

Sustainability Indicator Coding	
Category Economy	
GRI G4	GRI indicator objective
Aspect: Economic performance	
EC1	Direct economic value is generated and distributed.
EC2	Economic consequences and other risks and opportunities for the organization's activities arising from climate change.
EC3	Coverage of the organization's obligations derived from its benefits plan.
EC4	Financial aid granted by government entities.
Aspect: Market presence	
EC5	Relationship between the starting salary disaggregated by sex and the local minimum wage in places where significant operations are carried out.
EC6	Percentage of senior managers from the local community in places where significant operations take place.
Aspect: Indirect economic consequences	
EC7	Development and impact of investment in infrastructure and types of services.
EC8	Significant indirect economic impacts and their scope.
Aspect: Procurement practices	
EC9	Percentage of spending in places with significant operations that correspond to local suppliers.
Category: Environment	
Appearance: Materials	
EN 1	Materials used by weight or volume.
EN2	Percentage of materials used that are recycled.
Aspect: Energy	
EN 3	Internal energy consumption (within the organization).
EN 4	External energy consumption (outside the organization).
EN 5	Energy intensity is used for operations.
EN6	Reduction of energy consumption.
EN7	Reduction of energy requirements of products and services
Appearance: Water	
EN8	Total water collection according to source.
EN9	Water sources are affected by water withdrawal.
EN10	Percentage and total volume of recycled and reused water.
Aspect: Biodiversity	
EN11	Owned, leased, and managed operating facilities that are adjacent to, contain, or are located in protected areas and unprotected areas of high biodiversity value.
EN12	Description of the most significant impacts on the biodiversity of protected areas or unprotected areas of high biodiversity, derived from activities, products, and services.
EN13	Protected or restored habitats.
EN14	A number of species are included in the IUCN red list and in national conservation lists whose habitats are found in areas affected by operations, according to the level of danger of extinction of the species.

Aspect: Emissions	
EN15	Direct greenhouse gas emissions (Scope 1).
EN16	Indirect greenhouse gas emissions (Scope 2).
EN17	Other indirect greenhouse gas emissions (Scope 3).
EN18	Greenhouse gas emissions intensity.
EN 19	Reduction of greenhouse gas emissions.
EN 20	Emissions of ozone-depleting substances.
EN21	NOx, SOx, and other significant atmospheric emissions.
Aspect: Effluents and waste	
EN22	Total water discharge, according to its quality and destination.
EN23	Total weight of waste, according to type and treatment method.
EN24	Total number and volume of significant spills.
EN25	Transportation of hazardous waste.
EN26	Bodies of water are affected by water spills and/or runoff.
Products and services	
EN27	Degree of mitigation of the environmental impact of products and services.
EN28	Percentage of products sold and their packaging materials that are recovered at the end of their useful life, by product category.
Aspect: Regulatory compliance (environmental)	
EN29	The monetary value of significant fines and A number of non-monetary sanctions for non-compliance with environmental legislation and regulations.
Aspect: Transportation	
EN30	Significant environmental impacts of the transportation of products and other goods and materials used for the organization's activities, as well as the transportation of personnel.
General aspect	
EN31	Breakdown of environmental expenses and investments.
Aspect: Environmental evaluation of suppliers	
EN32	Percentage of new suppliers that were vetted based on environmental criteria.
EN33	Significant actual and potential negative environmental impacts in the supply chain, and measures in this regard.
Aspect: Environmental complaint mechanisms	
EN34	A number of environmental grievances have been addressed, addressed, and resolved through formal grievance mechanisms.
Category: Social Performance	
Subcategory: Labor practices and decent work	
Aspect: Employment	
LA1	Number and rate of hires and average employee turnover, broken down by age group, sex, and region.
LA2	Benefits for full-time employees that are not provided to part-time or temporary employees.
LA3	Return to work and retention rates after maternity or paternity leave, broken down by sex (Parental leave).

