

Minor Sustainability Report 2020: Material Aspects and Boundaries

Subsidiaries, Associated, and Affiliated Companies included in the Sustainability Report

Aspects

- | | |
|------------------------------------|--|
| 1 Economic Performance | 6 Environment
(Energy, Water, Emissions, Waste, Biodiversity) |
| 2 Food and Service Safety | 7 Employment |
| 3 Sustainable Supply Chain | 8 Good Corporate Governance and Anti-Corruption |
| 4 Customer Relationship Management | |
| 5 Training and Education | |

Companies ⁽¹⁾	Material Aspects							
	1	2	3	4	5	6	7	8
1 Minor International Public Company Limited	● ⁽²⁾	●	●	●	●	●	●	●
Minor Hotels								
2 Chao Phaya Resort Limited		●		●	●	●	●	●
3 Maerim Terrace Resort Limited		●		●			●	●
4 Samui Resort and Spa Limited		●		●	●	●	●	●
5 Rajadamri Hotel Public Company Limited		●		●	●	●	●	●
6 MI Squared Limited		●		●	●	●	●	●
7 Hua Hin Village Limited		●		●	●	●	●	●
8 Baan Boran Chiangrai Limited		●		●	●	●	●	●
9 Royal Garden Plaza Limited		●		●			●	●
10 MSpa International Limited		●		●			●	●
11 Minor Hotel Group Limited		●	●	●	●		●	●
12 Harbour View Corporation Limited		●		●	●	●	●	●
13 MHG Phuket Limited		●		●	●	●	●	●
14 Lodging Management (Mauritius) Limited		●		●	●	●	●	●
15 Zanzibar Tourism and Hospitality Investment Limited		●		●			●	●
16 Tanzania Tourism and Hospitality Investment Limited		●		●			●	●
17 Vietnam Hotel Projekt B.V.		●		●	●	●	●	●
18 Rani Minor Holding Limited		●		●	●	●	●	●
19 Sands Hotels (Proprietary) Limited		●		●	●	●	●	●
20 Minor Hotel Group Gaborone (Proprietary) Limited		●		●	●	●	●	●
21 MHG Lesotho (Proprietary) Limited		●		●	●	●	●	●
22 Minor Hotels Zambia Limited		●		●	●	●	●	●
23 PH Resort (Private) Limited		●		●	●	●	●	●
24 Jada Resort and Spa (Private) Limited		●		●	●	●	●	●
25 MHG Hotel Holding Australia Pty. Ltd.		●		●	●		●	●
26 Minor Continental Holding (Singapore) Pte. Ltd. ⁽³⁾		●	●	●	●	●	●	●
27 Minor International (Labuan) Limited		●		●	●	●	●	●
28 MHG Desaru Hotel Sdn. Bhd.		●		●	●	●	●	●
29 Cardamom Tented Camp Company Limited		●		●		●		●

Companies ⁽¹⁾	Material Aspects							
	1	2	3	4	5	6	7	8
Minor Food								
30 The Minor Food Group Public Company Limited		●	●	●	●	●	●	●
31 Swensen's (Thai) Limited		●		●	●	●	●	●
32 Minor Cheese Limited		●		●	●	●	●	●
33 Minor Dairy Limited		●		●	●	●	●	●
34 Minor DQ Limited		●		●	●	●	●	●
35 Burger (Thailand) Limited		●		●	●	●	●	●
36 SLRT Limited		●		●	●	●	●	●
37 The Coffee Club (Thailand) Limited		●		●	●	●	●	●
38 Pecan Deluxe (Thailand) Limited		●		●		●	●	●
39 Select Service Partner Limited		●		●			●	●
40 MSC Thai Cuisine Company Limited		●		●			●	●
41 Minor Food Holding Company Limited		●		●			●	●
42 Art of Baking Company Limited						●		
43 International Franchise Holding (Labuan) Limited		●		●			●	●
44 Minor Food Group (Singapore) Pte. Ltd.		●		●			●	●
45 Minor DKL Food Group Pty. Ltd.		●	●	●			●	●
46 Over Success Enterprise Pte. Ltd.		●		●			●	●
47 Liwa Minor Food & Beverage LLC		●		●			●	●
Minor Lifestyle								
48 Armin Systems Limited		●		●	●	●	●	●
49 Minor Lifestyle Limited		●		●	●	●	●	●
50 Esmido Fashions Limited		●		●	●	●	●	●
51 Minor Fashion Limited		●		●	●	●	●	●
52 Minor Corporation Public Company Limited		●		●	●		●	●
53 NMT Limited		●		●	●	●	●	●

