENVIRONMENTAL, AND SOCIAL PERFORMANCE AND THE STATUS OF THEIR IMPLEMENTATION.	FULLY	3. - 9.	
4.9	PROCEDURES OF THE HIGHEST GOVERNANCE BODY FOR OVERSEEING THE ORGANIZATION'S IDENTIFICATION AND MANAGEMENT OF ECONOMIC, ENVIRONMENTAL, AND SOCIAL PERFORMANCE, INCLUDING RELEVANT RISKS AND OPPORTUNITIES, AND ADHERENCE OR COMPLIANCE WITH INTERNATIONALLY AGREED STANDARDS, CODES OF CONDUCT, AND PRINCIPLES.	FULLY	12 - 13 Y 79 - 83	

4.10	PROCESSES FOR EVALUATING THE HIGHEST GOVERNANCE BODY'S OWN PERFORMANCE, PARTICULARLY WITH RESPECT TO ECONOMIC, ENVIRONMENTAL, AND SOCIAL PERFORMANCE.	FULLY	9, 81 - 84	
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4.11	EXPLANATION OF WHETHER AND HOW THE PRECAUTIONARY APPROACH OR PRINCIPLE IS ADDRESSED BY THE ORGANIZATION.	FULLY	9, 56- 57, 72 - 73, 76 - 81, 84 - 90-5 Y 97	
4.12	EXTERNALLY DEVELOPED ECONOMIC, ENVIRONMENTAL, AND SOCIAL CHARTERS, PRINCIPLES, OR OTHER INITIATIVES TO WHICH THE ORGANIZATION SUBSCRIBES OR ENDORSES.	FULLY	45-52, 77- 78, 90-95	
4.13	MEMBERSHIPS IN ASSOCIATIONS (SUCH AS INDUSTRY ASSOCIATIONS) AND/OR NATIONAL/INTERNATIONAL ADVOCACY ORGANIZATIONS IN WHICH THE ORGANIZATION: * HAS POSITIONS IN GOVERNANCE BODIES; * PARTICIPATES IN PROJECTS OR COMMITTEES; * PROVIDES SUBSTANTIVE FUNDING BEYOND ROUTINE MEMBERSHIP DUES; OR * VIEWS MEMBERSHIP AS STRATEGIC.	FULLY	88	
Stakeholder Engagement				
4.14	LIST OF STAKEHOLDER GROUPS ENGAGED BY THE ORGANIZATION.	FULLY	98 -99	
4.15	BASIS FOR IDENTIFICATION AND SELECTION OF STAKEHOLDERS WITH WHOM TO ENGAGE.	FULLY	8, 97, 98 - 99	
4.16	APPROACHES TO STAKEHOLDER ENGAGEMENT, INCLUDING FREQUENCY OF ENGAGEMENT BY TYPE AND BY STAKEHOLDER GROUP.	FULLY	98 -99	
4.17	KEY TOPICS AND CONCERNS THAT HVE BEEN RAISED THROUGH STAKEHOLDER ENGAGEMENT, AND HOW THE ORGANIZATION HAS RESPONEDE TO THOSE KEY TOPICS AND CONCERNS	FULLY	97, 98 -99	
Economic performance				
EC1	DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED, INCLUDING REVENUES, OPERATING COSTS, EMPLOYEE COMPENSATION, DONATIONS AND OTHER COMMUNITY INVESTMENTS, RETAINED EARNINGS, AND PAYMENTS TO CAPITAL PROVIDERS AND GOVERNMENTS.	FULLY	19	
EC2	FINANCIAL IMPLICATIONS AND OTHER RISKS AND OPPORTUNITIES FOR THE ORGANIZATION'S ACTIVITIES DUE TO CLIMATE CHANGE.	FULLY	90 - 95 Y 56	
EC3	COVERAGE OF THE ORGANIZATION'S DEFINED BENEFIT PLAN OBLIGATIONS.	FULLY	91 - 45 - 52 Y 30	
EC4	SIGNIFICANT FINANCIAL ASSISTANCE RECEIVED FROM GOVERNMENT.	FULLY		GENERERA RECEIVES NO FINANCIAL AID FROM THE GOVERNMENT.
