

GRI-G3.1 INDIKATOREN

Indextabelle der GRI-G3.1-Indikatoren. Diese enthält einige der Indikatoren der Leitfaden GRI-G3.1 des „Sustainability Reporting Guidelines and Food Processing Sector Supplement“ aus dem Bericht zur sozialen Verantwortung des Unternehmens 2011. Die Tabelle gibt für jeden Indikator Folgendes an: eine Zusammenfassung des Inhalts, die entsprechende Stelle im Bericht sowie den Grad der Erfassung: T = Total; P = Partiiell; NC = Nicht bedeckt; NA = Nicht anwendbar (unter Berücksichtigung der Art der Aktivität oder des Unternehmensstandortes).

GRI-G3.1 & FPSS Disclosure on Management Approach (DMA) or Performance Indicators		ISO 26000 Core Social Responsibility Subjects & Themes	Level of coverage GRI-G3.1 & FPSS	REFERENCE
PROFILE				
1. Strategy and Analysis				
1.1	Statement from the most senior decision maker of the organization (e.g., CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy.	6.2 Organizational governance	T	2-3
1.2	Description of key impacts, risks, and opportunities.	6.2 Organizational governance	T	2-3; 6-7; 20; 42; 86; 103
2. Organizational Profile				
2.1	Name of the organization	n.a.	T	12
2.2	Primary brands, products, and/or services	n.a.	T	8-9
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures	6.2 Organizational governance	T	10-13
2.4	Location of organization's headquarters	n.a.	T	10-11
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.	n.a.	T	10-11
2.6	Nature of ownership and legal form	n.a.	T	12
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries)	n.a.	T	10-11
2.8	Scale of the reporting organization (number of employees; number of operations; net sale)	n.a.	T	8-11; 54
2.9	Significant changes during the reporting period regarding size, structure, or ownership	n.a.	T	4; 11-13
2.10	Awards received in the reporting period	n.a.	T	24-28
3. Report Parameters				
Report Profile				
3.1	Reporting period (e.g., fiscal/calendar year) for information provided	n.a.	T	4
3.2	Date of most recent previous report (if any)	n.a.	T	4
3.3	Reporting cycle (annual, biennial, etc.)	n.a.	T	4
3.4	Contact point for questions regarding the report or its contents	n.a.	T	4
Report Scope and Boundary				
3.5	Process for defining report content,	n.a.	T	4; 14-15
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	n.a.	T	4

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3.7	State any specific limitations on the scope or boundary of the report. If boundary and scope do not address the full range of material economic, environmental, and social impacts of the organization, state the strategy and projected timeline for providing complete coverage.	n.a	T	4; 122
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..	n.a.	T	11-13
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. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols	n.a	T	58; 63; 102; 122
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).	n.a.	T	4; 64; 105-107; 111-112
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	n.a.	T	102-103; 122
GRI content index				
3.12	Table identifying the location of the Standard Disclosures in the report.	n.a.	T	143-155
Assurance				
3.13	Policy and current practice with regard to seeking external assurance for the report. If not included in the assurance report accompanying the sustainability report, explain the scope and basis of any external assurance provided. Also explain the relationship between the reporting organization and the assurance provider(s).	7.5.3 Verification	T	4; 141-142
4. Governance, Commitment, 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.	6.2 Organizational governance	T	12; 56
4.2	Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organization's management and the reasons for this arrangement).	6.2 Organizational governance	T	12
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. State how the organization defines 'independent' and 'non-executive'. This element applies only for organizations that have unitary board structures. See the glossary for a definition of 'independent'.	6.2 Organizational governance	T	12
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	6.2 Organizational governance	T	12
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).	6.2 Organizational governance	T	12
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	6.2 Organizational governance	T	12
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	6.2 Organizational governance	T	12

