

MISSION, VISION AND VALUES G4-56



MISSION

Create demand and earn trust every day

VISION

The best branded consumer products in every home around the world

VALUES

Respect. Integrity. Diversity and inclusion.

Teamwork. Spirit of winning

TABLE OF CONTENTS



HIGHLIGHTS

Whirlpool Latin America LAUNCHED approximately **340 new products** in 2013 and 2014, more than three launches every week on average.

- BRASTEMP brand's outstanding launch in 2014 was *B.blend*, the first all-in-one multi-drink capsules dispenser in Brazil, with more than 20 types of carbonated or non-carbonated, cold or hot drinks.
- The high spot for CONSUL brand was cervejeira, the first beer cooler in Brazil, with a modern design and capacity to store up to 75 beer cans.

COMPANY'S NET sales came to **R\$9.7 billion** in 2014, an increase of approximately 4.0% over 2013, which stood at R\$9.3 billion.

The Company INVESTED **R\$19.7 million in environmental management** during 2013 and 2014.

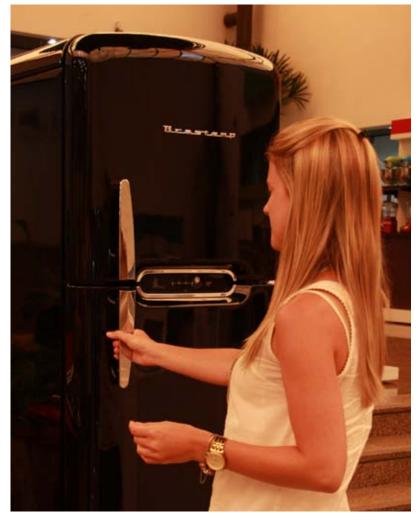
Whirlpool Latin America SIGNED A PLEDGE of 10 Commitments promoting LGBT rights prepared by several companies and Instituto Ethos.

The Company PROVIDED more than 450,000 hours of training between 2013 and 2014 to more than 50,000 employees.

Health and safety indicators HAVE IMPROVED for the fifth consecutive year, with no occupational fatalities or diseases.

Approximately **90% of direct suppliers** were AUDITED for the Suppliers Excellence Program in 2013 and 2014.

The Instituto Consulado da Mulher SUPPORTED more than 100 popular projects per year, between 2013 and 2014, that together profited **R\$13.2 million.**





Whirlpool Latin America
REACHED THE GOAL of
Zero Waste for industrial waste
previously sent to landfills
and reducing 13.11% of hazardous
waste generated between
2012 and 2014.

A total of 428,000 m³ of water were REUSED between 2013 and 2014, an amount equivalent to the daily consumption of 2.6 million inhabitants¹.

Energy intensity — the ratio between energy consumption and 2013/2014 revenues — was REDUCED by 9.9%.

The Company's **direct greenhouse gas emissions** (scope 1) FELL 13.6% between 2012 and 2014.

^{1.} According to average consumption per inhabitant in Brazil estimated by the 2013 Water Service Analysis published by the Sistema Nacional de Informações sobre Saneamento (SNIS) [the Brazilian Sanitation Information System]

ABOUT THIS REPORT G4-3 G4-18 G4-19 G4-25 G4-26 G4-27 G4-28 G4-30

This Sustainability Report contains information on Whirlpool Latin America, its commitments, management, and performance of its manufacturing and administrative centers.

It covers the operation of Whirlpool Latin America in Brasil from January 1, 2013 to December 31, 2014 (possible exceptions, i.e., information on broader or more limited scope, are duly identified in the report). It is noteworthy that the financial performance of information disclosed in the report relate to Whirlpool SA, parent company of Whirlpool Latin America appliances division.

the sixth consecutive year, the report is based on Global Reporting Initiative (GRI) guidelines, under the Core option; additionally, for the first time, it comprehends a two-year period, replacing the annual disclosure made since 2009, for a more relevant and mature disclosure of information and analysis.

To define the topics to be addressed in this report and prepare a document that meets its stakeholders' demands, Whirlpool revalidated its materiality matrix elaborated for the 2012 Sustainability Report, available at www. whirlpool.com.br/sustentabilidade2012/. The new matrix is presented below.

The revalidation process steps were:

SURVEYS to identify relevant aspects to the corporate sustainability

Sample:

sustainability news related to the Company and to the specific industry sector (homeappliances and electroelectronics)

Period:

2013 and 2014

INTERVIEWS with Whirlpool leaders to gather relevant aspects to the Company's sustainability



Global Reporting Initiative offers a standard set of indicators for organizations around the world to report their profile, strategy and performance based on economic, social and environmental aspects.

This allows the reader and the companies to make year-year and company-company information comparison, for a more transparent and relevant reporting. For further information on GRI, go to http:// globalreporting.org/

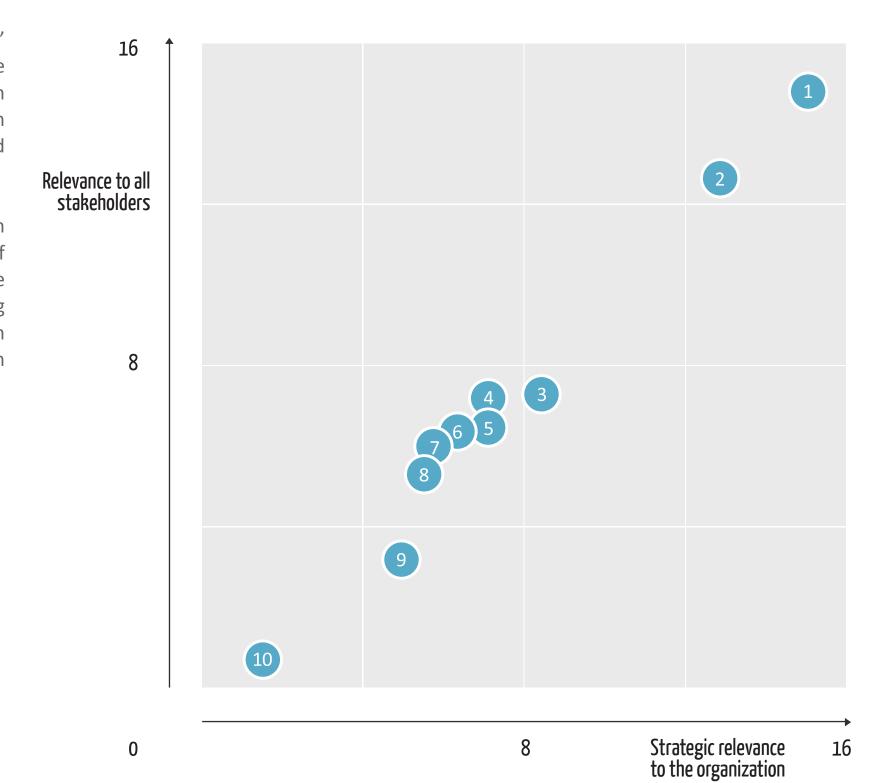


ABOUT THIS REPORT

These aspects reflect topics of stakeholders' interest identified during consultation and the results from surveys and interviews, which were used as metrics to define each topic in the matrix axes, according to their perceived relevance during the process.

Based on this, GRI indicators related to each of these topics were identified, regardless of their matrix scoring, because all items were considered relevant in some of the steps during stakeholders consultation and revalidation process. Selected indicators are described in the GRI index included in this report.

- Waste management
- 2 Energy efficiency
- 3 Water management
- 4 Sustainable products
- Instituto Consulado da Mulher
- 6 Occupational health and safety
- Climate change
- 8 Strategic sustainability management
- 9 Sustainable innovation
- 10 Employees development





IN 2014, WHIRLPOOL LATIN AMERICA

carried out the greatest number of launches of its history, offering clients innovative products with sustainable attributes.

We are a team constantly challenging ourselves to obtain outstanding results, focusing on sustainability, innovation, people, and operational excellence.

We stand out due to our investments in research and innovation, always aiming at detecting and meeting our consumers' desires. This was already recognized by the media and several institutions. We made important steps towards open innovation, through partnerships with universities and other organizations, exchanging knowledge and incorporating others' experiences, in order to contribute to foster innovation in Brazil.

Over the two recent years, we invested R\$27.5 millioninprojectsaimedatsustainabilityandsocial responsibility — the latter through the *Instituto Consulado da Mulher* (Women's Consulate Institute). The notably results we obtained make us very proud, such as zeroing out industrial waste produced by all factories previously sent to landfills. We also turned careful attention to water consumption indicators in our operations and, currently, 25% of water used in factories is sustainably obtained through rainwater harvest and effluent treatment projects.

We were recognized for the fourth time as one themostsustainable companies in Brazil by 2014 *Guia de Sustentabilidade* (Sustainability Guide), the most reputable survey about sustainability development in Brazil. Our focus on talents is also consistently acknowledged by the market. For the 18th consecutive year, we are among the best companies to work for, according to



Guia Você S/A. These achievements also have a positive impact on our work environment. The 2014 Employee Engagement survey, with Whirlpool's personnel and executives of all regions, got to one of the best results in our history, which was considered above the best-in-class companies results.

Whirlpool Latin America reinforces its commitment to the UN's Global Compact by participating in the *Comitê Brasileiro do Pacto Global* (CBPG) [Global Compact Local Network

Steering Committee in Brazil] and undertaking initiatives on human rights, labor rights, environmental protection, and anti-corruption practices. With these topics in mind, we prioritize the Company's sustainability and social responsibility initiatives, which produced the 2013–2014 results disclosed in this report, following the Global Reporting Initiative (GRI) guidelines.

João Carlos Brega

CEO of Whirlpool Latin America



WHIRLPOOL LATIN AMERICA G4-4 G4-5 G4-6 G4-8 G4-9

Whirlpool Latin America is one of the leaders in home appliances in Latin America and offers, through seven renowned brands, refrigerators, freezers, ranges, washers and dryers, dishwashers, microwave ovens, air conditioners and water filters, in addition to selling electric ovens, evaporative coolers, range hoods, kitchen accessories, vacuums and portable appliances, such as mixers and blenders.



HISTORY

1957

WHIRLPOOL'S HISTORY in Brazil began with the formation of Multibrás S.A. Indústria de Aparelhos Domésticos, in São Paulo, with the main purpose of selling Brastemp brand products. The brand had a great reception in the market and expanded significantly, and became Brastemp S.A. Aparelhos Domésticos e Comerciais in 1972.

DNA of Innovation: In the 1950s, Brastemp launched the first automatic washing machines with the pioneering agitation and spinning washing system, still currently in use. At the time, Consul also created Consul Junior, the "father" of the current minibar. In the 1960s, Brastemp launched its first range, and the first Brazilian dryer and double-door refrigerator.





1957

1976

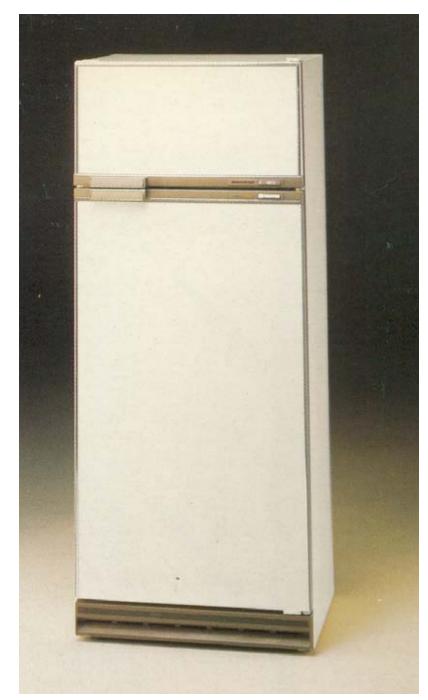
MULTIBRÁS ACQUIRED important ownership interest in the competitor Consul S.A., manufacturer of refrigerators, with headquarters in the city of Joinville (state of Santa Catarina). Consequently, the Company began to hold interest in the *Empresa Brasileira de Compressores S.A.* — EMBRACO, Consul's affiliated company that produces compressors, an essential component in the manufacturing of refrigerators.

DNA of Innovation: In the 1970s, Consul launchedthefirstair conditioner manufactured in Brazil, and Brastemp brought to the market the first dishwasher and upright freezer in Brazil.

1984

MULTIBRÁS ACQUIRED ALL shares representing the controlling interest in Semer S.A., a notable manufacturer of popular ranges located in the city of São Paulo.

DNA of Innovation: In the 1980s, Brastemp introduced to the consumer the first frost-free refrigerator and the self-cleaning oven.



1984

HISTORY

1990

MULTIBRÁS OPENED the washing machine manufacturing plant in the city of Rio Claro (state of São Paulo).

1992

BRASTEMP DA AMAZÔNIA WAS ESTABLISHED to manufacture microwave ovens.

1994

MULTIBRÁS WENT PUBLIC on the São Paulo Stock Exchange and incorporated Consul S.A. and Semer S.A. into one sole controlling company, becoming the largest home appliance company in Latin America.

1997

MULTIBRÁS' CONTROLLING INTEREST WAS ACQUIRED by Whirlpool Corporation, which undertook manufacturing and sales operations of major home appliances for the Latin America.

1998

MULTIBRÁS ACQUIRED Philips' major home appliance business in Chile, which changed its name to Whirlpool Chile Ltda., consolidating its presence in Latin America.

2000

WHIRLPOOL CORPORATION ACQUIRED ninety-eight per cent (98%) of Multibrás S.A.'s capital stock through public offering.

2006

THE COMPANY ABSORBED ALL EMBRACO shares. It also changed its corporate name from Multibrás Eletrodomésticos to Whirlpool S.A.

DNA of Innovation: During the 1900s and 2000s, the brands tightened relations with consumers and launched new categories of more efficient products with innovative designs, so as to meet modern consumer's growing needs.