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EC5	RANGE OF RATIOS OF STANDARD ENTRY LEVEL WAGE BY GENDER COMPARED TO LOCAL MINIMUM WAGE AT SIGNIFICANT LOCATIONS OF OPERATION.	PARTIAL	70 - 71	
EC6	POLICY, PRACTICES, AND PROPORTION OF SPENDING ON LOCALLY-BASED SUPPLIERS AT SIGNIFICANT LOCATIONS OF OPERATION.	FULLY	57	
EC7	PROCEDURES FOR LOCAL HIRING AND PROPORTION OF SENIOR MANAGEMENT HIRED FROM THE LOCAL COMMUNITY AT SIGNIFICANT LOCATIONS OF OPERATION.	NOT MATERIAL		INFORMATION NOT TAKEN INTO ACCOUNT IN THE MATERIALITY OF THE REPORT.
Indirect economic impacts				
EC8	DEVELOPMENT AND IMPACT OF INFRASTRUCTURE INVESTMENTS AND SERVICES PROVIDED PRIMARILY FOR PUBLIC BENEFIT THROUGH COMMERCIAL, IN-KIND, OR PRO BONO ENGAGEMENT.	FULLY	18 - 19, 45 - 52	
EC9	UNDERSTANDING AND DESCRIBING SIGNIFICANT INDIRECT ECONOMIC IMPACTS, INCLUDING THE EXTENT OF IMPACTS.	FULLY	23 - 24, 27- 29, 38 - 39, 55 - 64	
Environmental Indicators				
Environmental Indicators				
<i>Energy</i>				
EN1	MATERIALS USED BY WEIGHT OR VOLUME.	FULLY	95	
EN2	PERCENTAGE OF MATERIALS USED THAT ARE RECYCLED INPUT MATERIALS.	PARTIAL	92 Y 95	GENERERA MAIN OFFICES ONLY.
EN3	DIRECT ENERGY CONSUMPTION BY PRIMARY ENERGY SOURCE.	FULLY	92	ONLY SOURCE OF ENERGY IN THE CFE.
EN4	INDIRECT ENERGY CONSUMPTION BY PRIMARY SOURCE.	FULLY	92	ONLY SOURCE OF ENERGY IN THE CFE.
EN5	ENERGY SAVED DUE TO CONSERVATION AND EFFICIENCY IMPROVEMENTS.	FULLY	92	
EN6	INITIATIVES TO PROVIDE ENERGY-EFFICIENT OR RENEWABLE ENERGY BASED PRODUCTS AND SERVICES, AND REDUCTIONS IN ENERGY REQUIREMENTS AS A RESULT OF THESE INITIATIVES.	FULLY	95	
EN7	INITIATIVES TO REDUCE INDIRECT ENERGY CONSUMPTION AND REDUCTIONS ACHIEVED.	FULLY	92	
<i>Water</i>				
EN8	TOTAL WATER WITHDRAWAL BY SOURCE.	FULLY	92	THE WATER USED IN THE OFFICES IS FROM A PUBLIC UTILITY.
EN9	WATER SOURCES SIGNIFICANTLY AFFECTED BY WITHDRAWAL OF WATER.	FULLY		WE DO NOT DIRECTLY AFFECT WATER SOURCES.
EN10	PERCENTAGE AND TOTAL VOLUME OF WATER RECYCLED AND REUSED.	FULLY	92	
<i>Biodiversity</i>				
EN11	LOCATION AND SIZE OF LAND OWNED, LEASED, MANAGED IN, OR ADJACENT TO, PROTECTED AREAS AND AREAS OF HIGH BIODIVERSITY VALUE OUTSIDE PROTECTED AREAS.	FULLY	93	
EN12	DESCRIPTION OF SIGNIFICANT IMPACTS OF ACTIVITIES, PRODUCTS, AND SERVICES ON BIODIVERSITY IN PROTECTED AREAS AND AREAS OF HIGH BIODIVERSITY VALUE OUTSIDE PROTECTED AREAS.	FULLY	93	

EN13	HABITATS PROTECTED OR RESTORED.	FULLY	93	
EN14	STRATEGIES, CURRENT ACTIONS, AND FUTURE PLANS FOR MANAGING IMPACTS ON BIODIVERSITY.	FULLY	90 - 95	
EN15	NUMBER OF IUCN RED LIST SPECIES AND NATIONAL CONSERVATION LIST SPECIES WITH HABITATS IN AREAS AFFECTED BY OPERATIONS, BY LEVEL OF EXTINCTION RISK.	FULLY		GIVEN OUR ECONOMIC ACTIVITY, WE MAKE NO SIGNIFICANT IMPACT ON ENDANGERED SPECIES.