Notes: (1) For ease of reporting purpose, subsidiaries of holding companies will be disclosed under the holding company

(2) Economic performance covers all significant consolidated Subsidiaries, Associates and Affiliated Companies according to 2020 Annual Report - Form 56-1 One Report

(3) Holds NH Hotel Group and Tivoli group of companies. Information available either in Minor Sustainability Report 2020, or in NH Hotel Group's Consolidated Non-Financial Information Statement 2020

Minor Sustainability Report 2020: GRI Content Index⁽¹⁾

GRI 102: General Disclosures 2016

Disclosure Number	Disclosure Title	Reference Page									Website/Remarks
		AR ⁽¹⁾	SR ⁽¹⁾	CT ⁽¹⁾							
				People ⁽²⁾	Value Chain ⁽³⁾	Planet ⁽⁴⁾	Governance ⁽⁵⁾	Shared Value ⁽⁶⁾	Sustainability Performance Data 2020 ⁽⁷⁾	Memberships and Certifications ⁽⁸⁾	
Organizational Profile											
GRI 102-1	Name of the organization	297	1, 40								Business Overview: https://www.minor.com/en/businesses/business-overview
GRI 102-2	Activities, brands, products, and services	1-4, 89-111	2-3								Businesses > Business Overview: https://www.minor.com/en/businesses/business-overview Businesses > Minor Hotels: https://www.minor.com/en/businesses/minor-hotels Businesses > Minor Food: https://www.minor.com/en/businesses/minor-food Businesses > Minor Lifestyle: https://www.minor.com/en/businesses/minor-lifestyle
GRI 102-3	Location of headquarters	297	40								
GRI 102-4	Location of operations	6-7, 370-375	4-5								
GRI 102-5	Ownership and legal form	297, 370-375	-								
GRI 102-6	Markets served	6-7, 370-375	1, 4-5								
GRI 102-7	Scale of the organization	8-9, 304-313	22						1-3		
GRI 102-8	Information on employees and other workers	-	22						1-4, 7-8		
GRI 102-9	Supply chain	-	24-27						1-4, 12-16		
GRI 102-10	Significant changes to the organization and its supply chain	86-89	-								
GRI 102-11	Precautionary Principle or approach	150-169, 220, 229-230, 244	34-35				2-4				
GRI 102-12	External initiatives	76-81	12-13, 16-17, 20-23, 24-27, 28-31, 36-39	10-15	1-22	1-2, 8-14	3-4	1-6	17-21		
GRI 102-13	Membership of associations	76-81	12-13		11	8-13				1	
Strategy											
GRI 102-14	Statement from senior decision-maker	12-17, 20-25	6-9								
GRI 102-15	Key impacts, risks, and opportunities	150-169	-				2-3				
Ethics and Integrity											
GRI 102-16	Values, principles, standards, and norms of behavior	5, 202-219	32-35				1-8				
GRI 102-17	Mechanisms for advice and concerns about ethics	215, 218, 242	35				8				https://www.minor.com/en/corporate-governance/feedback

Notes: (1) All GRI Disclosures in the table refer to GRI Standards 2020
AR: 2020 Annual Report - Form 56-1 One Report
SR: 2020 Sustainability Report
CT: Chapter on Minor's Website

(2) People: <https://www.minor.com/storage/download/sustainability-reports/2020/mint-people-en.pdf>

(3) Value Chain: <https://www.minor.com/storage/download/sustainability-reports/2020/mint-valuechain-en.pdf>

(4) Planet: <https://www.minor.com/storage/download/sustainability-reports/2020/mint-planet-en.pdf>

(5) Governance: <https://www.minor.com/storage/download/sustainability-reports/2020/mint-governance-en.pdf>

(6) Shared Value: <https://www.minor.com/storage/download/sustainability-reports/2020/mint-sharedvalue-en.pdf>

(7) Sustainability Performance Data 2020: <https://www.minor.com/storage/download/sustainability-reports/2020/mint-sd-performance-data-en.pdf>

(8) Memberships and Certificates: <https://www.minor.com/storage/download/sustainability-reports/2020/mint-membership-certifications-en.pdf>