2014

BRASTEMP LAUNCHED **B.blend**, the first all-in-one multi-drink capsules dispenser in Brazil, which promises to bring about a revolution in the way people prepare beverages at home. There are more than 20 types of drinks on the touch of a button, carbonated or non-carbonated, cold or hot: juices, nectars, sodas, energy drinks, iced teas, teas, coffees, chocolates, frapês and non alcoholic drinks.

Read more about B.blend at:

bblend.com.br





CORPORATE GOVERNANCE 64-34

Whirlpool Latin America is a direct subsidiary of Whirlpool S.A. for the home appliance industry and is part of the global group Whirlpool Corporation.

The Company went public in 1994 and trades its shares on the Securities, Commodities and Futures Exchange (BM&FBovespa) under the ticker symbols WHRL3 and WHRL4, and is subject to the Comissão de Valores Mobiliários (CVM) [Brazilian Securities and Exchange Commission] regulations and standards of transparency.

Whirlpool also constantly assesses its internal process controls to comply with the Sarbanes-Oxley Act (SOX) requirements, to which Whirlpool Corporation is subject.

SOX establishes that companies listed on the New York Stock Exchange — such as Whirlpool Corporation — must ensure transparency and credibility of its management through internal rules and audit mechanisms.

G4-SO3

In 2013, a total of 26 processes in five different units were submitted to Internal Audit review and tests to ensure the compliance with SOX's control requirements. In 2014, a total of 31 processes were audited in six units.

Capital stock

The Company's capital stock is composed of 1,502,786,006 shares, of which 31.5% are preferred shares and 68.5% are common shares, for a market capitalization of R\$5.99 billion at the end of 2014.

As a publicly held company, Whirlpool is committed to transparency in the disclosure to the market and its shareholders of its quarterly results and information on risk management, possible losses, strategy, policies and any other factors that may influence the Company's market capitalization and investor's decision making.

Read more about these topics at whirlpool.com.br/investidor

Management

Whirlpool's management structure is composed of professionals highly experienced in each business aspect.

WHIRLPOOL LATIN AMERICA'S MANAGEMENT STRUCTURE WITH TERM OF OFFICE UP TO 2018

João Carlos Costa Brega	CEO / Executive Officer of the Home Appliance Business Unit	
Carlos Henrique Pinto Haddad	Financial Executive Officer of Compressors and Refrigerators Business Unit and Investor Relations Executive Officer	
Paulo Domingos Mileo Miri	Executive Officer of Sales, Logistics, and Human Resources	
Nathalie Catherine Marie Therese	Executive Officer of Marketing of the Home Appliance Business Unit	
Alexandre de Oliveira Czesnat	Executive Officer of New Products Development of the Home Appliance Business Unit	

BOARD OF DIRECTORS

João Carlos Costa Brega	Chairman of the Board of Directors
Armando Ennes do Valle Junior	Vice Chairman of the Board of Directors
Antonio Francisco Lima de Rezende	Member of the Board of Directors
Antonio Mendes	Member of the Board of Directors

OPERATIONAL AND ECONOMIC PERFORMANCE

Macroeconomic and industry scenario

2014 was marked by high economic and political volatility due to several events, such as the World Cup soccer games and the presidential election, which altered seasonality in the major home appliance industry. Economic growth for the year is expected to be petty, given the constant bear revisions throughout the period. The scenario was little favorable for a more expressive expansion of consumption, given the actual employment income downturn, high inflation, weak credit market, and one of the lowest consumer confidence levels in history. High inflation led the Central Bank of Brazil to increase 1.25% of the Selic benchmark interest rate during the year, closing 2014 at 11.75%.

2015 is expected to be a year of adjustments in the economy. One of the major challenges is the tax adjustment, since Brazil has been through a process of increasing government spending and reducing tax rates. The market also foresees an increase in government-controlled tariffs and a higher exchange rate, which would increasingly press up domestic market prices. Given the high inflation scenario, higher Selic rate is expected for 2015. The market believes that 2015 will be a year of low economic growth.

Operating highlights

In 2014 the Company launched in the domestic market around 180 Brastemp, Consul and KitchenAid brand products. One of them was Brastemp's **B.blend**, the first all-in-one multi-drink dispenser in Brazil. Brastemp also brought to the market the new **Side Inverse** refrigerator, the first in Brazil with Wi-Fi connection, and the Brastemp **Maxi Flat** microwave oven, with flatbed technology that eliminates the need for a turntable.

Consul's outstanding launch was the **Consul Mais product category**, comprising the beer cooler **Cervejeira** and the **microwave oven with toast feature**, and the **dishwasher Consul Facilite**. KitchenAid put on the market the **Pro Line** product category, with four products inspired in the Stand Mixer design.



OPERATIONAL AND ECONOMIC PERFORMANCE

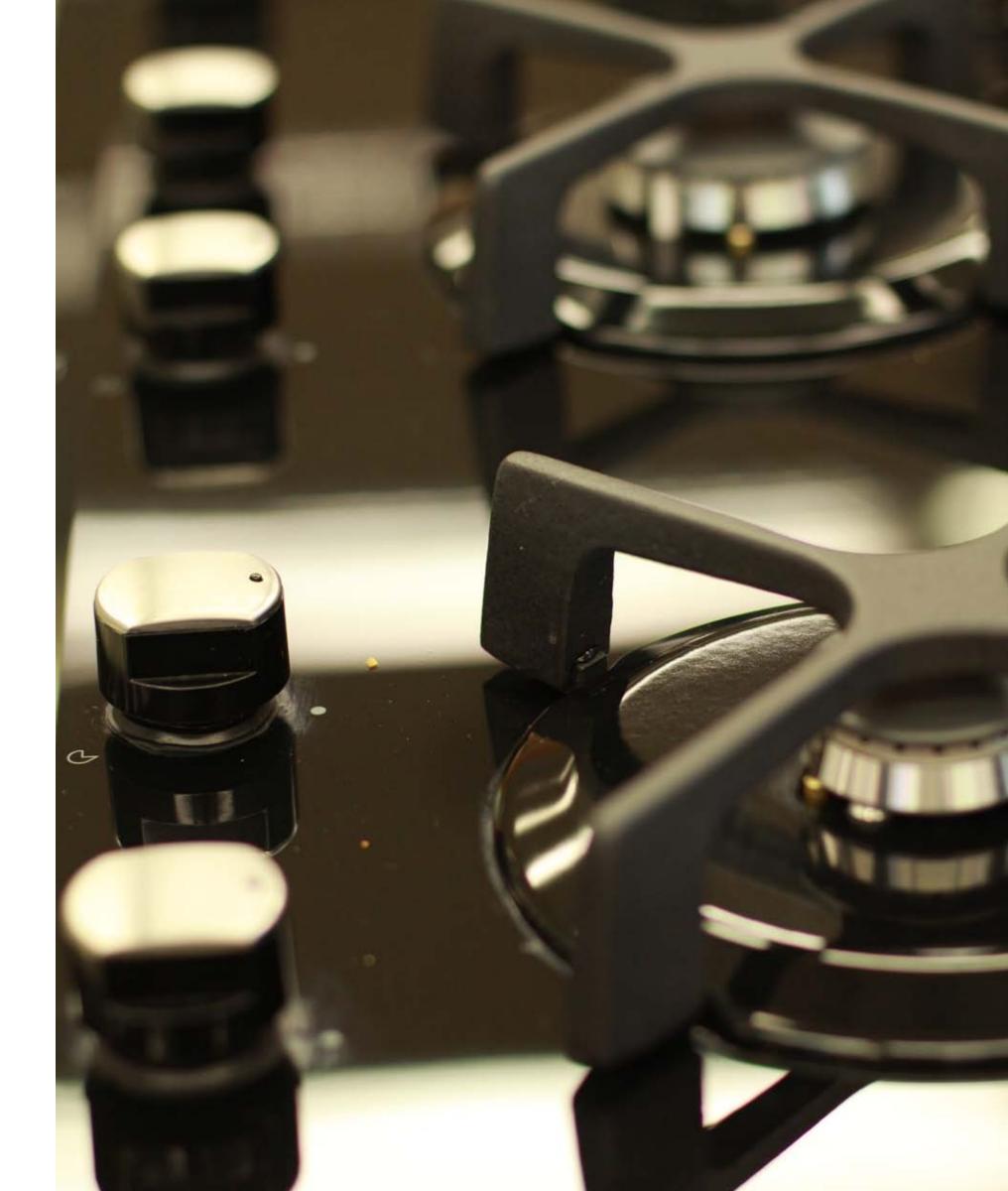
Economic and financial performance *G4-9*

In 2014, Whirlpool S.A.'s consolidated net sales totaled R\$9.659 million, up 3.47% over the R\$9.335 million recorded in the previous year. The result for the year, after interest in controlling and affiliated companies and before taxes, was R\$976 million (R\$1.025 million in 2013), corresponding to 10.10% of net sales (10.98% in 2013).

Net income for the year ended December 31, 2014 came to R\$709 million (R\$813 million in 2013), equivalent to R\$0.47 per share (R\$0.54 em 2013). The Board of Directors' Meetings held on June 3, 2014, November 5, 2014 and December 9, 2014, in accordance with provision of the by-laws, authorized the payment of dividends amounting to R\$1,113,020.

Value added distribution G4-EC1

	2012	2013	2014
Suppliers	57%	54%	53%
Employees	10%	10%	9%
Shareholders	5%	8%	8%
Government	23%	23%	25%
Reinvestment	5%	5%	5%



RISK MANAGEMENT G4-2

The Company has a specific and dedicated area that monitors and evaluates on a daily basis the business exposure to possible risk factors, in order to define instruments to mitigate them and avoid their impacts.

Below are the main risks managed by Whirlpool. For further information on this management, read the 2014 Reference Form, item 5, at **goo.gl/fOcQ26** (only in portuguese).

Main financial performance risks

The Company is exposed to commodity price fluctuations, mainly copper and aluminum, which may affect the operating and financial results.

Besides, the exchange rate variation risk may affect the Company, because Whirlpool exports around 20% of its products to customers abroad and imports part of its products and raw material from suppliers or related parties in foreign currency.

With this scenario, also including the interest rate variation risk, the Company's management is responsible for measuring, monitoring and mitigating financial risks deriving from these exposures. For such purpose, it uses derivative financial instruments with the purpose of managing the risks and protecting the Company's cash flow, assets and liabilities from the commodity price volatility and foreign exchange variations.

In addition to financial, tangible, measurable and formalized risks considered in the Company's risk management, Whirlpool also monitors, identifies and manages potential risk factors related to the availability of human and environmental resources essential to its operations, to the compliance with applicable social and environmental legislation, and to the social and environmental changes and improvements in the communities and markets where it operates. For more information, refer to Chapters **Engaged people** and **Building the future** in this report.

ETHICS AND COMPLIANCE G4-56

Whirlpool's operations are guided by ethics in relations and compliance with applicable regulations.

To ensure proper conduct of employees, the Company prepared its Code of Ethics — to which all employees must commit— summarizing its 15 Global Compliance Policies. The document defines the personal and professional behavior of the employees in all countries where Whirlpool operates, stating what the Company considers acceptable in topics such as negotiations, disclosure materials, product manuals, customer and supplier relationship, and involvement in political activities.

Upon hiring, the employees receive a printed version of the document, also available digitally at the Company's internal portal, which must be read during the integration event and then signed, being a proof of employees' commitment to its content. In addition, the Company's executives must reinforce every year their commitment to the 15 Global Compliance Policies by signing electronically the Management Questionnaire form, which lists behaviors expected from a leader while performing their duties, especially in people relations and corporate processes.

During 2014, more than 50 on-site training events of around five-hour-duration each were provided to Company's executives about the Code of Ethics and the Global Compliance Policies. Also, two online training events were provided about anti-corruption and money laundering.

The Company's strategic level also received training through eight compliance workshops about the Global Compliance Policies and the role of medium and senior management in disseminating among employees and making them committed to Ethics culture and the correct way of making business.

BUSINESS CONDUCT

ETHICS AND COMPLIANCE

In 2014, in addition to training, Whirlpool's Compliance and Corporate Ethics area carried out more than 15 communication initiatives about the topic, which were concluded with the Compliance Day, an event conducted in every unit in Latin America, with the participation of professor and philosopher Clóvis de Barros Filho who spoke on ethics in personal and professional lives. As a result, the employees in the administrative area considered these Compliance communication initiatives the Company's actions of most relevance and quality in the year, with more than 350 positive comments — 94.5% MQCI.