<i>Emissions, effluents and waste</i>				
EN16	TOTAL DIRECT AND INDIRECT GREENHOUSE GAS EMISSIONS BY WEIGHT.	FULLY	94	
EN17	OTHER RELEVANT INDIRECT GREENHOUSE GAS EMISSIONS BY WEIGHT.	FULLY	94	
EN18	INITIATIVES TO REDUCE GREENHOUSE GAS EMISSIONS AND REDUCTIONS ACHIEVED.	PARTIAL	91 - 95	
EN19	EMISSIONS OF OZONE-DEPLETING SUBSTANCES BY WEIGHT.	FULLY		GIVEN OUR ECONOMIC ACTIVITY, WE DO NOT GENERATE GASES OF ANY KIND AND MOST OF OUR AIR CONDITIONING EQUIPMENT IS UP TO DATE.
EN20	NOX, SOX, AND OTHER SIGNIFICANT AIR EMISSIONS BY TYPE AND WEIGHT.	FULLY		GIVEN OUR ECONOMIC ACTIVITY, WE DO NOT USE GASES OF ANY KIND.
EN21	TOTAL WATER DISCHARGE BY QUALITY AND DESTINATION.	PARTIAL		WATER IS USED ONLY IN RESTROOMS AND OFFICE CLEANING AND IS DRAINED INTO THE PUBLIC SYSTEM.
EN22	TOTAL WEIGHT OF WASTE BY TYPE AND DISPOSAL METHOD.	FULLY	92	
EN23	TOTAL NUMBER AND VOLUME OF SIGNIFICANT SPILLS.	FULLY		GIVEN OUR ECONOMIC ACTIVITY, WE HAVE NO RISK OF SPILLS.
EN24	WEIGHT OF TRANSPORTED, IMPORTED, EXPORTED, OR TREATED WASTE DEEMED HAZARDOUS UNDER THE TERMS OF THE BASEL CONVENTION ANNEX I, II, III, AND VIII, AND PERCENTAGE OF TRANSPORTED WASTE SHIPPED INTERNATIONALLY.	FULLY		GIVEN OUR ECONOMIC ACTIVITY, WE DO NOT TRANSPORT RESIDUES OF ANY KIND.
EN25	IDENTITY, SIZE, PROTECTED STATUS, AND BIODIVERSITY VALUE OF WATER BODIES AND RELATED HABITATS SIGNIFICANTLY AFFECTED BY THE REPORTING ORGANIZATION'S DISCHARGES OF WATER AND RUNOFF.	FULLY		GIVEN OUR ECONOMIC ACTIVITY, WE DO NOT MAKE A SIGNIFICANT IMPACT ON BIODIVERSITY OR HABITATS.
<i>Products and services</i>				
EN26	INITIATIVES TO MITIGATE ENVIRONMENTAL IMPACTS OF PRODUCTS AND SERVICES, AND EXTENT OF IMPACT MITIGATION.	FULLY	90 - 95	
EN27	PERCENTAGE OF PRODUCTS SOLD AND THEIR PACKAGING MATERIALS THAT ARE RECLAIMED BY CATEGORY.	FULLY		GIVEN OUR ECONOMIC ACTIVITY, NEITHER THE SALE NOR PACKAGING OF MATERIALS IS SIGNIFICANT.
<i>Compliance</i>				
EN28	MONETARY VALUE OF SIGNIFICANT FINES AND TOTAL NUMBER OF NON-MONETARY SANCTIONS FOR NON-COMPLIANCE WITH ENVIRONMENTAL LAWS AND REGULATIONS.	FULLY		WE HAVE RECEIVED NO FINES IN THE ENVIRONMENTAL AREA.