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Governance											
GRI 102-18	Governance structure	18-19, 220-230	19								https://www.minor.com/en/sustainability/sustainability-governance-structure
GRI 102-19	Delegating authority	-	19								https://www.minor.com/en/sustainability/sustainability-governance-structure
GRI 102-20	Executive-level responsibility for economic, environmental, and social topics	16	19								https://www.minor.com/en/sustainability/sustainability-governance-structure
GRI 102-21	Consulting stakeholders on economic, environmental, and social topics	168-169, 212-214	19								https://www.minor.com/en/sustainability/stakeholder-engagement
GRI 102-22	Composition of the highest governance body and its committees	18-19, 220-230	19						2		https://www.minor.com/en/sustainability/sustainability-governance-structure
GRI 102-23	Chair of the highest governance body	18, 207, 220-222, 446	-								
GRI 102-24	Nominating and selecting the highest governance body	202-205	-								
GRI 102-25	Conflicts of interest	144, 209, 212, 225, 231, 240, 273	-								CG Guidelines: https://www.minor.com/storage/download/guidelines/20190827-cg-guidelines-en.pdf 9. Ethics and Conflicts of Interest
GRI 102-26	Role of highest governance body in setting purpose, values, and strategy	223-224	19								https://www.minor.com/en/sustainability/sustainability-governance-structure
GRI 102-27	Collective knowledge of highest governance body	237, 446-453	-								
GRI 102-28	Evaluating the highest governance body's performance	203-204	-								
GRI 102-29	Identifying and managing economic, environmental, and social impacts	150-166, 229-230	19								https://www.minor.com/en/sustainability/sustainability-governance-structure
GRI 102-30	Effectiveness of risk management processes	150-166, 229-231	34-35				2				https://www.minor.com/storage/download/corporate-policies/risk-management-policy-en.pdf
GRI 102-31	Review of economic, environmental, and social topics	150-166, 224	10-11, 19, 21-23, 25-27, 29-31, 33-35								https://www.minor.com/storage/download/corporate-policies/risk-management-policy-en.pdf
GRI 102-32	Highest governance body's role in sustainability reporting	16	19								https://www.minor.com/en/sustainability/sustainability-governance-structure
GRI 102-33	Communicating critical concerns	215, 218, 242	35				8				CG Guidelines: https://www.minor.com/storage/download/guidelines/20201027-cg-guidelines-en.pdf 10. Reporting of Concerns and Whistle-Blower Service
GRI 102-34	Nature and total number of critical concerns	-	31		17		3, 4				
GRI 102-35	Remuneration policies	204, 231-232	-								CG Guidelines: https://www.minor.com/storage/download/guidelines/20190827-cg-guidelines-en.pdf 11. Compensation of the Board 13. Annual Compensation Review of Senior Management

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(4) Planet: <https://www.minor.com/storage/download/sustainability-reports/2020/mint-planet-en.pdf>

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(6) Shared Value: <https://www.minor.com/storage/download/sustainability-reports/2020/mint-sharedvalue-en.pdf>

(7) Sustainability Performance Data 2020: <https://www.minor.com/storage/download/sustainability-reports/2020/mint-sd-performance-data-en.pdf>

(8) Memberships and Certificates: <https://www.minor.com/storage/download/sustainability-reports/2020/mint-membership-certifications-en.pdf>