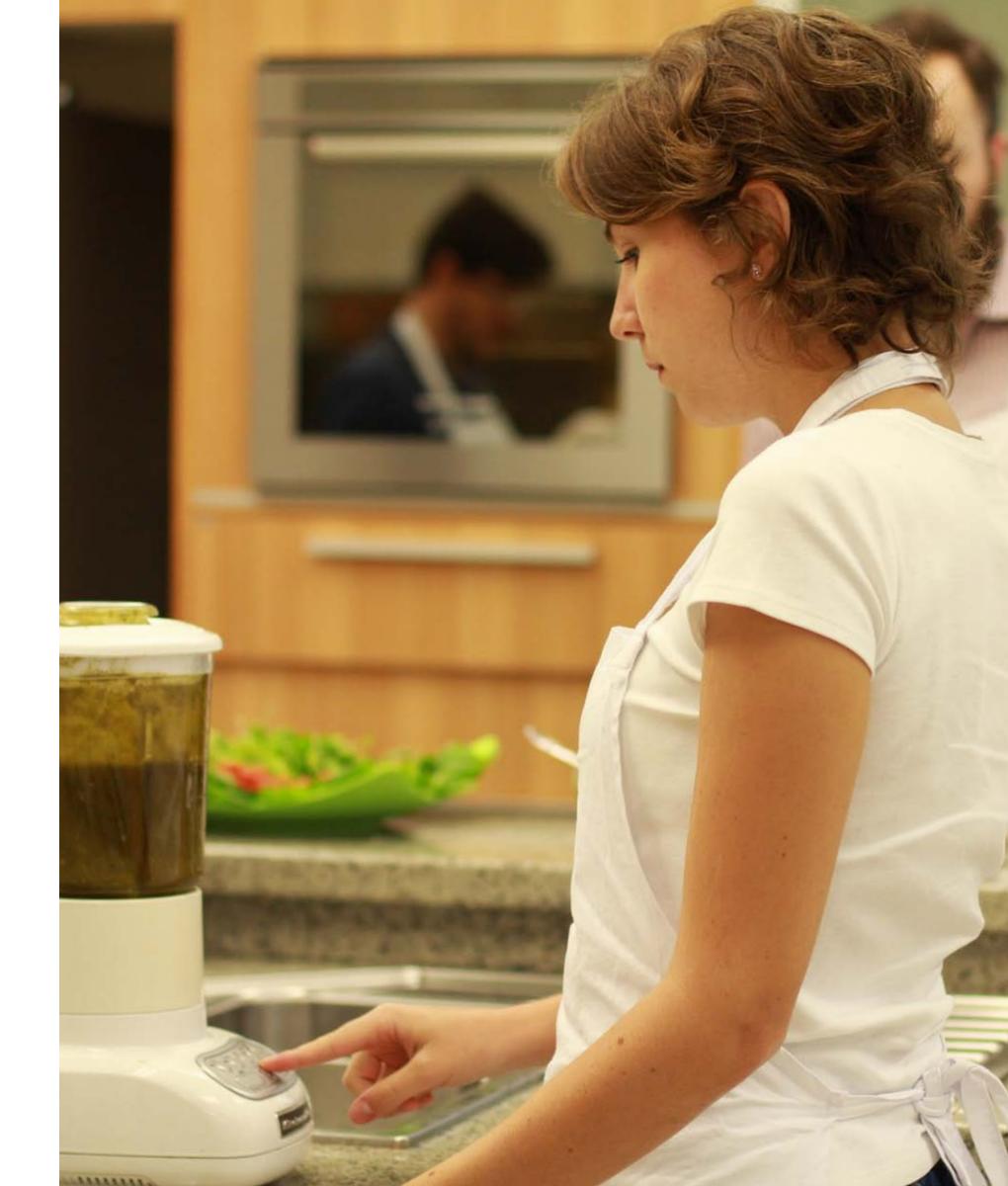
Hotline services

Whirlpool's Code of Ethics also discloses the Company's hotline — telephone number, postal address or online portal access — dedicated to receive complaints regarding practices in disagreement with the Compliance Policies. This hotline, which ensures confidentiality, forwards the reports to the commission that analyzes ethics-related events in the Company. This multidisciplinary committee meets every week and is composed of Compliance, Audit, HR, and Corporate Security representatives to investigate possible nonconformities.

However, the Company strongly encourages managers and employees to solve alleged unfair conflicts or situations by open conversation, having the Company's HR department to mediate in case of doubts or complaints.

To regulate supplier relations, the Company developed in 2008 the Supplier Code of Conduct, through which the partner companies commit to ethically develop their business and operations.

The Legal Executive Office is responsible for leading and managing ethics and compliance. Two ethics committees are designed to oversee everyday ethics-related events, one for Brazil and other for the other countries in the Latin America region.



SUSTAINABILITY STRATEGY 64-56

Sustainability is part of Whirlpool's corporate DNA since the beginning. It serves as guide for a mature business management and is crucial for the achievement of good results and business longevity.

The continuous efficiency improvement is not an option for the Company, but the essence of its operations. It includes from saving natural resources — water, energy, raw materials — until reducing greenhouse gas emissions, creating more efficient products and properly managing waste.

Thus, sustainability is present and naturally incorporated into all business steps: planning, regulatory requirements positioning and possible crises, product manufacturing and after use, as well as in daily activities of more than 16,000 employees.

The Sustainability Committee plays an important role, holding quarterly meetings to define strategies, choose priorities and decide over sustainability management; so do the Sustainability Educators, who developinitiatives in all units with the purpose of ensuring the dissemination of the topic, disclosing good practices, identifying opportunities and ensuring that annual sustainability goals are attained.

Throughout the report, this concept is shown in practice, with the description of Whirlpool's initiatives and management based on the six main pillars for the building of an innovative, sustainable and possible future.

ENERGY EFFICIENCY RESTRICTED SUBSTANCES WASTE REDUCTION MINIMIZATION Sustainability strategic pillars Whirlpool **SUSTAINABLE SOCIAL USE OF WATER** DEVELOPMENT **CARBON EMISSIONS REDUCTION**

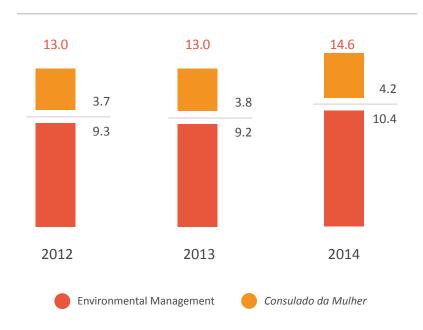
Given the importance of sustainability and its significant relation with the business, Whirlpool's Sustainability Committee is composed of six executive offices — Sustentainability, Marketing, Human Resources, Product Development/Innovation, Supply, and Legal — and the Sustainability Executive Office, and other executive offices invited ocasionally.

SUSTAINABILITY STRATEGY

In 2013, Whirlpool prepared a qualitative analysis of organization's most relevant sustainability aspects within its strategic pillars, and defined, upon approval and participation of the Sustainability Committee, its sustainability action map and priorities for the period between 2013 and 2015.

The highlights are the initiatives on rational use of water, energy efficiency, social development, and reduced use of restricted substances. For information on these initiatives and their results, refer to Chapters Building the future and Engaged people.

G4-EN31
INVESTMENTS IN SUSTAINABILITY STRATEGIC
PILLARS (Millions of R\$)



Investments in environmental management by category (R\$ million)*

	2013	2014
Environmental prevention and management costs: investments, consulting, legal rates, and payments to Environmental Management teams.	4.6	4.9
Waste disposal, emission treatment, and remediation costs: it includes operation and maintenance, disposal and transportation	4.6	5.5
TOTAL	9.2	10.4

^{*} Information on investments includes operations in Brazil and Argentina.

Voluntary commitments *G4-15*

Whirlpool's sustainability management also aligns itself with Brazilian and global initiatives for sustainable performance that creates value. The Company reaffirmed the following public commitments:

GLOBAL COMPACT

Whirlpool is signatory of UN's initiative aimed at stimulating organizations to adopt universally accepted core values in the areas of human rights, labor relations, environmental protection and anti-corruption, through the pursuit of the Ten Principles. Whirlpool's contribution to the accomplishment of the Ten Principles is described at goo.gl/L5A22m



NA MÃO CERTA (IN THE RIGHT HAND) PROGRAM

The Company is signatory of the program that establishes, since 2006, an alliance companies against sexual exploitation of children and adolescents in Brazilian highways, proposed by Childhood Brasil (Brazilian organization which is part of the World Childhood Foundation) and Instituto Ethos. At the end of 2013, the coalition summed 1,465 signatory companies.



In addition to the financial support to the project, Whirlpool raises awareness of carriers that provides services to the Company. At the end of 2014, a total of 61% of the 40 companies that serve the Company were signatories of the program. More information on the pact is at namaocerta.org.br/pacto.php (only in portuguese).

BRAZIL GHG PROTOCOL PROGRAM

Whirlpool joined the initiative — maintained by Fundação Getúlio Vargas' São Paulo Business Administration School Sustainability Study Center — that fosters corporate culture of disclosing greenhouse gas emission inventories.



Since 2008, Whirlpool discloses annually its inventory through Brazil's Public Registry of Greenhouse Gas Emissions online platform using the GHG Protocol International methodology. The inventories are disclosed at **registropublicodeemissoes.com.br/index.php/participante/113** (only in portuguese).



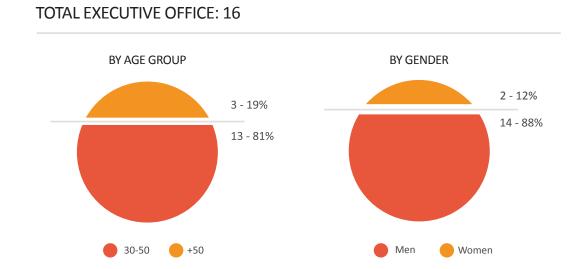
EMPLOYEES

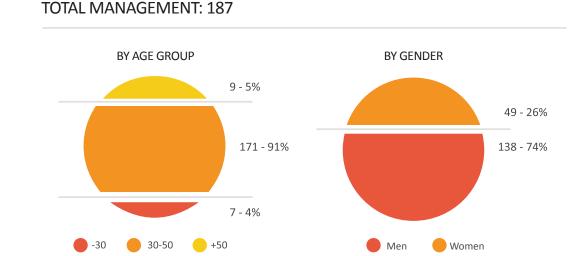
Whirlpool's people management strategy is designed to develop employees, recognizing their performance, and valuing diversity, in order to create a friendly work environment to engage and retain talents.

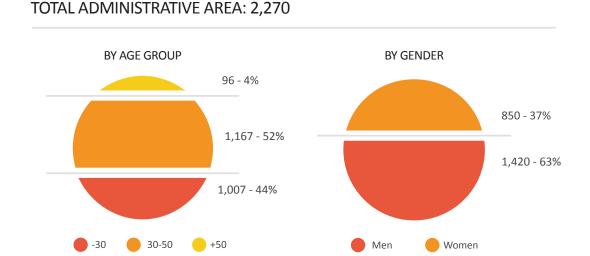
In 2014, Whirlpool signed a pledge of "10 Company's Commitments Promoting LGBT Rights", an initiative developed since 2013, through its participation in a forum composed of companies. The Guide with the Commitments was sponsored by the ILO (International Labor Organization), UNAIDS and UNDP (United Nations Development Program) aimed at promoting actions that value practices and attitude towards promotion of LGBT rights.

Below are Company's employees profile and initiatives towards development and recognition.

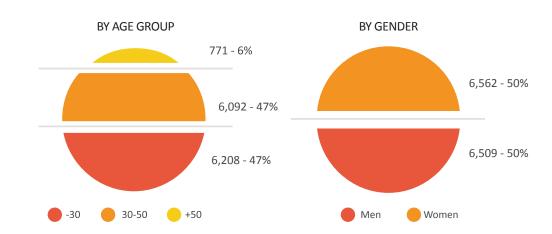
EMPLOYEES PROFILE G4-9 G4-10 G4-LA1 G4-LA12













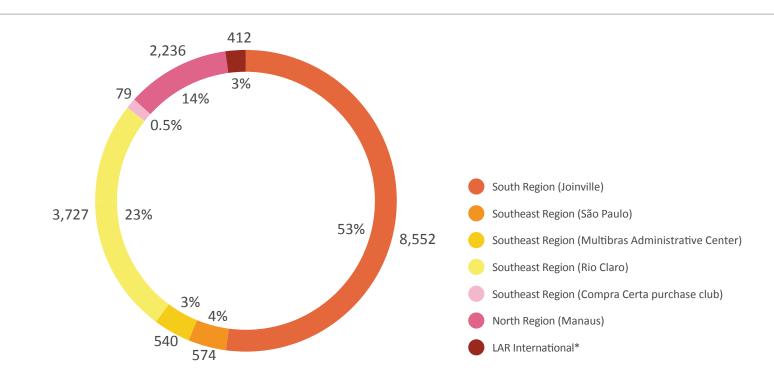
+ 27 trainees + 101 interns + 36 apprentices + 412 in LAR international operations

A TOTAL OF 16,120 EMPLOYEES AT THE END 2014

Whirlpool Latin America | 2013/2014 Sustainability Report

EMPLOYEES

EMPLOYEES BY REGION



^{*} Includes Whirlpool Latin America employees in Latin America's countries in which the Company operates (except for Brazil), and the Miami unit in the United States.

From the total number of employees, only 137 were hired under term employment contract (interns and apprentices). The remaining employees were under at-will employment contract. Concerning working hours, only 36 employees apprentices were part-time and, the remaining employees, were full-time.

With regard to inclusion of minorities, Whirlpool staff included 624 people with disabilities (3.9% of total number) and 793 black people (4.9% of total number).

G4-LA3

Among the employees that took parental leaves, retention rate one year or more after the leave was 82.4% in 2013 — of a total of 779 employees — and 81.7% in 2014 — of a total of 815 employees.



EMPLOYEES

Training and development

G4-LA9 G4-LA10

Whirlpool offers training and education programs for employees in all levels of operations, with the purpose of stimulating professional development — thus having human capital necessary to seek efficiency and innovation improvements.

Below are the Company's main programs:

ESCOLA DE LÍDERES (SCHOOL OF LEADERS)

Purpose: Leadership alignment with the Company's strategy and values.

Public: executive officers, managers, chiefs/specialists, manufacturing supervisors, trainees and

former trainee analysts.

Units in Brazil: Administrative Center, São Paulo, Rio Claro, Joinville, and Manaus.

Units abroad: United States — Miami, Argentina, and Colombia.

FÓRUM HMM (HMM FORUM)

Purpose: To have discussions led by senior leaders based on theoretical material from Harvard

University.

Public: managers, chiefs/specialists, and former trainee analysts.

Units in Brazil: Administrative Center, São Paulo, Rio Claro, and Manaus.

SUPER 100

Purpose: To train hourly employees based on Strategic Competences.