<i>Transport</i>				
EN29	SIGNIFICANT ENVIRONMENTAL IMPACTS OF TRANSPORTING PRODUCTS AND OTHER GOODS AND MATERIALS USED FOR THE ORGANIZATION'S OPERATIONS, AND TRANSPORTING MEMBERS OF THE WORKFORCE.	FULLY	94 - 95	
<i>Overall</i>				
EN30	TOTAL ENVIRONMENTAL PROTECTION EXPENDITURES AND INVESTMENTS BY TYPE.	PARTIAL	91	ONLY THE SUPPORT FOR SOCIAL ORGANIZATIONS FOCUSED ON THE CARE OF THE ENVIRONMENT HAS BEEN DETAILED.
Social: Labor Practices and Decent Work				
<i>Performance Indicator</i>				
<i>Employment</i>				
LA1	TOTAL WORKFORCE BY EMPLOYMENT TYPE, EMPLOYMENT CONTRACT, AND REGION, BROKEN DOWN BY GENDER.	PARTIAL	74-75	
LA2	TOTAL NUMBER AND RATE OF NEW EMPLOYEE HIRES AND EMPLOYEE TURNOVER BY AGE GROUP, GENDER, AND REGION.	FULLY	75	
LA3	BENEFITS PROVIDED TO FULL-TIME EMPLOYEES THAT ARE NOT PROVIDED TO TEMPORARY OR PART-TIME EMPLOYEES, BY MAJOR OPERATIONS.	FULLY		THERE IS A SINGLE TYPE OF WORKING DAY IN ALL PLACES OF OPERATION.
<i>Labor/management relations</i>				
LA4	PERCENTAGE OF EMPLOYEES COVERED BY COLLECTIVE BARGAINING AGREEMENTS.	NOT MATERIAL		INFORMATION NOT TAKEN INTO ACCOUNT IN THE MATERIALITY OF THE REPORT.
LA5	MINIMUM NOTICE PERIOD(S) REGARDING SIGNIFICANT OPERATIONAL CHANGES, INCLUDING WHETHER IT IS SPECIFIED IN COLLECTIVE AGREEMENTS.	NOT MATERIAL		INFORMATION NOT TAKEN INTO ACCOUNT IN THE MATERIALITY OF THE REPORT.
<i>Occupational health and safety</i>				
LA6	PERCENTAGE OF TOTAL WORKFORCE REPRESENTED IN FORMAL JOINT MANAGEMENT-WORKER HEALTH AND SAFETY COMMITTEES THAT HELP MONITOR AND ADVISE ON OCCUPATIONAL HEALTH AND SAFETY PROGRAMS.	FULLY	72	
LA7	RATES OF INJURY, OCCUPATIONAL DISEASES, LOST DAYS, AND ABSENTEEISM, AND NUMBER OF WORK-RELATED FATALITIES BY REGION AND BY GENDER.	PARTIAL	73	GIVEN OUR ECONOMIC ACTIVITY, WE ARE CONSIDERED TO BE OF LOW LABOR RISK.
LA8	EDUCATION, TRAINING, COUNSELING, PREVENTION, AND RISK-CONTROL PROGRAMS IN PLACE TO ASSIST WORKFORCE MEMBERS, THEIR FAMILIES, OR COMMUNITY MEMBERS REGARDING SERIOUS DISEASES.	FULLY	72 - 73	
LA9	HEALTH AND SAFETY TOPICS COVERED IN FORMAL AGREEMENTS WITH TRADE UNIONS.	NOT MATERIAL		INFORMATION NOT TAKEN INTO ACCOUNT IN THE MATERIALITY OF THE REPORT.

Training and education				
LA10	AVERAGE HOURS OF TRAINING PER YEAR PER EMPLOYEE BY GENDER, AND BY EMPLOYEE CATEGORY.	PARTIAL	76	BREAKDOWN BY CATEGORY OF EMPLOYEE REQUIRED.