GRI-G3.1 & FPSS Disclosure on Management Approach (DMA) or Performance Indicators		ISO 26000 Core Social Responsibility Subjects & Themes	Level of coverage GRI-G3.1 & FPSS	REFERENCE
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.	6.2 Organizational governance	T	2-3; 16-17; 23; 38; 75; 103; www.ferrero.com/social-responsibility/code-business-conduct/ ; www.ferrero.com/social-responsibility/code-of-ethics/reliability-trust/
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.	6.2 Organizational governance	T	12; 14; 16-17
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	6.2 Organizational governance	T	12
Commitments to external initiatives				
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	6.2 Organizational governance	T	2-3; 16-17; 20; 62; 76-77; 103; 119
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	6.2 Organizational governance	T	4; 14; 16-17; www.ferrero.com/social-responsibility/code-business-conduct/
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.	6.2 Organizational governance	T	16
Stakeholder Engagement				
4.14	List of stakeholder groups engaged by the organization.	6.2 Organizational governance	T	14-15
4.15	Basis for identification and selection of stakeholders with whom to engage	6.2 Organizational governance	T	14-17; 95
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	6.2 Organizational governance	T	14-15; 155
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	6.2 Organizational governance	T	14-15; 155

SOURCING PERFORMANCE INDICATORS				
DMA SC	Management and verification policies and system		T	2-3; 6-7; 16-19; 86-87; 91; 94-96; 98-100; 102-103; 109; 115; 121; www.ferrero.com/social-responsibility/code-business-conduct/
FP1	Percentage of purchased volume from suppliers compliant with company's sourcing policy.	6.3 Human rights 6.4 Labour practices 6.6 Fair operating practices 6.6.6 Promoting social responsibility in the value chain	T	16-17; 23
FP2	Percentage of purchased volume which is verified as being in accordance with credible, internationally recognized responsible production standards, broken down by standard	6.3 Human rights 6.4 Labour practices 6.6 Fair operating practices 6.6.6 Promoting social responsibility in the value chain	T	16-17; 23

GRI-G3.1 & FPSS Disclosure on Management Approach (DMA) or Performance Indicators		ISO 26000 Core Social Responsibility Subjects & Themes	Level of coverage GRI-G3.1 & FPSS	REFERENCE
ECONOMIC PERFORMANCE INDICATORS				
DMA EC	Management and verification policies and system	6.2 Governo dell'organizzazione 6.8 Coinvolgimento e sviluppo della comunità	T	2-3; 9-11; 20-21; 30-31; 36-37; 40; 42; 46-47; 49; 58; 60; 70; 86; 88-90; 97; 104; 110; 127; 133
Economic performance indicators				
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.	6.8 Community involvement and development 6.8.3 Community involvement 6.8.7 Wealth and income creation 6.8.9 Social investment	T	21
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	6.5.5 Climate change mitigation and action	T	104
EC3	Coverage of the organization's defined benefit plan obligations.	n.a	T	62
EC4	Significant financial assistance received from government.	n.a	P	22; Based on existing information, we do not currently receive significant financial assistance from government that would materially affect our position. We are developing our data collection processes for reporting in the CSR Report 2012.
Market Presence				
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	6.3.7 Discrimination and vulnerable groups 6.4.4 Conditions of work and social protection 6.8 Community involvement and development	P	58; Existing information systems do not provide the data for all significant locations of operation and by gender. We are developing our data collection processes for reporting in the CSR Report 2015.
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	6.6.6 Promoting social responsibility in the value chain 6.8 Community involvement and development 6.8.5 Employment creation and skills development 6.8.7 Wealth and income creation	T	20; 45-46; 127; 133
EC7	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.	6.8 Community involvement and development 6.8.5 Employment creation and skills development 6.8.7 Wealth and income creation	T	60
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	6.3.9 Economic, social and cultural rights 6.8 Community involvement and development 6.8.3 Community involvement 6.8.4 Education and culture 6.8.5 Employment creation and skills development 6.8.6 Technology development and access 6.8.7 Wealth and income creation 6.8.9 Social investment	T	30-31; 36-38; 40; 42; 48; 68; 70; 79; 81; 88-90; 97; 110

GRI-G3.1 & FPSS Disclosure on Management Approach (DMA) or Performance Indicators		ISO 26000 Core Social Responsibility Subjects & Themes	Level of coverage GRI-G3.1 & FPSS	REFERENCE
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	6.3.9 Economic, social and cultural rights 6.6.6 Promoting social responsibility in the value chain 6.6.7 Respect for property rights 6.7.8 Access to essential services 6.8 Community involvement and development 6.8.5 Employment creation and skills development 6.8.6 Technology development and access 6.8.7 Wealth and income creation 6.8.9 Social investment	P	20; 33; 42; 46-47; 89-90; 97; 110; 127; 133