Public: factories' hourly workers and facilitators.

Units in Brazil: Rio Claro, Joinville and Manaus.

SISTEMA DE GESTÃO INTEGRADA (SGI) [INTEGRATED MANAGEMENT SYSTEM] TRAINING

Purpose: To train employees on SGI requirements and procedures.

Public: factories' hourly workers.

Units in Brazil: São Paulo, Jaboatão dos Guararapes, Rio Claro, Joinville and Manaus.

EDUCAÇÃO DE JOVENS E ADULTOS (EJA) [YOUTH AND ADULT EDUCATION]

Purpose: To provide education for employees and improve their career development potential.

Public: factories' hourly workers.

Units in Brazil: Joinville.

WHIRLPOOL UNIVERSITY

Launched in 2013, it offers four educational fronts — Whirlpool Academy, Business Academy, Functional Academy, and Leadership Academy — with the purpose of preparing employees to obtain excellent results in their current positions and potential future.



Whirlpool Academy

Disseminates the mission, vision, principles and values that underline Company's culture.



Business Academy

Develops competences related to the business and the systemic and strategic vision.



Functional Academy

Aligns functional development with Whirlpool's strategic competences in the medium and long term.



Leadership Academy

Develops leaders and future leaders for management positions.

EMPLOYEES

G4-LA11

In addition to training programs, all Whirlpool employees are submitted to performance and potential evaluation. Evaluations processes for hourly employees and administrative employees are different, as follows:

AVALIAÇÃO DE DESEMPENHO HORISTA (ADH) [HOURLY EMPLOYEE PERFORMANCE EVALUATION] Applicable to hourly employees serving the Company for at least three months, it includes aspects such as practice of Company's values, behavior (commitment and initiative, attendance and safety practices) and results (quality, productivity, and lean manufacturing practices). ADH is conducted at least once a year and is used to raise salaries, stimulate growth in hourly employment career, and give scholarships.

PROGRAMA DE MONITORAMENTO DE PERFORMANCE (PMP) [PERFORMANCE MONITORING PROGRAM]

Applicable to all active administrative employees, it is conducted annually divided into three major phases: establishment of goals, monitoring throughout the cycle (half-yearly feedbacks) and individual performance evaluation (final evaluation). After individual evaluation, a joint committee compares peer performance and prepares a final evaluation.

PMP evaluates five criteria jointly referred to as Extraordinary Performance & Results (EP&R) — Results versus Objectives, Job Scope, Practice of the Company's Values, Leadership, and Talents & Development —, assessing which and how goals were attained.

PLANO DE DESENVOLVIMENTO INDIVIDUAL (PDI) [INDIVIDUAL DEVELOPMENT PLAN] Applicable to all active administrative employees, PDI is prepared throughout the year by the employee and its manager, with the purpose of addressing development points and enhancing employee's strengths.

SUCCESSION PLANNING (POTENTIAL EVALUATION)

Applicable to employees that range from senior personnel (analysts, engineers and equivalents) until vice presidents, the professionals with potential to succeed and assume higher positions were identified in 2014. The process was made by a joint committee by the hierarchical level immediate above the evaluated group, identifying successors and then using a methodology to verify mapping coherence with the previously identified potential. With the process, the Company identified potential for vertical growth, readiness to assume a higher position (for whom have this potential), and data to prepare employee's feedback and PDI.

Workplace Environment and culture *G4-HR2*

Whirlpool continuously monitor, through internal and external surveys employee engagement and satisfaction. This is essencial to strengthen their motivation, thus ensuring good business development. Based on survey results, improvements plans are formulated to each unit.

Administrative employees answer the global employee engagement survey, operational employees also take part in the Workplace Environment Survey.

The Company also carries out the Culture and Values Project, aimed at disseminating its vision, mission and values among employees. The project organizes workshops to ensure that all employees are aligned with the Company's commitments to sustainability, such as the promotion of human rights, diversity and inclusion, ethics and respect. Between 2013 and 2014, a total of 386 managers were trained in on-site workshops, and 637 employees did online training modules in 2014.

EMPLOYEES

Health and safety

Promoting employees' health and safety is priority in Whirlpool's operations and is crucial to maintain skilled and engaged employees and to manage business risks.

Given the great importance of this aspect, the Company adopts globally accepted rigorous engineering and control standards and monitors monthly health and safety indicators, with the active participation of the CEO and vice presidents of the Company.

Whirlpool develops training programs and promotes the adoption of the best practices of occupational health and safety in all operations, underlined by a preventative culture which is known and put into practice by all employees. Management systems comply with and are certified by the standard systems ISO 9001 (Quality Management), ISO 14001 (Environmental Management) and OHSAS 18001 (Occupational Health and Safety Management). These committees helped to consistently reduce the number of occupational accidents.

G4-LA5

To guide the Company's operations on these topics, Whirlpool has 14 formal safety and health committees composed of 2,197 employees. These committees helped to consistently reduce the number of occupational accidents.

G4-LA6

In five years, the Company reduced 75% of injury rate and 88% of the number of days away from work case, closing 2014 with an injury rate with and without days away at 0.32. Days away rate also had an expressive fall of 86%, coming to 1.24.

Absenteeism rate totaled 3.79 in 2013 and 4.38 in 2014, including only the manufacturing units and also the hours away from work because of maternity/paternity, family deaths and scolarship.

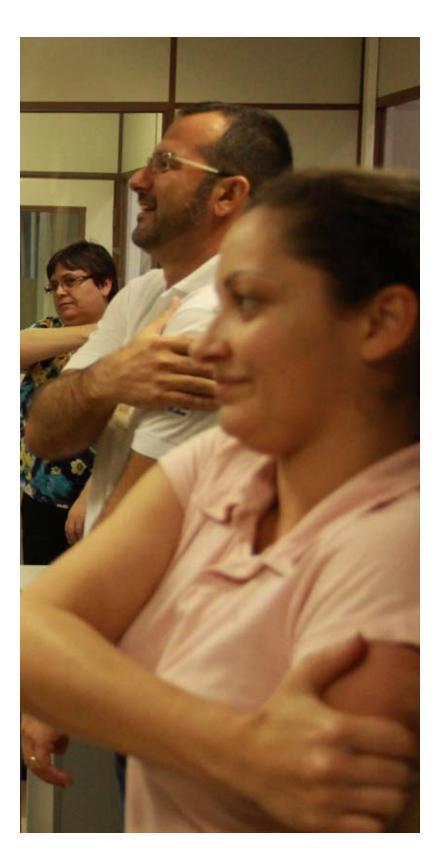
In 2014, for the fifth consecutive year, neither occupational fatalities nor occupational illnesses were recorded.

HEALTH AND SAFETY INDICATORS (*) (**)



^{*}Health and safety rates comply with the US Occupational Safety and Health Administration (OSHA).

^{**} Includes LAR International information, which includes, in addition to Brazil, Latin America's countries in which the Company operates, and the Miami unit in the United States.



SUPPLIERS *G4-12 G4-56 G4-EC8 G4-LA14 G4-HR1 G4-HR5 G4-HR6 G4-HR10*

The relationship between Whirlpool and its suppliers is based on trust and the pursuit of mutual development, both stuck to the same principles to ensure the quality and sustainability in the Company's entire product chain.

Whirlpool Corporation Supplier Code of Conduct establishes rules for supplier relationship and management. All suppliers must agree with this code before being hired and annually for contracts renewal.



In Brazil, Whirlpool has around 500 direct suppliers (whose materials are directly used in product manufacturing) and about 3,000 suppliers of indirect materials and services.

Among the commitments required by the Code are the respect to human rights, labor relations, health and safety, environmental protection, and ethics through anti-corruption initiatives. For more information on the Code, go to suppliers.whirlpool.com/pub/Suppliercodeofcoduct.html

In addition, Whirlpool developed a Suppliers Excellence Program to share good practices and stimulate sustainability management in the entire supply chain. Between 2013 and 2014, around 90% of direct suppliers (measured based on total purchase amount) were audited within the scope of the program.

Below are the main initiatives aimed at promoting sustainability and excellence in supply chain.

1. Monitoring

Integrated Supplier Management System (SGIF)

Since 2004 for direct suppliers and in 2011 for indirect suppliers, this system evaluates the performance with regard to quality, safety, health, environmental and social responsibility standards required by Whirlpool.

Whirlpool intends to audit all critical suppliers through the system and support them in the pursuit of better performance based on the Company's strategic sustainability pillars.

2. Stimulating and developing

Exchange of knowledge

Whirlpool organizes workshops with its suppliers to discuss and exchange knowledge on sustainability-related aspects, in order to find out better and more efficient ways to manage social and environmental topics in supplier relations.

3. Recognizing

Supply Chain Sustainability Award

The Company receives case studies from suppliers, regarding sustainability practices and recognizes the best ones which are aligned with its six sustainability pillars.

SUPPLIERS

In 2013, the first cycle of Whirlpool's Cadeia do Aço (Steel Chain) Program was concluded. It aims at conducting audits in suppliers and subcontractors in the steel production chain, basic raw material for home appliances, including suppliers of coal and iron ore, with the purpose of verifying how these suppliers are complying with environmental and social responsibility requirements, such as the respect to human rights and indigenous people, and the rejection of slave and child labor.

Since 2009, when it began, 13 industry companies were submitted to first audit (in 2011) and second audit (in 2013), which did not reveal serious irregularities, but appointed improvement opportunities in the compliance of legal requirements. In 2013, an event was conducted to certify the participants of the project, with the presence of the Company's senior management, its audited suppliers and subcontractors, government agencies and the press.

Since 2012, the Company has also promoted the Whirlpool Supply Chain Sustainability Award, which, in addition to recognizing the companies with the best sustainability initiatives, intends to increasingly develop supply chain, engaging partners to the topic, thus intensifying their contribution to the sustainable development.

Whirlpool's suppliers eligible to participate in the Award are those that provide raw material, services or parts which were audited and were classified under the Grow category. Case studies were evaluated by an internal committee formed by specialists, which are scored based on their alignment with Whirlpool's strategic sustainability pillars.

In 2013, a total of 38 companies competed for the Award, presenting 55 case studies aligned with Whirlpool's sustainability pillars. The award ceremony was carried out in the Supplier's Day, in November, with eight winners and one supplier of the year, which had the opportunity to present its case study.



GOVERNMENT 64-16

The relationship between Whirlpool and the governments of where it operates is based on enforcement of law, the code of ethics and the Whirlpool Leadership Model — document that establishes the role of Whirlpool as one of the leaders in the development of public policies and solutions for the industry as a whole.

With this in mind, the Company has representatives in the *Associação Nacional de Fabricantes de Produtos Eletroeletrônicos* (Eletros) [Brazilian Association of Manufacturers of Electronics], leading and stimulating discussions among companies in the home appliance industry and, through the Association, taking to the government and other stakeholders proposals for public policies for the industry development.

Between 2013 and 2014, Whirlpool contributed to the discussion of the following aspects:

Payroll tax cut — This is to benefit companies with large workforce, since employment is a direct indicator of a company's contribution to the Brazil's economic and social development;

Excise Tax (IPI) — With lower rates collected in the industry, the domestic product can be offered at better prices in comparison with the imported good and have its energy efficiency improved;

Whirlpool and its companies are not allowed to make contributions or donations to political parties or candidates, as per provision of the by-laws, in order to ensure independency with regard to possible political interests.



GOVERNMENT

Plan for compliance with the National Waste Management Policy – a model that was deemed appropriate for all Brazilian regions was submitted to the Government. For the regions far from major centers — where reverse logistics is more challenging —, it was proposed a gradual implementation schedule.

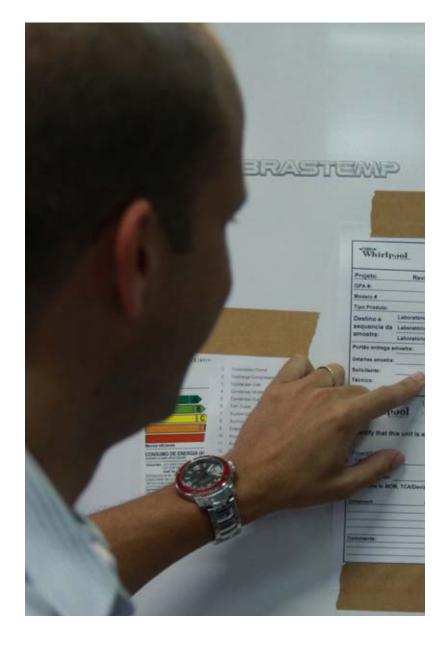
To prepare the model submitted to the Government, Whirlpool worked directly at the *Associação Brasileira de Reciclagem de Eletroeletrônicos e Eletrodomésticos* (ABREE) [Brazilian Association for Recycling of Electroelectronics and Homeappliances], which was grounded in 2011 as a result of the Company's effort to establish an effective operation for the industry's reverse logistics. With this purpose, ABREE has made electroelectronics logistics reverse campaigns in important cities in Brazil (São José dos Campos and Niterói in 2013 and Jundiaí, Porto Alegre and Fortaleza in 2014). This knowledge has guided ABREE's operational strategy and have been used as an important base for the discussions with the government over the sectorial agreement. Such information on this topic which is still rare in Brazil is already being presented in congresses and seminars in Brazil and abroad.

Programa Brasileiro de Etiquetagem (PBE) [Brazilian Labeling Program] – The *Instituto Nacional de Metrologia, Qualidade e Tecnologia* (Inmetro) [National Institute of Metrology, Quality and Technology], with the participation of Eletros, has developed increasingly rigorous criteria to classify the performance of home appliances, in order to raise the level of energy efficiency of Brazilian products. By promoting this process, Whirlpool endorses that the highest the energy efficiency of products, the lowest the taxes, so that the products can be more accessible to different consumer markets.