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GRI 102-36	Process for determining remuneration	203-205, 231-233	-								Nominating and Corporate Governance Committee Charter: https://www.minor.com/storage/download/charters/nominating-corporate-governance-committee-charter-en.pdf Compensation Committee Charter: https://www.minor.com/storage/download/charters/compensation-committee-charter-en.pdf
GRI 102-37	Stakeholders' involvement in remuneration	-	-								CG Guidelines: https://www.minor.com/storage/download/guidelines/20190827-cg-guidelines-en.pdf 11. Compensation of the Board 13. Annual Compensation Review of Senior Management
GRI 102-38	Annual total compensation ratio	231-232, 239	-								
GRI 102-39	Percentage increase in annual total compensation ratio	231-232, 239	-								
Stakeholder Engagement											
GRI 102-40	List of stakeholder groups	212-214	19								https://www.minor.com/en/sustainability/stakeholder-engagement
GRI 102-41	Collective bargaining agreements	-	-	3							
GRI 102-42	Identifying and selecting stakeholders	-	19								https://www.minor.com/en/sustainability/stakeholder-engagement
GRI 102-43	Approach to stakeholder engagement	212-214	19								https://www.minor.com/en/sustainability/stakeholder-engagement
GRI 102-44	Key topics and concerns raised	-	19								https://www.minor.com/en/sustainability/stakeholder-engagement
Reporting Practice											
GRI 102-45	Entities included in the consolidated financial statements	245-272	-								
GRI 102-46	Defining report content and topic Boundaries	-	19, 40								https://www.minor.com/storage/download/sustainability-reports/2020/mint-gri-content-index.pdf
GRI 102-47	List of material topics	-	19, 40								https://www.minor.com/storage/download/sustainability-reports/2020/mint-gri-content-index.pdf
GRI 102-48	Restatements of information	90, 149, 196-199, 290, 303, 340, 399, 404	70, 102, 113						4, 9		
GRI 102-49	Changes in reporting	-	-			2					
GRI 102-50	Reporting period	-	40								
GRI 102-51	Date of most recent report	-	40								
GRI 102-52	Reporting cycle	-	40								
GRI 102-53	Contact point for questions regarding the report	-	40								
GRI 102-54	Claims of reporting in accordance with the GRI Standards	-	40								
GRI 102-55	GRI content index	-	40								https://www.minor.com/storage/download/sustainability-reports/2020/mint-gri-content-index.pdf
GRI 102-56	External assurance	-	40								

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Material Topics: Topic-specific Standards

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GRI 200:	Economic																
GRI 201	Economic Performance 2016																
GRI 103-1/2/3	Management approach	Inside the organization				12-17, 20-25, 190-193, 151-167	-										
GRI 201-1	Direct economic value generated and distributed					8-9	-						1				
GRI 202	Market Presence 2016																
GRI 103-1/2/3	Management approach	Inside the organization		Not applicable	Not material aspect	-	-										
GRI 202-1	Ratios of standard entry level wage by gender compared to local minimum wage					-	-	3									
GRI 203	Indirect Economic Impacts 2016																
GRI 103-1/2/3	Management approach	Inside and outside the organization		Not applicable	Not material aspect	-	-										
GRI 203-1	Infrastructure investments and services supported					-	-	10-15									
GRI 204	Procurement Practices 2016																
GRI 103-1/2/3	Management approach	Inside and outside the organization				-	25-16										
GRI 204-1	Proportion of spending on local suppliers					-	26										
GRI 205	Anti-corruption 2016																
GRI 103-1/2/3	Management approach	Inside the organization				-	33										
GRI 205-1	Operations assessed for risks related to corruption					-	-				4						
GRI 205-2	Communication and training about anti-corruption policies and procedures					-	-				4						
GRI 205-3	Confirmed incidents of corruption and actions taken					-	-				4						

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GRI 206	Anti-competitive Behavior 2016															
GRI 103-1/2/3	Management approach	Inside and outside the organization		Not applicable	Not material aspect	-	-									
GRI 206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices					-	-				5					
GRI 207	Tax 2019															
GRI 207-1	Approach to tax					-	-									Tax Governance Framework and Policy: https://www.minor.com/storage/download/corporate-policies/tax-governance-framework-policy.pdf
GRI 207-2	Tax Governance, control, and risk management					-	-									
GRI 207-3	Stakeholder engagement and management of concerns related to tax					-	-									
GRI 207-4	Country-by-country reporting					-	-						1			

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GRI 300:	Environmental															
GRI 302	Energy 2016															
GRI 103-1/2/3	Management approach disclosures	Inside and outside the organization				-	29									
GRI 302-1	Energy consumption within the organization					-	29						10-12, 14-15			
GRI 302-2	Energy consumption outside of the organization					-	-			2			9			
GRI 302-3	Energy intensity					-	29						10-12, 14-15			
GRI 302-4	Reduction of energy consumption					-	29			4, 7			10, 15			
GRI 302-5	Reduction in energy requirements of products and services			Not applicable	Not applicable	-	-									
GRI 303	Water and Effluents 2018															
GRI 303-1	Management approach disclosures: Interactions with water as a shared resource	Inside and outside the organization				-	29									
GRI 303-2	Management approach disclosures: Management of water discharge-related impacts					-	29									
GRI 303-3	Water withdrawal					-	-			2-7			10, 11, 12, 14, 16			
GRI 303-4	Water discharge					-	-			2-7			10, 12, 13, 14, 16			
GRI 303-5	Water consumption					-	-			2-7			10, 12, 14, 16			
GRI 304	Biodiversity 2016															
GRI 103-1/2/3	Management approach disclosures	Inside and outside the organization				-	30									
GRI 304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas					-	-			8-14			17-20			
GRI 304-2	Significant impacts of activities, products, and services on biodiversity					-	-			8-14			17-20			
GRI 304-3	Habitats protected or restored					-	-			8-14			17-20			
GRI 304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations					-	31			10			21			

