

ESG Components

GOVERNANCE

Corporate governance

Indicator	GRI Standards	Page
Board of Directors' structure	102-18, 102-22	87
Non-executive director	102-18, 102-22, 102-23	90-94
Nomination process for the Board of Directors	102-24	98
Gender balance	102-8, 102-22, 405-1	90
Functional responsibilities of the members of the Board of Directors and Committees	102-18	88, 91-104
Board of Directors' effectiveness	102-15, 102-22	105
Remuneration system and performance assessment system for managers		111, 113
Transparency of managers' remuneration		111
Ratio of employees' remuneration to managers' remuneration	102-38	113-120
Ownership of the company's shares by the management		114-118
Management and control system / accountability system		121
Company's involvement in crisis situations with potential negative impact on its reputation		124
Risk management system and responsibility distribution in relation to GRI	102-19, 102-20, 102-29, 102-30	122
Risk map		124
Sensitivity analysis against current risks (stress testing)		125-128
New risks impacting the company's future development		129
Risk management strategy		128
Codes of conduct and compliance	102-17	86, 108, 121
Code compliance control system	102-16, 102-17	218
Anti-bribery and corruption policy	415-1	218
Anti-bribery and corruption codes of conduct	2015-2	218
Report on the violation of the anti-bribery and corruption codes	102-17, 205-3	218
Risk events / incidents		125-128
Improvement program		105

Customer relationship management

Indicator	GRI Standards	Page
Market and customer segments overview		12
Management and control system / accountability system		53
Online customer relationship management		53
Customer satisfaction surveys	102-43,102-44	53
Security of customer data	418-1	54
Brand management system		70-75
Brand maintenance costs		70-75
Brand development strategy	102-19, 102-20	74
Stakeholder expectations analysis		70
Supply chain management		212
Supplier analysis system	102-9	212
Risk assessment across the supply chain	102-9	212
Measures taken to manage critical risks related to the supply chain	102-9	212
Integration of ESG principles in the supply chain management system	308-1, 414-1,	212
Advantages of the supply chain and their positive impact on the business		212
Disclosed provisions of the supply chain management policy (publicly accessible)		212

Tax strategy

Indicator	GRI Standards	Page
Approach to tax management (policy provisions)		140-205
Approach to disclosing key financial and tax information	201-1	140-205
Tax risk management system		140-205
Highlights of the customer privacy policy	418-1	140-205
Customer privacy practices (number of contracts, procedures, etc.)	418-1	140-205
Responsibility for using personal data	102-19, 102-20, 418-1	140-205
Informing customers about the company's privacy policy		140-205
Data security system		140-205
Risk events / incidents		140-205
Improvement program		140-205

ENVIRONMENTAL

Indicator	GRI Standards	Page
Environmental policy: key provisions and availability to stakeholders		79
Availability of environmental information to stakeholders	102-45, 102-46, 102-49	79
Management and control system / accountability system		79
Environmental KPIs		79-83
Environmental performance management system		79
Energy consumption	302-1, 202-2	81
Water consumption		80
Direct greenhouse gas emissions	102-13	Not relevant
Indirect greenhouse gas emissions	102-13	Not relevant
Air pollutant emissions	305-7	Not relevant
Polluted discharge	303-1, 303-3	80
Waste generation	102-56	79
External assurance for environmental indicators	102-56	Not conducted
Certification of the environmental management system (EMS)		Not conducted
Risk events / incidents		Not identified
Improvement program		79-83

SOCIAL

Indicator	GRI Standards	Page
Key principles of recruitment and employee development		61
Codes and procedures (including a collective bargaining agreement)		61
Management and control system / accountability system		65
Employee structure and diversity	102-8, 102-12, 4005,1	62
Fair remuneration	102-12, 405-2	65
Employee turnover		63
Human rights	102-12	65
Human capital development (training)	404-1	66
Employee development programs		66
Percentage of employees from local communities		100%
Talent acquisition and retention		66
Employee performance assessment	404-3	65
Incentive program		67
Employee satisfaction indicators		68
Health and safety	403-2	68
Stakeholder engagement	102-43, 102-19, 102-20, 103,2	70
Strategic priorities of charity programs	413-1	75
Types of charity projects and community development initiatives (including indigenous peoples)	201-1	75-77
Charitable contributions		75-77
Risk events / incidents		129