Research and Development –

Whirlpool enables and establishes partnerships with several universities and research centers, with the support of two Brazilian laws: the Brazilian Technology Innovation Law and the Law for the Good. They allow the Company to allocates funds which would be destined to income tax payment to finance innovation and research and development projects.

It also maintains constant partnerships with government agencies focused on innovation: Financiadora de Estudos e Projetos (FINEP) [Financing of Studies and Projects], the Brazilian Development Bank (BNDES), Fundações de Amparo à Pesquisa (FAPEs) [Research Support Foundations], the CNPQ [National Council for Technological and Scientific Development], and Serviço Nacional da Indústria (SENAI) [National Service for Industrial Training].



G4-EC4



In 2014, in partnership with Instituto Euvaldo Lodi (IEL)/Conselho Nacional de Desenvolvimento Científico Tecnológico (CNPQ)[National Council for the Scientific and Technological Development], Whirlpool promoted the dissemination of the Innovating Talents program, which aims at increasing the number of professionals trained in innovation activities in the corporate industry. The Company is the second most active organization in Brazil in the program, with the approval of 42 projects and 51 scholarships up to the end of 2014.

INSTITUTO CONSULADO DA MULHER

Whirlpool focuses its social investments on the promotion of women's entrepreneurship and empowerment. For that reason, it created in 2002 the Instituto Consulado da Mulher (Women's Consulate Institute), a public interest social organization sponsored by the Company and associated with Consul brand.

Consulado supports low-income entrepreneurial women with little formal education that live in vulnerable communities located in the outskirts of large cities or the countryside in all regions of Brazil. Through an advisory process focused on income generation, knowledge and resources are deployed in order to contribute to improved quality of life.

During (advisory) Before After (prior advisory) (consulting) Application of Collective meetings Gradual reduction to discuss solidarity methodology, of activities and guided by the application of PDCA economy and identify PDCA Cycle* interested people by the entrepreneurs themselves 6 months on average Up to 1 year 2 years



Since it was founded in 2002, the Instituto Consulado da Mulher has already benefitted more than 33,000 people, 95% of them being women. In 2013 and 2014, Whirlpool* invested R\$8.0 million, which were used to empower women, in more than 100 popular projects each year. Together, these small businesses generated revenue of R\$13.2 million and benefited more than 6,500 people.

These figures mean that each **R\$1.00** invested by Whirlpool in the Instituto Consulado da Mulher generates **R\$1.70** for the economy of benefited communities.

^{*} Four-step continuous improvement tool (Plan, Do, Check, Action)

^{*} Investments made by Whirlpool S.A.

SOCIETY

In 2014, Instituto Consulado da Mulher received the Ruth Cardoso Medal — granted by the São Paulo State Council for Female Conditions to projects aimed at empowering women — and was recognized by the Santa Catarina State Legislature as an active organization in the pursuit of the Millenium Development Goals, mainly the number 3, which is "to promote gender equality and empower women." To read more, participate and support Instituto Consulado da Mulher, please access the website: **consuladodamulher.org.br**

Advised social projects are located in 17 Brazilian states. In the regions where Whirlpool has factories, Consulado's technical team acts directly with the projects. In other places, the same methodology is used by partner social organizations, which provide advisory to the projects in the cities where Consulado does not have its own team.

Instituto Consulado da Mulher in figures

YEAR	NUMBER OF PROJECTS	TOTAL REVENUE (MILLIONS OF R\$)	PEOPLE GENERATING INCOME	DIRECT AND INDIRECT BENEFICIARIES*
2010	174	3.6	1,344	5,300
2011	169	5.9	2,306	6,900
2012	160	6.5	1,851	8,000
2013	122	7.8	1,596	6,500
2014	108	5.4	1,570	6,300

^{*} Dependants from income generated by the project. Because the projects involve female heads of households, the benefits include all their dependants. 93% of directly benefited people are women.



2013/2014 Highlights

two editions of the Work Factories Award, in 2013 and 2014, which selected 30 projects in 2013 and 20 projects in 2014 in food and laundry areas, featured by women from 12 Brazilian states. The selected projects were awarded home appliances for production and technical advisory of the institute. In addition, the ten projects awarded in 2013 and the ten best projects in 2014 received a capital contribution to invest in basic infrastructure improvements.

FROM JANUARY TO SEPTEMBER 2014, the Madeira River located in the North region of Brazil was hit by its all-time most severe flood, leaving thousands of people homeless or dislodged, mainly those living near the river and in isolated communities. In partnership with Fundação Amazonas Sustentável – FAS [Sustainable Amazonas Foundation], the *Instituto Consulado da Mulher* supports the recovery and adaptation these communities by stimulating the cultivation and processing of açaí palm. Through the partnership, the institute donated freezers to store the production, in addition to providing analyses and training on entrepreneurship topics, in an effort to strengthen income generation in communities.



NEW learning spaces named *Oficina do Sabor* (Flavor Shop) managed by entrepreneurs supported by Consulado da Mulher were opened in the Whirlpool São Paulo Administrative Center.

THE FIRST **Manaus Christmas Fair** was conducted, in which 14 projects advised by the institute sold their products at the Whirlpool factory, reaching a total sales of R\$5,000.00.

its **Advisory Board**, composed of independent executives who do not serve Whirlpool, aimed at supporting the definition of best strategies, contributing to the development of organization's social goals.

In addition to increasing income of beneficiaries, the institute monitors periodically **qualitative management indicators**, such as Labor Conditions, Self-Management Ability, Emancipation Structure, Gender Relations, and Environmental Responsibility. Entrepreneurs must be aware of the importance of these indicators and their improvement during the advisory process, so that favorable conditions are created for the longevity of the projects after the conclusion of the advisory.

SOCIETY

Sharing to empower

Institute's methodology is certified as social technology by Fundação Banco do Brasil and UNESCO, and in 2012 was structured in a basic advisory guide for popular and solidarity projects. To get information on the methodology, go to http://goo.gl/yQDTxA (only in portuguese).

Consulado da Mulher is also part of World Bank's Jobs Knowledge Platform, which recognizes social projects of excellence in the whole world. For further information, go to **goo.gl/SKOGJF**

In 2014, the highlight was the launch of the book Mulheres que Fazem História (Women that Make History), developed by the institute in partnership with Brazil's Museum of the Person, that tells the stories of 30 benefited women entrepreneurs. The book is available at goo.gl/AtqY6z

Corporate volunteerism

In 2014, Whirlpool consolidated its Volunteer Project, which aims at offering corporate actions that promote social and environmental development, having its employees as volunteers.

Trainees lead the Project for two years — in addition to their regular activities —, forming a multifunctional committee that defines the Project's governance and priorities, as well as global initiatives aligned with Company's vision.

The first initiatives were the blood donation campaign in São Paulo, with the participation of 60 volunteers, and the donor of 90 Christmas hampers to old aged support institutes.

For 2015, the Project will focus on three pillars: **good education for everyone, improvements on life standards, and environmental sustainability.**



CONSUMERS

Through its brands, Whirlpool serves millions of Latin American customers of diverse profiles, needs and expectations. But the purpose is the same for each of them: to offer quality products that satisfy all consumers and promote their quality of life and good moments.

This guides the business and its structure from the innovation process to create more efficient products with the lowest environmental impact and the best features, including selection of suppliers and manufacturing in factories, until after-sales service, which is essential to maintain customer satisfaction.

Products *G4-9*

Whirlpool manages its product portfolio based on the ongoing creation of innovative offers that exceeds customers expectations, providing them with special design, simplicity, convenience, durability, sustainability throughout the product's life cycle and excellence in after-sales service.

Developed within these principles, around 340 products were launched in 2013 and 2014, more than three launches per week on average, for a total portfolio of 838 products in Brazil at the end of 2014.



To read more about Whirlpool's management, production and innovation processes that aim to take quality products to the consumers, refer to the Chapters Building the future and Engaged people.

G4-PR1 G4-PR3

Whirlpool has a Global Product Safety Policy applicable to all products, accessories and services in all regions, businesses and operations, in order to ensure consumer safety.

The guidelines of this policy assure, for example, that all the products developed, manufactured and sold meet all product safety standards applicable to the markets in which the Company operates, as well as the Company's internal safety standards.

The compliance with the policy is evaluated through audits during development phases and failure simulation tests before the products are introduced in the market. Tests include product electromagnetic radiation, predictable misuse, forced failure, and evaluation of the product manual which includes, for example, information related to user safety, warning about the risks and describing the proper way to use the product.

CONSUMERS

Innovation

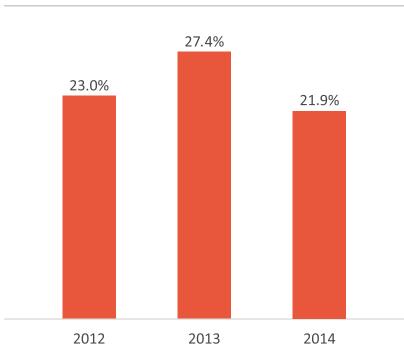
Innovation is one of the core pillars for the business sustainability, given that 20% of the Company's sales come from innovative products. For that reason, the Company systematically promotes innovation in products and processes through tools based on the design thinking methodology, which are structured in the Consumer Solution Process (CSP).

What ensure success in innovation are the focus on customer since the beginning of a solution development and the multidisciplinary actions of several Company's areas during the process.



Innovation culture brings Whirlpool a step ahead in the industry, with the launch of products that at the same time have unique features, stimulates consumers and improves their everyday lives, and have potential to generate value to shareholders.

iREVENUE* REVENUE FROM SALES OF INNOVATIVE PRODUCTS



* Data up to 2012 includes Lar International, because it was not stratified.

Methodologies support the product innovation process evaluation based on costs, ease in manufacturing and simplicity in analysis of failures and corrections.

In 2010, a tool began to be developed in partnership with the University of São Paulo (USP) named Design for Environment (DfE). The tool is aimed at evaluating the environmental performance of a sample of new products selected during the Project Development phases. Throughout recent years, the tool guided the projects into rational use of water and energy, recyclability and waste generation minimization. This tool considers product life cycle phases, including the production of raw material, use of product and its disposal, as shown in the examples below.

PRODUCT EFFICIENCY GAINS G4-EN7 G4-EN27

In 2014, Whirlpool launched products that provided its customers with natural resources consumption efficiency, mitigating environmental impacts:

8 KG CONSUL TOP LOAD WASHER

a class A energy efficient appliance featuring Water Recycling Economic Washing function, which saves up to 20,000 liters of water per year considering — according to the Fabric Care 2014 Habits and Attitudes study — a consumer who washes clothes six times per week at the maximum water capacity.



with energy consumption 8% better than the minimum required for class A energy-efficient products, with proper disposal of all waste generated during manufacturing and recycling rate of 89%.

Recycling rate calculation is based on a methodology that considers a loss ratio, both in product disassembly process and material and component recycling processes.

CONSUMERS

BRASTEMP DISHWASHER WITH 12 CLEANING CYCLES, which was selected as one of the products that save the greatest quantity of water in the *Disputa de Casas* (Household Race) campaign carried out in 2013 in the city of São Roque (state of São Paulo) and in 2014 in the city of Florianópolis (state of Santa Catarina), which stimulates careful use of water in homes. The dishwasher saves water at a quantity up to six times greater than manually washing dishes, as confirmed in a study conducted in 2014 by the Falcão Bauer Laboratory in São Paulo.



OPERATIONAL EFFICIENCY GAINS

The results obtained by Whirlpool's operations, directly linked to innovation and management processes and aiming at a sustainable future are detailed in the **Chapter Building the future**.

Authorized services (after sales) G4-PR5

Whirlpool Latin America is the major manufacturer of home appliances in Brazil, with an installed base of more than 100 million products. The consumer is at the center of all Company's processes, either in the development of new home appliances or in the after-sales service.

In 2014, Whirlpool began to consider and monitor new channels that register complaints, such as the Consumidor.gov. br, which aims at clearing up problems not solved by the traditional channels before the consumer register a claim in the State Consumer Protection and Defense Agency (Procon) or the Court. Being the first company in the industry to doing so, Whirlpool aims at expanding its relationship and contact with

In 2014, the Company was the only large company that manufactures home appliances to be granted the *Selo Ótimo* (Seal of Great Company) of *Reclame Aqui* (Complain Here) website, raising two satisfaction levels within one year.

consumers, thus speeding up the resolution of possible problems and gaining customer satisfaction.

With the purpose of providing the customer with services of excellence, Whirlpool invests constantly in training for all customer service team, technicians and engineers, and in the frequent review of procedures. The recognitions achieved in 2014 are an evidence of this. The Company was granted the Companies that Respect Customers award from the Consumidor Moderno magazine, and ranked 20th in good customer service ranking according to survey conducted by the Instituto Brasileiro de Relacionamento com o Cliente (IBRC) [Brazilian Institute for Customer Relation] in partnership with Exame magazine, the third consecutive year that the Company improved its position in the ranking when compared to previous year.

Another proof of quality in Company's customer service is the *Sistema Nacional de Informações de Defesa do Consumidor* (SINDEC) [Brazilian Consumer Protection Information System], an automated system that integrates processes and procedures related to consumer service in Procons, in order to provide a proper

management tool. The number of Procon bases integrated into Sindec is growing constantly: in 2013 and 2014 it was 45% greater and every month new agencies include their information in the national data base. In this scenario, Whirlpool's resolution rate was 64% in 2013 and 74% in 2014.

In 2013 and 2014, despite the increase in demand for services due to the hot summer and the high usage of some products, the Company recorded an improvement in performance indicators. During the period, the time to repair a product was reduced, and the percentage of complaints had a slight decrease between 2013 and 2014, even when the number of work orders increased 12%, assuring a positive year result.