LA11	PROGRAMS FOR SKILLS MANAGEMENT AND LIFELONG LEARNING THAT SUPPORT THE CONTINUED EMPLOYABILITY OF EMPLOYEES AND ASSIST THEM IN MANAGING CAREER ENDINGS.	FULLY	19, 67 - 69, 76 - 78	
LA12	PERCENTAGE OF EMPLOYEES RECEIVING REGULAR PERFORMANCE AND CAREER DEVELOPMENT REVIEWS, BY GENDER.	FULLY	66	
Diversity and equal opportunity				
LA13	COMPOSITION OF GOVERNANCE BODIES AND BREAKDOWN OF EMPLOYEES PER EMPLOYEE CATEGORY ACCORDING TO GENDER, AGE GROUP, MINORITY GROUP MEMBERSHIP, AND OTHER INDICATORS OF DIVERSITY.	PARTIAL	86 Y 87	BREAKDOWN BY MINORITIES NOT INCLUDED.
LA14	RATIO OF BASIC SALARY AND REMUNERATION OF WOMEN TO MEN BY EMPLOYEE CATEGORY, BY SIGNIFICANT LOCATIONS OF OPERATION.	NOT MATERIAL		INFORMATION NOT TAKEN INTO ACCOUNT IN THE MATERIALITY OF THE REPORT.
LA15	RETURN TO WORK AND RETENTION RATES AFTER PARENTAL LEAVE, BY GENDER.	PARTIAL	73	
Social: Human Rights				
Investment and procurement practices				
HR1	PERCENTAGE AND TOTAL NUMBER OF SIGNIFICANT INVESTMENT AGREEMENTS AND CONTRACTS THAT INCLUDE CLAUSES INCORPORATING HUMAN RIGHTS CONCERNS, OR THAT HAVE UNDERGONE HUMAN RIGHTS SCREENING.	FULLY	57	
HR2	PERCENTAGE OF SIGNIFICANT SUPPLIERS, CONTRACTORS AND OTHER BUSINESS PARTNERS THAT HAVE UNDERGONE HUMAN RIGHTS SCREENING, AND ACTIONS TAKEN.	PARTIAL	57	THE PURCHASE CONTRACTS ARE COVERED BY THE ETHIC CODE FOR SUPPLIERS AND, IN THE CASE OF HUMAN RIGHTS, THE CERTIFICATION PROCESS AND COMPLIANCE ANALYSIS BEGIN IN 2014. IN 2013 THE PROCESS WAS LIMITED TO AN ACCEPTANCE LETTER.
HR3	TOTAL HOURS OF EMPLOYEE TRAINING ON POLICIES AND PROCEDURES CONCERNING ASPECTS OF HUMAN RIGHTS THAT ARE RELEVANT TO OPERATIONS, INCLUDING THE PERCENTAGE OF EMPLOYEES TRAINED.	FULLY	9, 19 Y 76	
Non-discrimination				
HR4	TOTAL NUMBER OF INCIDENTS OF DISCRIMINATION AND CORRECTIVE ACTIONS TAKEN.	NOT MATERIAL		INFORMATION NOT TAKEN INTO ACCOUNT IN THE MATERIALITY OF THE REPORT.
Freedom of association and collective bargaining				
HR5	OPERATIONS AND SIGNIFICANT SUPPLIERS IDENTIFIED IN WHICH THE RIGHT TO EXERCISE FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING MAY BE VIOLATED OR AT SIGNIFICANT RISK, AND ACTIONS TAKEN TO SUPPORT THESE RIGHTS.	PARTIAL		GIVEN THE NATURE OF OUR ACTIVITIES, THERE ARE NO SIGNIFICANT RISKS IN THIS AREA.
Child Labor				
HR6	OPERATIONS AND SIGNIFICANT SUPPLIERS IDENTIFIED AS HAVING SIGNIFICANT RISK FOR INCIDENTS OF CHILD LABOR, AND MEASURES TAKEN TO CONTRIBUTE TO THE EFFECTIVE ABOLITION OF CHILD LABOR.	NOT MATERIAL		INFORMATION NOT TAKEN INTO ACCOUNT IN THE MATERIALITY OF THE REPORT.