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GRI 305	Emissions 2016															
GRI 103-1/2/3	Management approach disclosures	Inside and outside the organization				-	29									
GRI 305-1	Direct (Scope 1) GHG emissions					-	-			2				9-12, 14-15		
GRI 305-2	Energy indirect (Scope 2) GHG emissions					-	-			2				9-12, 14-15		
GRI 305-3	Other indirect (Scope 3) GHG emissions					-	-			2				9		
GRI 305-4	GHG emissions intensity					-	29							9-12, 14-15		
GRI 305-5	Reduction of GHG emissions					-	29			2, 4, 6, 7						
GRI 305-6	Emissions of ozone-depleting substances (ODS)					-	-			2				10, 12, 14		
GRI 305-7	Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions					-	-							13, 16		
GRI 306	Effluents and Waste 2016															
GRI 103-1/2/3	Management approach disclosures	Inside and outside the organization				-	30									
GRI 306-1	Water discharge by quality and destination					-	-							10, 12-14, 16		
GRI 306-2	Waste by type and disposal method					-	-			6				13-14, 16		
GRI 306-3	Significant spills					-	-									No significant spills
GRI 306-4	Transport of hazardous waste					-	-							13-14, 16		
GRI 306-5	Water bodies affected by water discharges and/or runoff					-	-									Discharge to municipality drainage and industrial estate's wastewater treatment system
GRI 307	Environmental Compliance 2016															
GRI 103-1/2/3	Management approach disclosures	Inside and outside the organization		Not applicable	Not material aspect	-	-									
GRI 307-1	Non-compliance with environmental laws and regulations					-	31									
GRI 308	Supplier Environmental Assessment 2016															
GRI 103-1/2/3	Management approach disclosures	Inside and outside the organization				-	25									
GRI 308-1	New suppliers that were screened using environmental criteria					-	-			1-2						
GRI 308-2	Negative environmental impacts in the supply chain and actions taken					-	-			1-2						

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GRI 400:	Social															
GRI 401	Employment 2016															
GRI 103-1/2/3	Management approach	Inside the organization				-	21									
GRI 401-1	New employee hires and employee turnover					-	-	2					2-4			
GRI 401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees					-	-						4			
GRI 401-3	Parental leave					-	-	9								
GRI 403	Occupational Health and Safety 2018															
GRI 403-1	Management approach disclosures: Occupational health and safety management system	Inside the organization				-	22	5								
GRI 403-2	Management approach disclosures: Hazard identification, risk assessment, and incident investigation					-	22	5								
GRI 403-3	Management approach disclosures: Occupational health services					-	22	5								
GRI 403-4	Worker participation, consultation, and communication on occupational health and safety					-	-	6								
GRI 403-5	Management approach disclosures: Worker training on occupational health and safety					-	22	5								
GRI 403-6	Management approach disclosures: Promotion of worker health					-	22	5								
GRI 403-7	Management approach disclosures: Prevention and mitigation of occupational health and safety impacts directly linked by business relationships					-	22	5								
GRI 403-8	Workers covered by an occupational health and safety management system					-	22	5-9					7-8			
GRI 403-9	Work-related injuries					-	-	6-8					7			
GRI 403-10	Work-related ill health					-	-	6-8					8			
GRI 404	Training and Education 2016															
GRI 103-1/2/3	Management approach	Inside the organization				-	21									
GRI 404-1	Average hours of training per year per employee					-	-	3					4			
GRI 404-2	Programs for upgrading employee skills and transition assistance programs					-	-	1-2, 4					5-6			
GRI 404-3	Percentage of employees receiving regular performance and career development reviews					-	-	3								