Whirlpool also conducted the Net Promoter Score (NPS) survey, which measures the customer satisfaction with the service and the brands. This data is used only internally and helps the Company to have a real vision of services provided and, consequently, achieving consistency and excellence in its market.



WASTE MANAGEMENT G4-34

Aligned with the National Waste
Management Policy, in 2011 Whirlpool
committed to the challenge of zero
industrial waste sent to landfills up
to December 2014, and so it did.

In order to attain this goal and then minimize one of the business environmental impacts, the Company has worked hard since 2011, with leadership' efforts, employees' awareness and behavioral changes, supplier engagement, and business opportunities development with external partners, as well as investments in new processes, technologies and materials

A practical example of the results obtained from these initiatives is the reuse of polyurethane foam — used to fill the inner part of refrigerators and freezers. The factory located in Joinville stopped disposing this substance in 2013 and began to recycle it to be applied in other industries in the production process of chairs, school tables and frames of doors and windows, in addition to energy cogeneration.

Such initiatives were developed in the entire operation, in a big engagement effort, given the dimension of business and, therefore, the great environmental impact reduction: together, São Paulo, Manaus, Joinville and Rio Claro units have almost 16,000 employees, and more than 163,000 trucks transporting above 1.5 million metric tonnes of products, materials and raw materials.

And it all well worth the effort. Whirlpool was one of the first companies in Brazil to achieve this goal in all factories. With all these advances, around 793 metric tonnes (estimated volume based on landfill disposal in 2012) of waste were not sent to landfills by the Company between 2012 and 2014.





Whirlpool achieved the challenge that was launched in 2011 and zeroed the volume of industrial waste sent to landfill in December 2014. The success of the initiatives that enabled this result stimulated the Company to establish a new goal for 2015 of zero non-industrial waste sent to landfills.

BUILDING THE FUTURE

WASTE MANAGEMENT

Operational performance* G4-EN1 G4-EN2 G4-EN23

Landfill disposal of hazardous and non-hazardous waste from Whirlpool's operations was reduced by 72.7% and 52.3%, respectively, between 2012 and 2014.

Below are the volume of materials used, waste generated and its destination.

MAIN MATERIALS CONSUMED IN OPERATIONS	2013 (t)	DERIVED FROM RECYCLING (%)	2014 (t)	DERIVED FROM RECYCLING (%)
Plastics*	56,187	4.14	47,195	3.8
Papers	44,921	-	44,723	-
Metals	0	-	73	-
Chemicals	34,835	-	35,358	-
Copper	5,306	-	1,648	-
Aluminum	7,674	-	10,220	-
Steel	142,830	-	140,352	-
TOTAL	291,752	0.8	279,568	0.6

^{*} Plastic recycling is accounted and made internally through processes established by the Company.

Other materials are recycled by external specialized companies.

* Includes operations in Brazil and Argentina

WASTE SENT TO LANDFILLS (t)



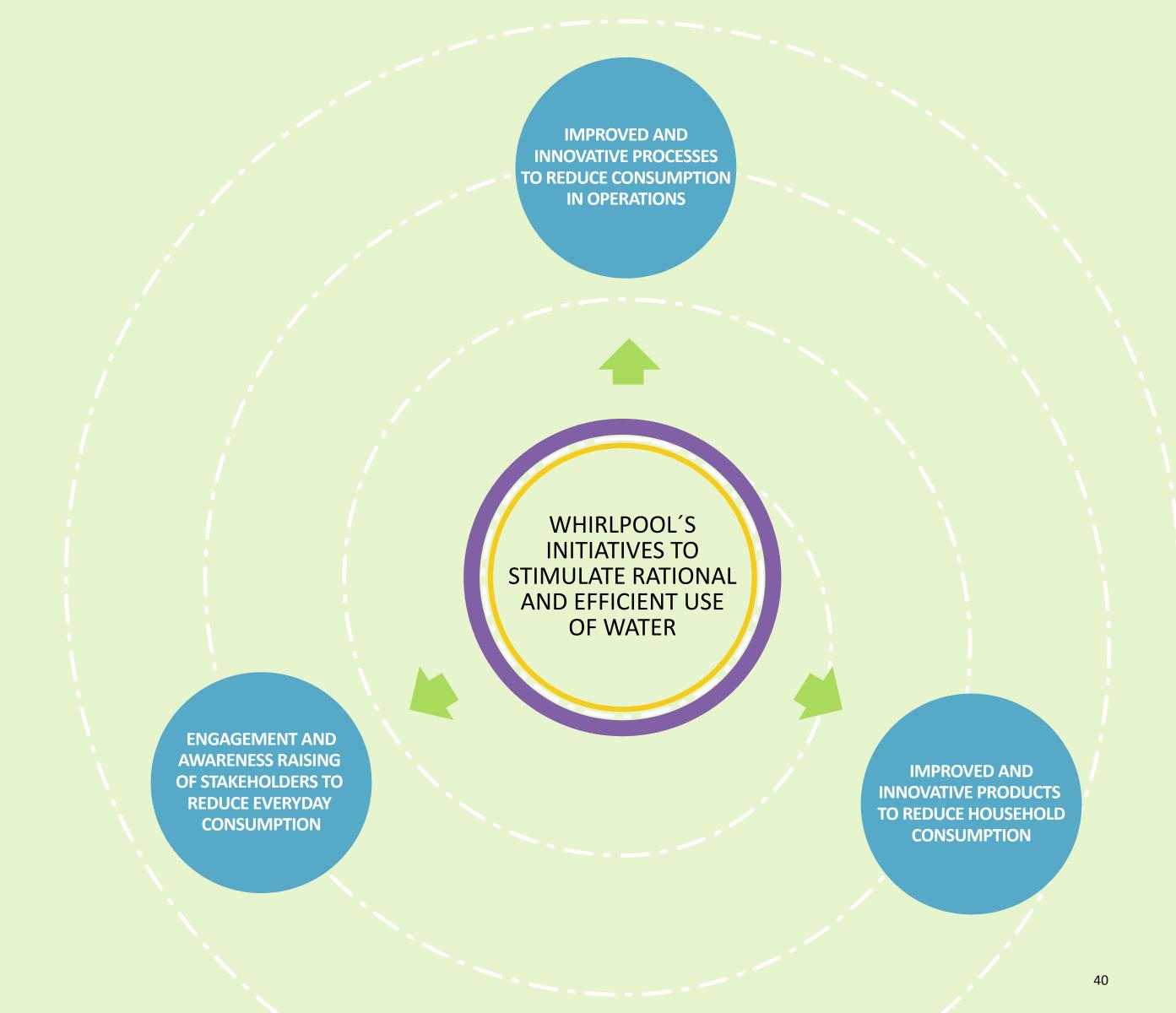
DECTINATION	TYPE OF WASTE	VOLU	JME DISPOS	ED (t)
DESTINATION	TYPE OF WASTE	2012	2013	2014*
Waste sent to landfills	Hazardous — Class I	44	35	12
waste sent to landing	Non-hazardous — Class II	1,457	1,022	696
Marks for an apparation	Hazardous — Class I	517	514	547
Waste for co-processing	Non-hazardous — Class II	48	139	308
Decycling of waste	Hazardous — Class I	980	1,052	768
Recycling of waste	Non-hazardous — Class II	611	3,613	5,957
Scrap	Non-hazardous — Class II	31,852	29,043	26,045
la sia sustina	Hazardous — Class I	13	22	21
Incineration	Non-hazardous — Class II	323	313	284
TOTAL	Hazardous — Class I	1,554	1,623	1,347
TOTAL	Non-hazardous — Class II	34,292	34,130	33,291

^{*}Waste sent to landfill in 2014 includes the total volume throughout the year, considering that the goal of zero waste sent to landfills was only attained in December 2014.

BUILDING THE FUTURE RATIONAL USE OF WATER G4-EN8

Rational use of water is one of the main points of concern for Whirlpool's sustainability management.

Given that water is an essential resource for the business and for life, the Company devotes attention to consumption efficiency in operations — in factories and offices — and to awareness raising and engagement of its stakeholders for the reduction of individual consumption, in addition to developing products that helps reducing household consumption.



RATIONAL USE OF WATER

Operational performance *G4-EN8 G4-EN10*

The initiatives brought about an important effect: Whirlpool's average water consumption in 2013 and 2014 reduced 9.3% despite the increase in production, accounting for 63,557 m³. In all units, water consumption per manufactured product stayed within the targets established for the year.

Given the huge dimension of the Company's operations, this volume saved represents the daily consumption of around 382,000 people*.

In addition, a total of 428,000 m³ of water were reused between 2013 and 2014 — a volume which was not withdrawn from supply sources —, representing the daily consumption of 2.6 million inhabitants.



*According to average consumption per inhabitant in Brazil estimated by the 2013 Water Service Analysis published by the Sistema Nacional de Informações sobre Saneamento

(SNIS) [the Brazilian Sanitation Information System].

WATER CONSUMPTION (m³)*



^{*} Includes consumption of operations in Brazil and Argentina.

WATER CONSUMPTION BY SOURCE (m³)



This result was possible thanks to several projects that enabled, for example, the collection and use of rainwater, water treatment, and reuse of treated water. Below are the main initiatives developed in the period:

RATIONAL USE OF WATER

ESTAÇÃO DE TRATAMENTO DE EFLUENTES (ETE) [WASTEWATER TREATMENT PLANT] OF THE RIO CLARO LAUNDRY TECHNOLOGY CENTER

ETE treats and reuses wastewater derived from more than 300 laundry product test sites since 2012. This process reduced 60% of water withdrawn from artesian aquifers and avoided the disposal of 3.96 million liters / month of effluents — more than 90% of load, and the estimation is that 2.6 million liters are reused in laboratory tests and 1.4 million in other activities, such as bathrooms and floor washing.

RAINWATER HARVEST SYSTEM IN MANAUS

The system collects on average 30 m³ of water per week to be used by the unit, thus reducing withdrawal from water table. In 2013 and 2014, a total of 1,120 m³ of water was collected, representing the daily consumption of 18,700 inhabitants.

AWARENESS RAISING AND SAVINGS IN SÃO PAULO

In 2014, given the challenging scenario of low rainfall that affected the state of São Paulo, Whirlpool strived harder to save water in the city, a strategic location for the business (its headquarters and a operational unit located in the region).

The Company's initiatives to reduce water consumption brought about significant effects in the period, and they were very important in the city of São Paulo, which had poor rainfall and is under the high risk of water shortage. Whirlpool reduced the consumption in São Paulo unit and its administrative center by 48% between 2013 and 2014. The goal for 2015 is to reduce more 10% of water consumption in the region.

A significant management program was implemented to reduce consumption through infrastructure improvements and awareness raising initiatives, as follows:





- All leak problems in water network were repaired.
- Engineering standards were adopted to reduce water flow in facilities.
- Faucets and toilet valves were replaced to enhance efficiency and control.
- Restaurant menus were redesigned to minimize the need of water in operation.
- Utilization of water from de São Paulo unit wastewater treatment plant to supply around 20% of water used in toilet bowls.
- Daily control over water meters, and weekly reports about consumption in the headquarters and in the São Paulo unit are disclosed and monitored by leadership.
- Internal campaigns designed to employees are conducted, stimulating habits that help reducing consumption, and a spokesperson visits the units to provide related information.

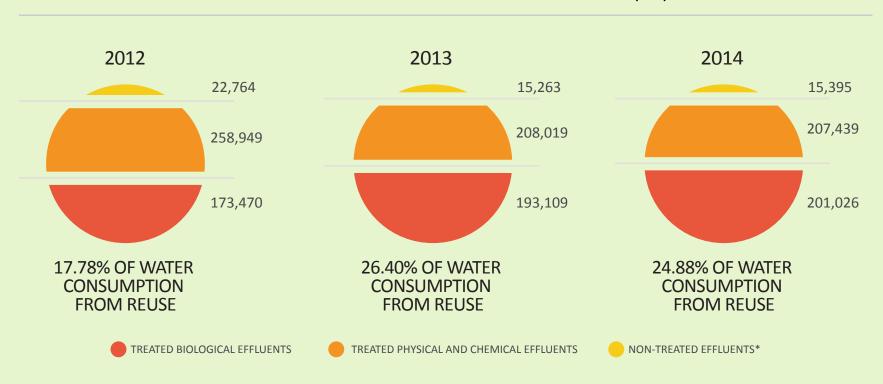
In addition to the initiatives aimed at reducing consumption, Whirlpool, as a measure to manage the crisis, signed a contract with a company to provide water tank truckers for a continuous period and flow to ensure the alternative supply of water in regions under shortage risk.