ENVIRONMENTAL PERFORMANCE INDICATORS				
DMA EN	Management and verification policies and system	6.2 Organizational governance 6.5 The Environment	T	2-3; 18-20; 86; 88; 102-104; 106-109; 113; 115-117; 119-121; 127-128; 134-136; 138; www.ferrero.com/social-responsibility/code-business-conduct/
Materials				
EN1	Materials used by weight or volume.	6.5 The Environment 6.5.4 Sustainable resource use	T	11; 137;
EN2	Percentage of materials used that are recycled input materials.	6.5 The Environment 6.5.4 Sustainable resource use	T	117; 138
Energy				
EN3	Direct energy consumption by primary energy source.	6.5 The Environment 6.5.4 Sustainable resource use	T	105; 111-113
EN4	Indirect energy consumption by primary source	6.5 The Environment 6.5.4 Sustainable resource use	T	105; 111-113
EN5	Energy saved due to conservation and efficiency improvements	6.5 The Environment 6.5.4 Sustainable resource use	T	104-105; 110-113; 115-116; 119; 127-128; 134-135
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives	6.5 The Environment 6.5.4 Sustainable resource use	T	108-109; 112; 115; 118-119; 121; 128; 135-136; 138
EN7	Initiatives to reduce indirect energy consumption and reductions achieved	6.5 The Environment 6.5.4 Sustainable resource use	T	104-105; 109; 112-113; 115; 127-128; 134-135
Water				
EN8	Total water withdrawal by source	6.5 The Environment 6.5.4 Sustainable resource use	T	106
EN9	Water sources significantly affected by withdrawal of water.	6.5 The Environment 6.5.4 Sustainable resource use	T	106
EN10	Percentage and total volume of water recycled and reused	6.5 The Environment 6.5.4 Sustainable resource use	T	106
Biodiversity				
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	6.5 The Environment 6.5.6 Protection of the environment & biodiversity, and restoration of natural habitats	T	108; 127; 136
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	6.5 The Environment 6.5.6 Protection of the environment & biodiversity, and restoration of natural habitats	T	108; 127; 136

GRI-G3.1 & FPSS Disclosure on Management Approach (DMA) or Performance Indicators		ISO 26000 Core Social Responsibility Subjects & Themes	Level of coverage GRI-G3.1 & FPSS	REFERENCE
Emissions, effluents and waste				
EN16	Total direct and indirect greenhouse gas emissions by weight	6.5 The Environment 6.5.5 Climate change mitigation and action	T	105; 113
EN17	Other relevant indirect greenhouse gas emissions by weight	6.5 The Environment 6.5.5 Climate change mitigation and action	T	120-121
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved	6.5 The Environment 6.5.5 Climate change mitigation and action	T	88; 103-105; 109; 112-113; 115-116; 119-121; 127-128; 134; 136
EN19	Emissions of ozone-depleting substances by weight	6.5 The Environment 6.5.3 Prevention of pollution	T	105
EN20	NO, SO, and other significant air emissions by type and weight	6.5 The Environment 6.5.3 Prevention of pollution	NA	Ferrero doesn't produce other significant air emissions
EN21	Total water discharge by quality and destination	6.5 The Environment 6.5.3 Prevention of pollution	T	106
EN22	Total weight of waste by type and disposal method	6.5 The Environment 6.5.3 Prevention of pollution	T	107; 127-128
EN23	Total number and volume of significant spills	6.5 The Environment 6.5.3 Prevention of pollution	T	107
Products and Services				
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	6.5 The Environment 6.5.4 Sustainable resource use 6.6.6 Promoting social responsibility in the value chain 6.7.5 Sustainable consumption	T	117-118; 128; 138-139
EN27	Percentage of products sold and their packaging materials that are reclaimed by category	6.5 The Environment 6.5.3 Prevention of pollution 6.5.4 Sustainable resource use 6.7.5 Sustainable consumption	T	118; 138
Compliance				
EN28	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with environmental laws and regulations	6.5 The Environment	T	22
Transports				
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce	6.5 The Environment 6.5.4 Sustainable resource use 6.6.6 Promoting social responsibility in the value chain	T	120-121; 128; 136