Prevention of forced and compulsory labor				
HR7	OPERATIONS AND SIGNIFICANT SUPPLIERS IDENTIFIED AS HAVING SIGNIFICANT RISK FOR INCIDENTS OF FORCED OR COMPULSORY LABOR, AND MEASURES TO CONTRIBUTE TO THE ELIMINATION OF ALL FORMS OF FORCED OR COMPULSORY LABOR.	NOT MATERIAL		INFORMATION NOT TAKEN INTO ACCOUNT IN THE MATERIALITY OF THE REPORT.
Security practices				
HR8	PERCENTAGE OF SECURITY PERSONNEL TRAINED IN THE ORGANIZATION'S POLICIES OR PROCEDURES CONCERNING ASPECTS OF HUMAN RIGHTS THAT ARE RELEVANT TO OPERATIONS.	NOT MATERIAL		INFORMATION NOT TAKEN INTO ACCOUNT IN THE MATERIALITY OF THE REPORT.
Indigenous rights				
HR9	TOTAL NUMBER OF INCIDENTS OF VIOLATIONS INVOLVING RIGHTS OF INDIGENOUS PEOPLE AND ACTIONS TAKEN.	FULLY		NO INCIDENTS OF THIS NATURE HAVE BEEN REPORTED.
Assessment				
HR10	PERCENTAGE AND TOTAL NUMBER OF OPERATIONS THAT HAVE BEEN SUBJECT TO HUMAN RIGHTS REVIEWS AND/OR IMPACT ASSESSMENTS.	PARTIAL		THE MATERIALIZATION OF RISK IS CONSTANTLY EVALUATED BY THE AREA RESPONSIBLE AND PREVENTED THROUGH CONSTANT TRAINING OF EMPLOYEES.
HR11	NUMBER OF GRIEVANCES RELATED TO HUMAN RIGHTS FILED, ADDRESSED AND RESOLVED THROUGH FORMAL GRIEVANCE MECHANISMS.	FULLY		NO TENEMOS REGISTRADOS INCIDENTES DE ESTA NATURALEZA.
Local Communities				
SO1	PERCENTAGE OF OPERATIONS WITH IMPLEMENTED LOCAL COMMUNITY ENGAGEMENT, IMPACT ASSESSMENTS, AND DEVELOPMENT PROGRAMS.	PARTIAL	33 - 39	
Corruption				
SO2	PERCENTAGE AND TOTAL NUMBER OF BUSINESS UNITS ANALYZED FOR RISKS RELATED TO CORRUPTION.	PARTIAL	9 Y 56	LA MATERIALIZACIÓN DE ESTE RIESGO ES CONSTANTEMENTE EVALUADA POR EL ÁREA ENCARGADA Y CONTRARRESTADA CON CAPACITACIÓN CONSTANTE A COLABORADORES.
SO3	PERCENTAGE OF EMPLOYEES TRAINED IN ORGANIZATION'S ANTI-CORRUPTION POLICIES AND PROCEDURES.	FULLY	9	
SO4	ACTIONS TAKEN IN RESPONSE TO INCIDENTS OF CORRUPTION.	NOT MATERIAL		INFORMACIÓN NO CONSIDERADA EN LA MATERIALIDAD DEL INFORME.

Public Policy				
SO5	PUBLIC POLICY POSITIONS AND PARTICIPATION IN PUBLIC POLICY DEVELOPMENT AND LOBBYING.	FULLY		PUBLIC STANCES ARE TAKEN IN COLLABORATION WITH ORGANIZATIONS IN THE SECTOR.
SO6	TOTAL VALUE OF FINANCIAL AND IN-KIND CONTRIBUTIONS TO POLITICAL PARTIES, POLITICIANS, AND RELATED INSTITUTIONS BY COUNTRY.	FULLY		NO CONTRIBUTIONS TO POLITICAL INSTITUTIONS ARE MADE.
Anti-competitive behavior				
SO7	TOTAL NUMBER OF LEGAL ACTIONS FOR ANTI-COMPETITIVE BEHAVIOR, ANTI-TRUST, AND MONOPOLY PRACTICES AND THEIR OUTCOMES.	FULLY		WE PARTICIPATE IN A VERY COMPETITIVE MARKET, WITH STRICT REGULATIONS AND NO MONOPOLIES.