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GRI 405 Diversity and Equal Opportunity 2016																
GRI 103-1/2/3	Management approach	Inside the organization		Not applicable	Not material aspect	-	-									
GRI 405-1	Diversity of governance bodies and employees					-	-						2-4			
GRI 405-2	Ratio of basic salary and remuneration of women to men					-	-	3							Gender is not a factor in determining basic salary, instead the type of business, nature of job, and location are main factors.	
GRI 406 Non-discrimination 2016																
GRI 103-1/2/3	Management approach	Inside the organization		Not applicable	Not material aspect	-	-									
GRI 406-1	Incidents of discrimination and corrective actions taken					-	-				5-7				Discrimination is included in Human Rights Policy: https://www.minor.com/storage/download/corporate-policies/human-rights-policy-en.pdf	
GRI 407 Freedom of Association and Collective Bargaining 2016																
GRI 103-1/2/3	Management approach	Inside the organization		Not applicable	Not material aspect	-	-									
GRI 407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk					-	-	3	1-2		5-7				Freedom of Association and Collective Bargaining is included in Human Rights Policy: https://www.minor.com/storage/download/corporate-policies/human-rights-policy-en.pdf	
GRI 408 Child Labor 2016																
GRI 103-1/2/3	Management approach	Inside the organization		Not applicable	Not material aspect	-	-									
GRI 408-1	Operations and suppliers at significant risk for incidents of child labor					-	-	3	1-2		5-7				Child Labor is included in Human Rights Policy: https://www.minor.com/storage/download/corporate-policies/human-rights-policy-en.pdf	

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GRI 409 Forced or Compulsory Labor 2016																
GRI 103-1/2/3	Management approach	Inside the organization		Not applicable	Not material aspect	-	-									
GRI 409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor					-	-	3	1-2		5-7					Forced Labor is included in Human Rights Policy: https://www.minor.com/storage/download/corporate-policies/human-rights-policy-en.pdf
GRI 412 Human Rights Assessment 2016																
GRI 103-1/2/3	Management approach	Inside the organization		Not applicable	Not material aspect	-	-									
GRI 412-1	Operations that have been subject to human rights reviews or impact assessments					-	-				5-7					Human Rights Policy: https://www.minor.com/storage/download/corporate-policies/human-rights-policy-en.pdf
GRI 412-2	Employee training on human rights policies or procedures			Information unavailable	Information unavailable	-	-				5-7					
GRI 412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening					-	26				4					
GRI 414 Supplier Social Assessment 2016																
GRI 103-1/2/3	Management approach	Inside and outside the organization				-	25									
GRI 414-1	New suppliers that were screened using social criteria					-	26		1-2		4, 6-7					
GRI 414-2	Negative social impacts in the supply chain and actions taken					-	-		1-3		6-7					
GRI 415 Public Policy 2016																
GRI 103-1/2/3	Management approach	Inside and outside the organization		Not applicable	Not material aspect	-	-									Anti-Fraud and Corruption Policy: https://www.minor.com/storage/download/corporate-policies/anti-fraud-corruption-policy-en.pdf
GRI 415-1	Political contributions					-	-				5					
GRI 416 Customer Health and Safety 2016																
GRI 103-1/2/3	Management approach	Inside and outside the organization	GRI 103-1/2/3		The 1 st year of goal establishment	-	10, 26									
GRI 416-1	Assessment of the health and safety impacts of product and service categories						-	27		12-16						
GRI 416-2	Incidents of non-compliance concerning the health and safety impacts of products and services						-	-		17						

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GRI 417 Marketing and Labeling 2016																
GRI 103-1/2/3	Management approach	Outside the organization		Not applicable	Not material aspect	-	-									
GRI 417-1	Requirements for product and service information and labeling					-	-		17							
GRI 417-2	Incidents of non-compliance concerning product and service information and labeling					-	-		17							
GRI 417-3	Incidents of non-compliance concerning marketing communications					-	-		17							
GRI 418 Customer Privacy 2016																
GRI 103-1/2/3	Management approach	Inside and outside the organization		Not applicable	Not material aspect	-	-									
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data					-	-			3						
GRI 419 Socioeconomic Compliance 2016																
GRI 103-1/2/3	Management approach	Inside and outside the organization		Not applicable	Not material aspect	-	-									
GRI 419-1	Non-compliance with laws and regulations in the social and economic area					-	-			4						

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