SOCIAL PERFORMANCE INDICATORS

Labour Practices and Decent Work

DMA LA	Management and verification policies and system	6.2 Organizational governance 6.4 Labour Practices 6.3.10 Fundamental principles and rights at work-	T	2-3; 18-19; 50; 52; 54; 57-62; 64; 67-69; 71-72; 124-125; 130; 132; www.ferrero.com/social-responsibility/code-business-conduct/ ; www.ferrero.com/social-responsibility/code-of-ethics/reliability-trust/
Employment				
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	6.4 Labour Practices 6.4.3 Employment and employment relationships	T	11; 52; 54-56; 124; 129

GRI-G3.1 & FPSS Disclosure on Management Approach (DMA) or Performance Indicators		ISO 26000 Core Social Responsibility Subjects & Themes	Level of coverage GRI-G3.1 & FPSS	REFERENCE
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	6.4 Labour Practices 6.4.3 Employment and employment relationships	T	57
LA15	Return to work and retention rates after parental leave, by gender.	6.4 Labour Practices 6.4.4 Conditions of work and social protection	NC	58; Existing information systems do not provide the data. We are developing our data collection processes for reporting in the CSR Report 2015.
Labour/Management Relations				
LA4	Percentage of employees covered by collective bargaining agreements.	6.4 Labour Practices 6.4.3 Employment and employment relationships 6.4.4 Conditions of work and social protection 6.4.5 Social dialogue 6.3.10 Fundamental principles and rights at work	T	61
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	6.4 Labour Practices 6.4.3 Employment and employment relationships 6.4.4 Conditions of work and social protection 6.4.5 Social dialogue	T	61
FP3	Percentage of working time lost due to industrial disputes, strikes and/or lock-outs, by country	6.4 Labour Practices 6.4.3 Employment and employment relationships 6.4.4 Conditions of work and social protection 6.4.5 Social dialogue	T	61
Health and Safety				
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and total number of work related fatalities, by region and by gender.	6.4 Labour Practices 6.4.6 Health and safety at work	P	63-64; Existing information systems do not provide the data about occupational diseases, lost days, and absenteeism by region and by gender. We are developing our data collection processes for reporting in the CSR Report 2015..
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	6.4 Labour Practices 6.4.6 Health and safety at work 6.8 Community involvement and development 6.8.3 Community involvement 6.8.4 Education and culture 6.8.8 Health	T	37; 62; 67; 69; 125; 131
Training and Education				
LA10	Average hours of training per year per employee by gender, and by employee category.	6.4 Labour Practices 6.4.7 Human development and training in the workplace	P	44; 64; 67; Existing information systems do not provide consolidated data about average hours of training by gender, and by employee category. We are developing our data collection processes for reporting in the CSR Report 2014.

GRI-G3.1 & FPSS Disclosure on Management Approach (DMA) or Performance Indicators		ISO 26000 Core Social Responsibility Subjects & Themes	Level of coverage GRI-G3.1 & FPSS	REFERENCE
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	6.4 Labour Practices 6.4.7 Human development and training in the workplace 6.8.5 Employment creation and skills development	T	30-31; 36; 38-40; 44; 64-67; 131
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	6.4 Labour Practices 6.4.7 Human development and training in the workplace	T	59
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.	6.3.7 Discrimination and vulnerable groups 6.3.10 Fundamental principles and rights at work 6.4 Labour Practices 6.4.3 Employment and employment relationships	T	55-56; 71; 125; 132
Equal Remuneration for Women and Men				
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	6.3.7 Discrimination and vulnerable groups 6.3.10 Fundamental principles and rights at work 6.4 Labour Practices 6.4.3 Employment and employment relationships 6.4.4 Conditions of work and social protection	P	59; Existing information systems do not provide the data for all significant locations of operation. We are developing our data collection processes for reporting in the CSR Report 2015.
Human Rights				
DMA HR	Management and verification policies and system	6.2 Organizational governance 6.3 Human Rights 6.3.3 Due Diligence 6.3.4 Human rights risk situations 6.3.6 Resolving grievances 6.6.6 Promoting social responsibility in the value chain	T	2-3; 16-17; 20; 23; 86-87; 92-94; 96-99; www.ferrero.com/social-responsibility/code-business-conduct/; www.ferrero.com/social-responsibility/code-of-ethics/reliability-trust/
Investments 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.	6.3 Human Rights 6.3.3 Due diligence 6.3.5 Avoidance of complicity 6.6.6 Promoting social responsibility in the value chain	T	16-17; 87; 96
HR2	Percentage of significant suppliers, contractors, and other business partners that have undergone human rights screening, and actions taken.	6.3 Human Rights 6.3.3 Due diligence 6.3.5 Avoidance of complicity 6.4.3 Employment and employment relationships 6.6.6 Promoting social responsibility in the value chain	T	16-17; 23; 87; 96-97
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.	6.3 Human Rights 6.3.5 Avoidance of complicity	P	22; 64; Existing information systems do not provide consolidated data about Total hours of employee training concerning aspect of human right. We are developing our data collection processes for reporting in the CSR Report 2014.