Compliance				
SO8	MONETARY VALUE OF SIGNIFICANT FINES AND TOTAL NUMBER OF NON-MONETARY SANCTIONS FOR NON-COMPLIANCE WITH LAWS AND REGULATIONS.	NOT MATERIAL		INFORMATION NOT TAKEN INTO ACCOUNT IN THE MATERIALITY OF THE REPORT.
SO9	OPERATIONS WITH SIGNIFICANT POTENTIAL OR ACTUAL NEGATIVE IMPACTS ON LOCAL COMMUNITIES.	FULLY		GIVEN THE NATURE OF OUR ACTIVITIES, THERE ARE NO SIGNIFICANT RISKS IN THIS AREA.
SO10	PREVENTION AND MITIGATION MEASURES IMPLEMENTED IN OPERATIONS WITH SIGNIFICANT POTENTIAL OR ACTUAL NEGATIVE IMPACTS ON LOCAL COMMUNITIES.	FULLY		GIVEN THE NATURE OF OUR ACTIVITIES, THERE ARE NO SIGNIFICANT RISKS IN THIS AREA.
Social: Product Responsibility				
Customer Health and Safety				
PR1	LIFE CYCLE STAGES IN WHICH HEALTH AND SAFETY IMPACTS OF PRODUCTS AND SERVICES ARE ASSESSED FOR IMPROVEMENT, AND PERCENTAGE OF SIGNIFICANT PRODUCTS AND SERVICES CATEGORIES SUBJECT TO SUCH PROCEDURES.	FULLY	38 - 40	
PR2	TOTAL NUMBER OF INCIDENTS OF NON-COMPLIANCE WITH REGULATIONS AND VOLUNTARY CODES CONCERNING HEALTH AND SAFETY IMPACTS OF PRODUCTS AND SERVICES DURING THEIR LIFE CYCLE, BY TYPE OF OUTCOMES.	FULLY		COMPARTAMOS PRODUCTS AND SERVICES DO NOT AFFECT THE HEALTH OR SAFETY OF CLIENTS.
Product and service labelling				
PR3	TYPE OF PRODUCT AND SERVICE INFORMATION REQUIRED BY PROCEDURES, AND PERCENTAGE OF SIGNIFICANT PRODUCTS AND SERVICES SUBJECT TO SUCH INFORMATION REQUIREMENTS.	FULLY	33 - 40	
PR4	TOTAL NUMBER OF INCIDENTS OF NON-COMPLIANCE WITH REGULATIONS AND VOLUNTARY CODES CONCERNING PRODUCT AND SERVICE INFORMATION AND LABELING, BY TYPE OF OUTCOMES.	FULLY		WE HAVE RECEIVED NO FINES FOR FAILURE TO COMPLY IN THIS ASPECT.
PR5	PRACTICES RELATED TO CUSTOMER SATISFACTION, INCLUDING RESULTS OF SURVEYS MEASURING CUSTOMER SATISFACTION.	FULLY	38 - 44	
Marketing Communications				
PR6	PROGRAMS FOR ADHERENCE TO LAWS, STANDARDS, AND VOLUNTARY CODES RELATED TO MARKETING COMMUNICATIONS, INCLUDING ADVERTISING, PROMOTION, AND SPONSORSHIP.	FULLY	38 - 39	
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.	FULLY		WE HAVE RECEIVED NO FINES FOR FAILURE TO COMPLY IN THIS ASPECT.
PR8	TOTAL NUMBER OF SUBSTANTIATED COMPLAINTS REGARDING BREACHES OF CUSTOMER PRIVACY AND LOSSES OF CUSTOMER DATA.	FULLY		WE HAVE RECEIVED NO FINES FOR FAILURE TO COMPLY IN THIS ASPECT.
Compliance				
PR9	MONETARY VALUE OF SIGNIFICANT FINES FOR NON-COMPLIANCE WITH LAWS AND REGULATIONS CONCERNING THE PROVISION AND USE OF PRODUCTS AND SERVICES.	FULLY		WE HAVE RECEIVED NO FINES FOR FAILURE TO COMPLY IN THIS ASPECT.



*Final version Sector Supplement