RATIONAL USE OF WATER

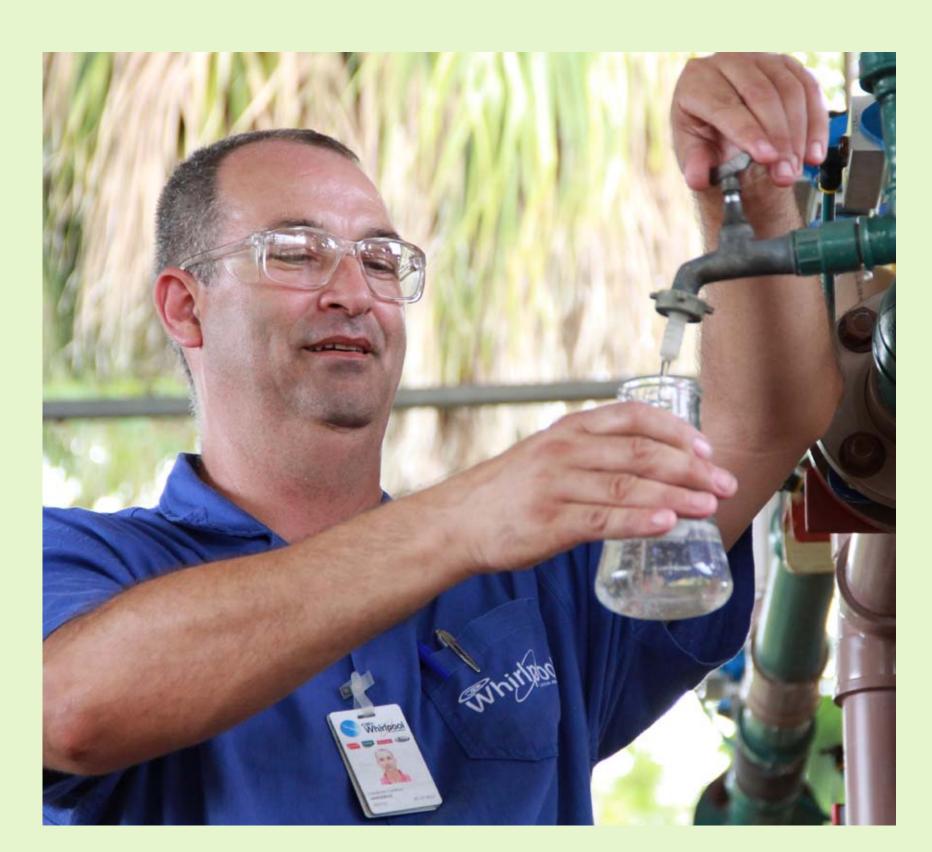
Water disposal G4-EN22

Whirlpool treats wastewater derived from its operations before disposing it to sewage networks or water bodies, in order to comply with environmental legislation and avoid pollution.

EFFLUENTS GENERATED AND TYPE OF TREATMENT AND DISPOSAL (m3)



^{*} Non-treated effluents comprehend those not treated internally in the facilities, which are sent to the municipal wastewater treatment plant.



ENERGY EFFICIENCY G4-EC8 G4-EN7

Whirlpool's energy consumption management invests in improved energy efficiency processes in the Company's operations and in new technologies to reduce consumption of home appliances.

More than 90%* of CO₂ emissions in the product life cycle occur during usage, at the consumers' homes, due to electricity consumption. This is the reason why investments in alternative products that consume less electricity (and gas in case of ranges) are so important.



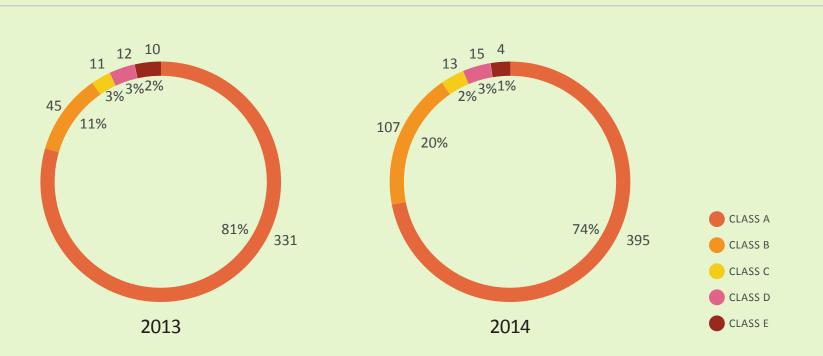
Whirlpool participates in a social program conducted by Brazilian electricity providers aimed at stimulating the replacement of old home appliances in low income communities for newer and more efficient products. In 2013, Whirlpool provided 87,000 refrigerators, 16,000 of which were offered in exchange of the old ones, which were sent for recycling. With this initiatives,

18,882 FAMILIES were benefited; and **BENEFICIARIES SAVED** 90.6 GWh of electricity and reduced 20,024 tonnes of CO₂ emissions, equivalent to the emissions from all registered cars in São Paulo during three days.

One of the initiatives taken by Whirlpool between 2013 and 2014 to enhance energy efficiency was its significant participation in the *Programa Brasileiro de Etiquetagem* (PBE) [Brazilian Labeling Program] managed by the *Instituto Nacional de Metrologia, Qualidade e Tecnologia* (Inmetro) [National Institute of Metrology, Quality and Technology]. With the *Associação Nacional de Fabricantes de Produtos Eletroeletrônicos* (Eletros) [Brazilian Association of Manufacturers of Electroelectronics], in which the Company has a representative, Whirlpool took part in several discussions about the improvement in energy efficiency ratios for major home appliances, and the improvement in industry's regulation and public policies. The Company will continue this initiative in 2015, seeking to transform the agreements already made into regulation and to ensure expected regulatory advances.

In 2013 and 2014, Whirlpool's continuous production portfolio was composed of 409 and 534 appliances, respectively, registered at Inmetro. Products' energy consumption is classified into the following energy efficiency classes, A being the most energy efficient and E the least efficient.

TOTAL PRODUCTS BY ENERGY EFFICIENCY CLASS



For further information on energy efficiency classes and the PBE, go to inmetro.gov.br/pbe/cartilha.php (only in portuguese).

^{*} Calculated based on estimated data.

BUILDING THE FUTURE

ENERGY EFFICIENCY

Operational performance

G4-EN3 G4-EN5

Improved efficiency in Whirlpool's processes can allow for significant gains in energy savings, given the huge dimension of the Company's operations.

Whirlpool's factories have reduced energy consumption by manufactured product since 2000, when it began to be monitored and better managed through projects focused on new technologies, replacement of engines, replacement of bulbs, and process intelligence and optimization.

Between 2012 and 2014, reduction of total energy consumption came to 6.6%, and energy intensity, the ratio between energy consumption and revenues in the period, improved by 23.4%.

ENERGY CONSUMPTION (GJ)*



^{*} Includes consumption of operations in Brazil and Argentina.

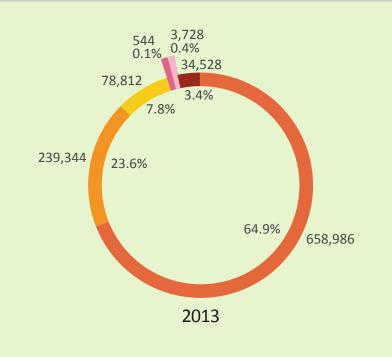
ENERGY INTENSITY (GJ/R\$ MILLION)*

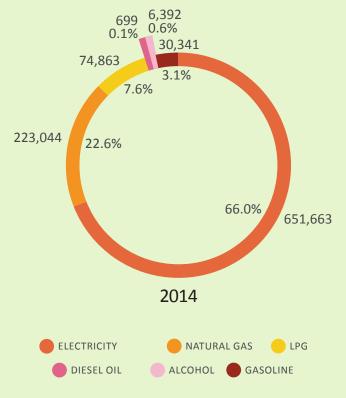
Ratio between energy consumed by gross sales in R\$ during the period



^{*} Includes consumption of operations in Brazil and Argentina.

CONSUMPTION BY TYPE OF ENERGY (GJ)*





^{*} Includes consumption of operations in Brazil and Argentina.



CLIMATE CHANGE G4-EC2

Whirlpool seeks to contribute to the reduction of greenhouse gas emissions and the reversion of climate changes caused by them.

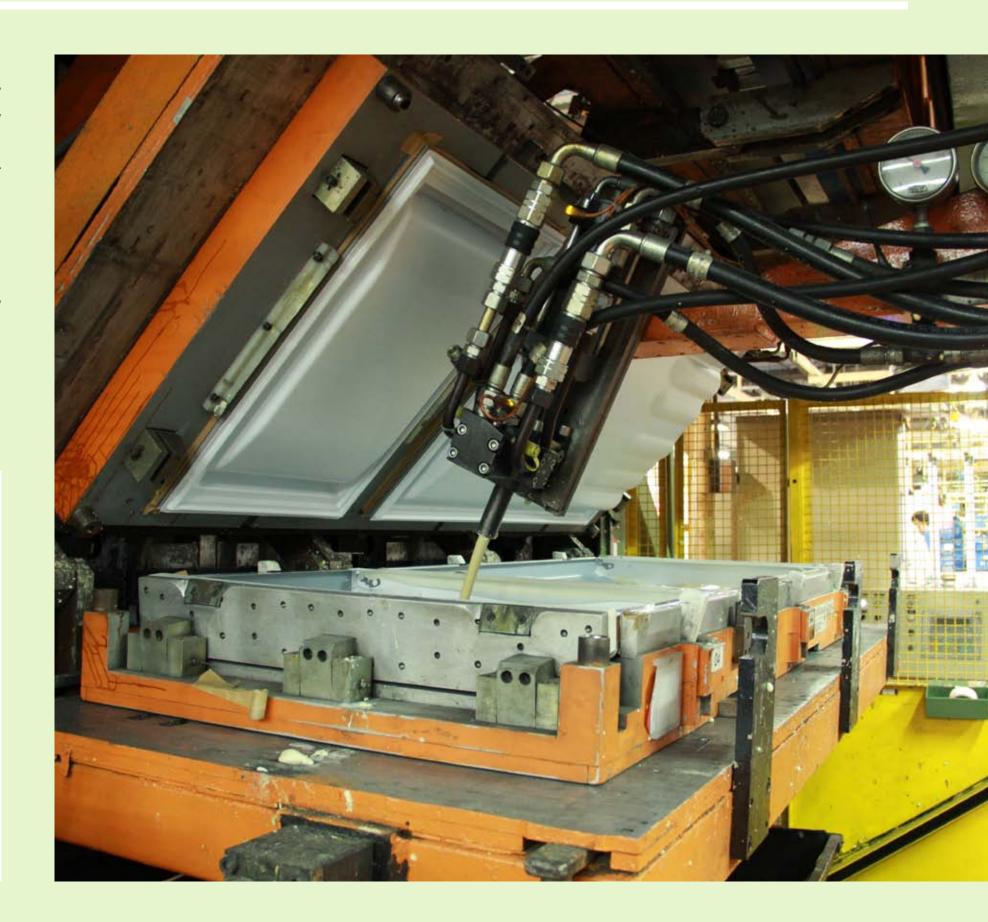
Most of greenhouse gas
emissions in the Company's
operations come from suppliers
and service providers, which
historically account for 40%
of total emissions registered
in its inventory. The remaining
emissions directly related to the
business are the focus of the
Company's performance
improvement initiatives.

The main effort is the pursuit of energy efficiency, because most of emissions directly generated by Whirlpool's activities are related to energy use for equipment operation or heating processes, and the indirectly generated emissions refer to electricity consumption during usage of appliances.

For this reason, the Company is constantly fostering energy efficiency in processes and products. For more information on related initiatives, refer to Chapter **Energy efficiency**.



Whirlpool prepares annually its greenhouse gas emission inventory to monitor the changes in indicators, in order to support management and provide transparent information to stakeholders. Prior-year inventories are available at goo.gl/evqeiS



BUILDING THE FUTURE

CLIMATE CHANGE

Operational performance

G4-EN15 G4-EN16 G4-EN17 G4-EN18 G4-EN19 G4-EN30

As a result of the constant efforts to make operations more efficient in terms of energy consumption and, consequently, of greenhouse gas emissions, Whirlpool had significant reductions in 2013 and 2014 scope 1 emissions.

GREENHOUSE GAS EMISSIONS (t CO, eq)



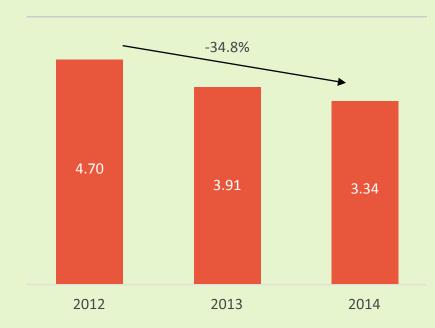
Despite the increased number of products manufactured during the years, scope 1 emissions per manufactured product — those related directly to the Company's operations — reduced 34.8% between 2012 and 2014, mainly due to the initiatives for the decrease in fossil fuel consumption.

Scope 2 emissions — deriving from purchased electricity — increased 84% when compared to the 2012–2013 period and 42% in the year-over-year comparison, mainly due to the increase of 47% and 41%, respectively, in the conversion factor determined by the government based on Brazil's energy matrix, over which the Company does not have any control.

Besides, the inventory was adjusted because 2012 data did not include the correct kWh/CO $_2$ conversion factor for Manaus unit, which is located in the Amazonia isolated system. Consequently, with the correct factor in 2013, the volume of t CO $_2$ eq deriving from energy consumption in that unit increased.

EMISSION INTENSITY (g CO₂eq/R\$)

Ratio between scope 1 greenhouse gas emissions and revenues in R\$ during the period



Scope 3 emissions — those related to Whirlpool's value chain — correspond to 44.2% of Company's total emissions at the end of 2014, and come mainly from the distribution of products from factories and warehouses to large retailers. The 13% increase between 2012 and 2014 was a result of the greater number of products distributed and the broader scope of emissions monitored in the year, which began to include the distance traveled to transfer parts and products between units.

REDUCTION OF USE OF RESTRICTED SUBSTANCES

One of the Company's strategic sustainability objectives is to reduce the use of restricted substances in its operations.

For this purpose, it evaluates constantly raw materials used in the manufacturing of products, in order to minimize social and environmental impacts.



It is worth mentioning that Whirlpool complies with all market regulations, but seeks constant improvement because it endorses related international practices. An example is the US regulatory requirements with regard to the so called Conflict Minerals, which restrict the use of minerals extracted from conflict zones in Congo, Africa, where human rights are infringed.

Another example was the Ministry of Environment decision in 2012 to make a national inventory of the use of new persistent organic pollutants (POPs), in order to comply with the 2004 Stockholm Convention international environmental treaty. The Ministry also constantly reviews the rules to control imports of hydrochlorofluorocarbons (HCFCs), as per the Montreal Protocol international treaty agreed in 1987.