GRI-G3.1 & FPSS Disclosure on Management Approach (DMA) or Performance Indicators		ISO 26000 Core Social Responsibility Subjects & Themes	Level of coverage GRI-G3.1 & FPSS	REFERENCE
Non-discrimination				
HR4	Total number of incidents of discrimination and corrective actions taken.	6.3 Human Rights 6.3.6 Resolving grievances 6.3.7 Discrimination and vulnerable groups 6.3.10 Fundamental principles and rights at work 6.4.3 Employment and employment relationships	T	22
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.	6.3 Human Rights 6.3.3 Due diligence 6.3.4 Human rights risk situations 6.3.5 Avoidance of complicity 6.3.8 Civil and political rights 6.3.10 Fundamental principles and rights at work 6.4.3 Employment and employment relationships 6.4.5 Social dialogue	T	16-17; 23; 61
Child Labour				
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour.	6.3 Human Rights 6.3.3 Due diligence 6.3.4 Human rights risk situations 6.3.5 Avoidance of complicity 6.3.7 Discrimination and vulnerable groups 6.3.10 Fundamental principles and rights at work 6.6.6 Promoting social responsibility in the value chain	T	16-17; 23; 86-87; 91-94; 96-99
Forced and Compulsory Labour				
HR7	Operations and significant 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.	6.3 Human Rights 6.3.3 Due diligence 6.3.4 Human rights risk situations 6.3.5 Avoidance of complicity 6.3.7 Discrimination and vulnerable groups 6.3.10 Fundamental principles and rights at work 6.6.6 Promoting social responsibility in the value chain	T	16-17; 23; 86-87; 91-94; 96-99
Assessment				
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	6.3 Human Rights 6.3.3 Due diligence 6.3.4 Human rights risk situations 6.3.5 Avoidance of complicity	T	16-17; 23; 86; 97; 99
Remediation				
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	6.3 Human Rights 6.3.6 Resolving grievances	T	16-17; 22-23
Society Performance Indicators				
DMA SO	Management and verification policies and system	6.2 Organizational governance 6.6 Fair Operating Practices 6.8 Community involvement and development	T	2-3; 16-19; 22; 30-31; 36-38; 42-44; 48-49; 74-75; 79-81; 88-90; 93-97; www.ferrero.com/social-responsibility/code-business-conduct/

GRI-G3.1 & FPSS Disclosure on Management Approach (DMA) or Performance Indicators		ISO 26000 Core Social Responsibility Subjects & Themes	Level of coverage GRI-G3.1 & FPSS	REFERENCE
Local Communities				
S01	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	6.3.9 Economic, social and cultural rights 6.8 Community involvement and development 6.8.3 Community involvement 6.8.9 Social Investment	T	20; 30-31; 36-39; 42; 48-49; 68; 70; 79; 81; 88-91; 93; 96-97; 100; 110; 119; 126; 132-133
S09	Operations with significant potential or actual negative impacts on local communities.	6.3.9 Economic, social and cultural rights 6.5.3 Prevention of pollution 6.5.6 Protection of the environment, biodiversity and restoration of natural habitats 6.8 Community involvement and development	T	20
S010	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	6.3.9 Economic, social and cultural rights 6.5.3 Prevention of pollution 6.5.6 Protection of the environment, biodiversity and restoration of natural habitats 6.8 Community involvement and development	T	20
FP4	Nature, scope and effectiveness of any programs and practices (in-kind contributions, volunteer initiatives, knowledge transfer, partnerships and product development) that promote access to healthy lifestyles; the prevention of chronic disease; access to healthy, nutritious and affordable food; and improved welfare for communities in need	6.8.8 Health	T	48; 74; 79-81; 125-126; 132; 140
Corruption				
S02	Percentage and total number of business units analyzed for risks related to corruption.	6.6 Fair Operating Practices 6.6.3 Anti-corruption	T	22
S03	Percentage of employees trained in organization's anti-corruption policies and procedures.	6.6 Fair Operating Practices 6.6.3 Anti-corruption	P	22; Existing information systems do not provide consolidated data about Percentage of employee training concerning anti-corruption policies and procedures. We are developing our data collection processes for reporting in the CSR Report 2013.
S04	Actions taken in response to incidents of corruption.	6.6 Fair Operating Practices 6.6.3 Anti-corruption	T	22
Public Policy				
S05	Public policy positions and participation in public policy development and lobbying.	6.6 Fair Operating Practices 6.6.4 Responsible political involvement 6.8.3 Community involvement	T	15-16; 74; 88; 90; 92-93; 95-97; 99