Aspect: Relations between workers and management	
LA4	Minimum notice periods for operational changes and possible inclusion of these in collective agreements.
Aspect: Health and safety at work	
LA5	Percentage of workers represented on formal joint management-employee health and safety committees established to help monitor and advise on occupational health and safety programs.
LA6	Type and rate of injuries, occupational diseases, days lost, absenteeism, and number of work-related fatalities by region and sex
LA7	Workers with high incidence or high risk of diseases related to their activity.
LA8	Health and safety issues are covered in formal agreements with unions.
Aspect: Training and education	
LA9	Average annual training hours per employee, broken down by sex and job category.
LA10	Skills management and continuous training programs that promote the employability of workers and help them manage the end of their professional careers.
LA11	Percentage of employees who receive periodic performance and professional development evaluations, disaggregated by gender and professional category.
Aspect: Diversity and equal opportunities	
LA12	Composition of the governing bodies and breakdown of the workforce by professional category and sex, age, minority membership, and other diversity indicators.
Aspect: Equal pay between women and men	
LA13	The ratio between the base salary of men compared to that of women is broken down by professional category and by significant locations of activity.
Aspect: Evaluation of suppliers' labor practices	
LA14	Percentage of new suppliers that were screened based on labor practices criteria.
LA15	Significant actual and potential negative impacts on labor practices in the supply chain, and measures in this regard.
Aspect: Complaint mechanisms regarding labor practices	
LA16	A number of complaints about employment practices have been raised, addressed, and resolved through formal grievance mechanisms.
Subcategory: Human rights	
GRI G4	GRI indicator objective
Aspect: Investment	
HR1	Number and percentage of significant investment contracts and agreements that include human rights clauses or that have been subject to human rights analysis.
HR2	Hours of employee training on policies and procedures related to those aspects of human rights relevant to their activities, including the percentage of employees trained.
Aspect: Non-discrimination	
HR3	Number of cases of discrimination and corrective measures taken

Aspect: Freedom of association and collective bargaining	
HR4	Identification of significant facilities and suppliers where freedom of association and the right to benefit from collective agreements may be violated or threatened, and measures taken to defend these rights.
Aspect: Child labor	
HR5	Identification of centers and suppliers with a significant risk of cases of child exploitation, and measures adopted to contribute to the abolition of child exploitation.
Aspect: Forced labor	
HR6	Operations and suppliers with significant risk of cases of forced or compulsory labor.
Aspect: Security measures	
HR7	Percentage of security personnel who have received training on the organization's human rights policies or procedures relevant to operations.
Aspect: Rights of the indigenous population	
HR8	A number of cases of violation of the rights of indigenous peoples and measures adopted.
Aspect: Evaluation	
HR9	Number and percentage of centers that have been subject to human rights reviews or impact assessments.
Aspect: Evaluation of suppliers regarding human rights	
HR10	Percentage of new suppliers that were vetted based on human rights criteria.
HR11	Significant actual and potential negative human rights impacts in the supply chain and measures taken.
Aspect: Complaint mechanisms regarding human rights	
HR12	A number of human rights complaints have been raised, addressed, and resolved through formal complaint mechanisms.
Subcategory: Society	
Aspect: Local communities	
SO1	Percentage of centers where development programs, impact evaluations, and local community participation have been implemented.
SO2	Operations centers with significant potential or actual negative effects on local communities.
Aspect: Fight against corruption	
SO3	Number and percentage of centers in which risks related to corruption have been evaluated and significant risks detected.
SO4	Communication and training policies and procedures in the fight against corruption.
SO5	Confirmed cases of corruption and measures taken.
Aspect: Public policy	
SO6	Contribution to political parties and/or representatives.
Aspect: Unfair competition practices	
SO7	A number of lawsuits for unfair competition, monopolistic practices, or against free competition and their results.
Aspect: Regulatory compliance	

SO8	The monetary value of significant fines and a number of non-monetary sanctions for non-compliance with legislation and regulations.
Aspect: Evaluation of the social impact of suppliers	
SO9	Percentage of new suppliers that were vetted based on criteria related to social impact.
SO10	Significant and potential negative impacts to society in the supply chain, and measures taken.
Aspect: Complaint mechanisms for social impact	
SO11	A number of complaints about social impacts have been submitted, addressed, and resolved through formal complaints mechanisms.
Subcategory: Product Liability	
Aspect: Health and safety of clients	
PR1	Percentage of significant product and service categories whose health and safety impacts have been assessed to promote improvements.
PR2	A number of incidents resulting from non-compliance with regulations or voluntary codes relating to the impacts of products and services on health and safety during their life cycle, broken down according to the type of outcome of said incidents.
Aspect: Labeling of products and services	
PR3	Type of information required by the organization's procedures relating to the information and labeling of its products and services, and the percentage of significant product and service categories that are subject to such requirements.
PR4	Number of non-compliance with regulations and voluntary codes relating to information and labeling of products and services, broken down by type of result
PR5	Results of surveys to measure customer satisfaction.
Aspect: Marketing communications	
PR6	Sale of prohibited or disputed products.
PR7	A number of cases of non-compliance with regulations or voluntary codes relating to marketing communications, such as advertising, promotion, and sponsorship, are broken down by type of result.
Aspect: Customer Privacy	
PR8	A number of substantiated complaints about violations of customer privacy and data leaks.
Aspect: Regulatory compliance	
PR9	Cost of significant fines for failing to comply with regulations and legislation relating to the supply and use of products and services.