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S06	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	6.6 Fair Operating Practices 6.6.4 Responsible political involvement 6.8.3 Community involvement	T	www.ferrero.com/social-responsibility/code-business-conduct/ Ferrero does not allow behaviors that, directly or indirectly, offer, promise, give or demand a bribe or other undue / improper advantage, with the intention of corruption, to public officials, civil servants, members of their families, and business partners Ferrero does not allow contributions to political parties and / or to candidates for public office.
Compliance				
S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	6.6 Fair Operating Practices 6.6.3 Anti-Corruption 6.6.7 Respect for property rights 6.8.7 Wealth and income creation	T	22
Products Responsibility Performance Indicators				
DMA PR	Management and verification policies and system	6.2 Organizational governance 6.6 Fair Operating Practices 6.7 Consumer Issues	T	2-3; 22; 74-75; 82-84
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.	6.3.9 Economic, social and cultural rights 6.6.6 Promoting social responsibility in the value chain 6.7 Consumer Issues 6.7.4 Protecting consumers' health & safety 6.7.5 Sustainable consumption	T	16-20; 22; 75-78; 116; www.ferrero.com/social-responsibility/code-business-conduct/
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.	6.3.9 Economic, social and cultural rights 6.6.6 Promoting social responsibility in the value chain 6.7 Consumer Issues 6.7.4 Protecting consumers' health & safety 6.7.5 Sustainable consumption	T	22-23; 77
FP5	Percentage of production volume manufactured in sites certified by an independent third party according to internationally recognized food safety management system standards	6.7.4 Protecting consumers' health & safety	T	76-77
FP6	Percentage of total sales volume of consumer products, by product category, that are lowered in saturated fat, trans fats, sodium and added sugars	6.7.5 Sustainable consumption	T	75
FP7	Percentage of total sales volume of consumer products, by product category, that contain increased nutritious ingredients like fiber, vitamins, minerals, phytochemicals or functional food additives.	6.7.5 Sustainable consumption	T	75
Product and Service Labeling				
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	6.7 Consumer Issues 6.7.3 Fair marketing, factual and unbiased information and fair contractual practices 6.7.4 Protecting consumers' health & safety 6.7.5 Sustainable consumption 6.7.6 Consumer service, support and complaint and dispute resolution 6.7.9 Education and awareness	T	82; 117

GRI-G3.1 & FPSS Disclosure on Management Approach (DMA) or Performance Indicators		ISO 26000 Core Social Responsibility Subjects & Themes	Level of coverage GRI-G3.1 & FPSS	REFERENCE
FP8	Policies and practices on communication to consumers about ingredients and nutritional information beyond legal requirements.	6.7.5 Sustainable consumption	T	82
Marketing communication				
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	6.7 Consumer Issues 6.7.3 Fair marketing, factual and unbiased information and fair contractual practices 6.7.6 Consumer service, support and complaint and dispute resolution 6.7.9 Education and awareness	T	82-84
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.	6.7 Consumer Issues 6.7.3 Fair marketing, factual and unbiased information and fair contractual practices 6.7.6 Consumer service, support and complaint and dispute resolution 6.7.9 Education and awareness	T	23; 82-84
Compliance				
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	6.7 Consumer Issues 6.7.6 Consumer service, support and complaint and dispute resolution	T	22-23

ANIMAL WELFARE PERFORMANCE INDICATORS				
DMA AW	Management and verification policies and system	4.4 Ethical behavior 6.5.6 Protection of the environment, biodiversity and restoration of natural habitats 6.7.5 Sustainable consumption	T	16-19; 95; www.ferrero.com/social-responsibility/code-business-conduct/
Breeding and Genetics				
FP9	Percentage and total of animals raised and/or processed, by species and breed type.	4.4 Ethical behavior 6.5.6 Protection of the environment, biodiversity and restoration of natural habitats 6.7.5 Sustainable consumption	NA	Ferrero doesn't roast or process animals.
Animal Husbandry				
FP10	Policies and practices, by species and breed type, related to physical alterations and the use of anaesthetic	4.4 Ethical behavior 6.5.6 Protection of the environment, biodiversity and restoration of natural habitats 6.7.5 Sustainable consumption	NA	Ferrero doesn't roast or process animals.
FP11	Percentage and total of animals raised and/or processed, by species and breed type, per housing type.	4.4 Ethical behavior 6.5.6 Protection of the environment, biodiversity and restoration of natural habitats 6.7.5 Sustainable consumption	NA	Ferrero doesn't roast or process animals.
FP12	Policies and practices on antibiotic, anti-inflammatory, hormone, and/or growth promotion treatments, by species and breed type.	4.4 Ethical behavior 6.5.6 Protection of the environment, biodiversity and restoration of natural habitats 6.7.5 Sustainable consumption	NA	Ferrero doesn't roast or process animals.
Transportation, Handling, and Slaughter				
FP13	Total number of incidents of non-compliance with laws and regulations, and adherence with voluntary standards related to transportation, handling, and slaughter practices for live terrestrial and aquatic animals.	4.4 Ethical behavior 6.5.6 Protection of the environment, biodiversity and restoration of natural habitats 6.7.5 Sustainable consumption	NA	Ferrero doesn't roast or process animals.

Please find hereby a non-exhaustive list of page references to some of our stakeholders	
Consumer Associations / NGOs	16-17; 88-93; 95
Trade and Industry Associations and Trade Union	14-16; 61; 81; 91; 95
Children	23; 33; 42; 48-49; 69; 74; 79-84
Scientific Communities	14-15; 30-35; 37; 40; 68; 74; 100; 115; 117
Consumers	14-15; 18-19; 22; 74-75; 79-82; 117; 121
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Sport Federations (Kinder + Sport)	79-80
Suppliers	14-17; 75; 86-100; 115; 120-121
International/European and National Institutions	14-15; 22; 81; 93; 95-97
Local Institution	14-15; 31; 34; 46; 88-93; 96-97; 110
Education	31-35; 48; 64-68; 74-75; 79-80; 100
Media/Social Networks	14-15; 82-84

Please find hereby a non-exhaustive list of page references to some key topics, raised also after stakeholders feedback	
Key objectives for 2020 identified	6-7
Structures dedicated to CSR, frequency and identification of subjects topics	14-15
Topics raised by stakeholders have been taken into account in the Code of Business Conduct	14-17
Key topics and concerns raised by internal stakeholders	14-15
Ferrero publishes its GMOs policy making reference to stakeholders concerns	99; 137; www.ferrero.com/social-responsibility/code-business-conduct/
Children health and Ferrero initiatives in some poor countries	33; 42-49; 69; 74; 79-82; 88-93; 96-97
Product responsibility	74-78; 82-84; 86; 116-118; 137-140
Engagement towards children through self-regulation of advertisement	82-84
Ferrero engagement to source sustainable certified cocoa to address consumer's need	7; 86-93
Against child labour in hazelnuts sourcing	96-97
Sustainable palm oil sourcing	94-95
Milk origin	100
Using eggs from free range hens	95
Self-production of energy from renewable sources	108-110
Packaging from renewable materials and strategy for remove, reduce, recycle, renew and reuse of packaging	118
Efficient Logistics	120-121



Statement GRI Application Level Check

GRI hereby states that **Ferrero International S.A.** has presented its report "Sharing values to create value 2011" to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level A+.

GRI Application Levels communicate the extent to which the content of the G3.1 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3.1 Guidelines.

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 26 June 2012

A handwritten signature in blue ink, appearing to read "Nelmara Arbex", is written over a faint, large watermark of the GRI logo in the background.

Nelmara Arbex
Deputy Chief Executive
Global Reporting Initiative



The "+" has been added to this Application Level because **Ferrero International S.A.** has submitted (part of) this report for external assurance. GRI accepts the reporter's own criteria for choosing the relevant assurance provider.

The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. www.globalreporting.org

Disclaimer: Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 18 June 2012. GRI explicitly excludes the statement being applied to any later changes to such material.