HCFCs, used in thermal insulation foam for refrigerators and refrigeration circuits for air conditioners, are not produced in Brazil. For that reason, they are subject to import quotas, which control their use and stimulate companies to seek for new alternatives and solutions.

Whirlpool is already using high volumes of alternative substances, selected based on criterias allowing reductions of environmental impacts and the increase in energy efficiency of products and operations. One of the ways to continuously monitor and manage these changes is through the Sistema de Gestão Integrada (SGI) [Integrated Management System], which includes frequent internal and external audits in operations conducted by skilled professionals to measure efficiency of processes and activities according to ISO 9001 (Quality Management), ISO 14001 (Environmental Management) and OHSAS 18001 (Occupational Health and Safety Management).

The innovation and product development process takes into account such requirements through the Design for Environment (DfE) methodology; and the supply chain through controlled by the *Sistema de Gestão Integrada para Fornecedores* (SGIF) [Integrated Supplier Management System].



RECOGNITIONS AND AWARDS

MELHORES E MAIORES

In 2014, for the second consecutive time, Whirlpool ranks first in the Electronics category in the *Melhores & Maiores* (best and major companies) award, granted by the *Exame* magazine. The Company is in the ranking for the sixth year.

BEST INNOVATOR

In 2013, Whirlpool was among the ten most innovative companies according to ranking prepared by the consultancy A.T. Kearney and *Época Negócios* magazine.

GUIA EXAME DE SUSTENTABILIDADE



In 2014, Whirlpool Latin America was among the 20 companies with the best sustainability practices according to *Exame* magazine's *Guia de Sustentabilidade* (Sustainability Guide) for the fourth time.

OS RHS MAIS ADMIRADOS DO BRASIL

In 2014, Whirlpool Latin America was recognized in the *Os RHs Mais Admirados do Brasil* award in The most admired HR departments in Brazil and 25 most admired companies by HR departments categories.

GREAT PLACE TO WORK

In 2014, Whirlpool Latin America was recognized for the third time as one of the best companies to work for according to the Great Place do Work Institute in partnership with *Época* magazine, of publisher Globo.



MELHORES EMPRESAS PARA VOCÊ TRABALHAR

In 2014, Whirlpool Latin America was recognized for the 18th time as one of the best companies to work for according to *Guia Você* S/A publication.

ÉPOCA 360º

In 2014, for the second consecutive time, the Company was recognized by *Época Negócios* magazine as one of the best companies in the Electronics category in the *Época 360º* award.

100 EMPRESAS DE MELHOR REPUTAÇÃO NO BRASIL

Whirlpool Latin America is one of Brazil's 100 most reputable companies in 2014 according to *Exame* magazine.

AS EMPRESAS MAIS ADMIRADAS DO BRASIL

In 2014, Carta Capital magazine recognized Whirlpool Latin America as one of Brazil's most admired companies for the 17th time in the Home Appliances category.

EMPRESAS MAIS INOVADORAS NAS RELAÇÕES COM CLIENTES/CONSUMIDORES NO BRASIL

Whirlpool Latin America was once more elected in 2014 as the most innovative company in customer/consumer relations in Brazil by *Consumidor Moderno* magazine.

MOST INDEMAND EMPLOYERS

In 2103, Whirlpool Latin America profile at the social network LinkedIn was recognized as the 8th Most InDemand Employer.

TOP OF MIND

In 2014, Brastemp was recognized for the 6th time in the Washing Machine category and for the 8th time in the Ranges category as the Top Of Mind brand, according to *Folha de São Paulo* newspaper survey.

TOP OF MIND

In 2014, Consul was recognized for the 23rd time in the Refrigerator category as the Top Of Mind brand, according to *Folha de São Paulo* newspaper survey.

EMPRESAS MAIS INOVADORAS DO BRASIL

In 2014, Whirlpool Latin America was the most innovative company in Brazil, according to Info *Exame* magazine's ranking.

INSTITUTO SUSTENTAR

In 2014, *Instituto Sustentar* (Sustain Institute) recognized Whirlpool in the Sustainable Product (1st place), Sustainable Service (1st place) and Sustainable Initiative (2nd place) categories.

WEPS BRAZIL AWARD (WOMEN'S EMPOWERMENT PRINCIPLES)

Whirlpool got a honorable mention in 2014 due to the support demonstrated by the senior management to Women's empowerment issues. This was an initiative of Itaipu Binacional supported by UN Global Compact.



GRI INDICATOR	RS	CROSS-REFERENCE (PAGE) / DIRECT RESPONSE	OMISSIONS AND JUSTIFICATIONS	RELATION TO THE GLOBAL COMPACT PRINCIPLES	EXTERNAL VERIFICATION
STRATEGY AND	D ANALYSIS				
G4-1	Statement from the most senior decision-maker about the relevance of sustainability for the organization	Page 7		1, 8 and 9	Procedures (a) and (c)
G4-2	Description of key impacts, risks, and opportunities	Page 16		7, 8 and 9	Procedures (a) and (c)
ORGANIZATIO	NAL PROFILE				
G4-3	Name of the organization	Page 5			Procedures (a) and (e)
G4-4	Primary brands, products, and/or services	Pages 9 to 11			Procedures (a) and (e)
G4-5	Location of organization's headquarters	Page 9			Procedures (a) and (e)
G4-6	Number of countries where the organization operates	Page 9			Procedures (a) and (e)
G4-7	Nature of ownership and legal form	Corporation			Procedures (a) and (e)
G4-8	Markets served	Page 9			Procedures (a) and (e)
G4-9	Scale of the reporting organization	Pages 9, 15, 21 and 34			Procedures (a) and (e)
G4-10	Workforce profile	Page 21	The Company does not provide information on outsourced workforce due to the lack of a centralized workforce database.	6	Procedures (a) and (e)
G4-11	Percentage of employees covered by collective bargaining agreements	In Brazil, all employees are covered by collective bargaining agreements, except for interns and apprentices, who are not covered by the clauses referring to pay rise.		1, 2 and 3	Procedures (a) and (e)
G4-12	Description of organization's supply chain	Pages 26 e 27			Procedures (a) and (e)
G4-13	Significant changes in organization's structure during the reporting period	No significant changes — such as in capital stock or in the Company's operational structure — were made.			Procedures (a) and (c)

^{*} See the auditor's report at page 65.

GRI INDICATOR	RS	CROSS-REFERENCE (PAGE) / DIRECT RESPONSE	OMISSIONS AND JUSTIFICATIONS	RELATION TO THE GLOBAL COMPACT PRINCIPLES	EXTERNAL VERIFICATION
ORGANIZATIO	NAL PROFILE – Commitments to externally developed initiative	S			
G4-14	Explanation of whether and how the precautionary principle is addressed by the organization	The precautionary principle is part of the Company's strategic planning and risk management process, such as the pursuit of more innovative and efficient products and the management of social and environmental impacts caused by its operations.			Procedures (a) and (c)
G4-15	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses	Page 19		1, 2, 7 and 8	Procedures (a) and (e)
G4-16	Memberships in 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	Pages 28 and 29		7, 8 and 9	Procedures (a) and (e)
IDENTIFIED MA	ATERIAL ASPECTS AND BOUNDARIES				
G4-17	Entities included in the organization's financial statements	All information contained in this report include Whirlpool Latin America units in Brazil (Any possible exceptions, i.e., information on broader or more limited scope, are identified in the report). Whirlpool Latin America is the home appliances segment of Whirlpool S.A., a subsidiary of Whirlpool Corporation, traded on the BM&FBovespa. For financial indicators purposes, this report uses the reporting of Whirlpool S.A. as base, to the capital market and Comissão de Valores Mobiliários (CVM) [Brazilian Securities and Exchange Commission]. On page 24 of the Financial Statements, available at http://goo.gl/RhsqjF (only in portuguese), you will find a list of Whirlpool S.A. subsidiaries, however, financial information relating to Whirlpool Latin America are not publicly available due to confidentiality restrictions.			Procedures (a) and (e)
G4-18	The process for defining the report content and the aspect boundaries	Pages 5 and 6			Procedures (a) and (e)
G4-19	List of material aspects identified in the process for defining the report content	Pages 5 and 6			Procedures (a) and (e)
G4-20	Each material aspect boundary within the organization	The Company made a macro analysis of aspect boundary, without considering aspects materiality by each operational level or geographic location.			Procedures (a) and (e)
G4-21	Each material aspect boundary outside of the organization	All matrix aspects are deemed as relevant to the external public — based on data extracted from sample of news—, although aspects are not detailed by public / location / limitation.			Procedures (a) and (e)

^{*} See the auditor's report at page 65.

GRI INDICATO	RS	CROSS-REFERENCE (PAGE) / DIRECT RESPONSE	OMISSIONS AND JUSTIFICATIONS	RELATION TO THE GLOBAL COMPACT PRINCIPLES	EXTERNAL VERIFICATION
IDENTIFIED M	ATERIAL ASPECTS AND BOUNDARIES				
G4-22	Explanation of the effect of any restatements of information provided in previous reports	The Company did not restate any information provided in previous reports.			Procedures (a) and (c)
G4-23	Significant changes from previous reporting periods in the scope and aspect boundaries	The Company did not restate any information provided in previous reports.			Procedures (a) and (c)
STAKEHOLDER	R ENGAGEMENT				
G4-24	List of stakeholder groups engaged by the organization				Procedures (a) and (c)
G4-25	Basis for identification and selection of stakeholders with whom to engage	Whirlpool promotes continuously stakeholder engagement, because the Company believes that it is quite relevant and may influence business sustainability. Engaged stakeholders and this relationship's main aspects and channels of communication are described in the Chapter Engaged people.			Procedures (a) and (c)
G4-26	Organization's approaches to stakeholder engagement and frequency of engagement	Additionally, information on the materiality definition process is in Chapter About this report, and details on stakeholders consultation are included in the Company's 2012 and 2011 reports. For more information, access http://goo.gl/o09r1N (2012), and refer to page 4 at http://goo.gl/rUFb8N			Procedures (a) and (c)
G4-27	Key topics that have been raised through stakeholder engagement, and measures adopted by the organization to respond to these topics				Procedures (a) and (e)
REPORT PROF	ILE				
G4-28	Reporting period for information provided	Page 5			Procedures (a) and (e)
G4-29	Date of most recent previous report	2012			Procedures (a) and (e)
G4-30	Reporting cycle	Page 5			Procedures (a) and (e)
G4-31	Contact point for questions regarding the report	sustentabilidade@whirlpool.com			Procedures (a) and (e)
G4-32	Option adopted by the organization to apply guidelines (essential or comprehensive), GRI index and external assurance	Core			Procedures (a) and (e)

^{*} See the auditor's report at page 65.

GRI INDICATOR	RS	CROSS-REFERENCE (PAGE) / DIRECT RESPONSE	OMISSIONS AND JUSTIFICATIONS	RELATION TO THE GLOBAL COMPACT PRINCIPLES	EXTERNAL VERIFICATION
REPORT PROFIL	LE				
G4-33	Description of current policy and practice with regard to external assurance for the report	The report was submitted to external verification. The Sustainability Committee is responsible for resolving on the final decision about this matter, following Whirlpool's information reliability standards.			Procedures (a) and (e)
GOVERNANCE ·	 Governance structure 				
G4-34	Governance structure, including committees	The Company's structure does not have formal committees that support the Management, but committees that support the Company's operations and are composed of representatives from senior leadership, such as the Sustainability Committee.			Procedures (a) and (e)
ETHICS AND IN	ITEGRITY				
G4-56	Organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics	Pages 2, 16, 17,18 and 26		1, 2 and 7	Procedures (a) and (e)
ECONOMIC PER	REORMANCE				
Aspect: Economi					
G4-EC1	Direct economic value generated and distributed	Page 15			Procedures (a) and (c)
G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate changes	Pages 46 and 47	The Company does not report quantitative information on economic risks directly related to climate change impacts, for it is treated as confidential information. However, the Company develops initiatives aimed at mitigating these risks, as shown in Chapter Building the future.	7, 8 and 9	Procedures (a) and (c)
G4-EC3	Coverage of the organization's defined benefit plan obligations	All Whirlpool employees in Brazil are eligible to a pension plan and may contribute with up to 5.5% of the salary — this percentage varies according to wage brackets. The Company makes an equivalent contribution based on the amount paid by the employee, which varies according to the age.			Procedures (a) and (c)
G4-EC4	Financial assistance received from government	Page 29			Procedures (a) and (c)

^{*} See the auditor's report at page 65.

GRI INDICATO	DRS	CROSS-REFERENCE (PAGE) / DIRECT RESPONSE	OMISSIONS AND JUSTIFICATIONS	RELATION TO THE GLOBAL COMPACT PRINCIPLES	EXTERNAL VERIFICATION
ECONOMIC P	ERFORMANCE				
Aspect: Marke	et presence				
G4-EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation	The lowest salary paid by Whirlpool is equivalent to the current local minimum wages in the locations where it operates.			Procedures (a) and (c)
G4-EC6	Proportion of senior management hired from the local community at significant locations of operation	In line with Whirlpool's strategy, transferring employees between units and to other regions outside of the country is an important factor for professional development and opportunities. For that reason, the Company does not monitor local hires.			Procedures (a) and (c)
Aspect: Indired	ct economic impacts				
G4-EC7	Development and impact of infrastructure investments and services supported	Pages 30 to 33			Procedures (a) and (e)
G4-EC8	Significant indirect economic impacts, including the extent of impacts	Pages 26, 30 to 33, and 44		1, 2, 7, 8 and 9	Procedures (a) and (c)
ENVIRONMEN	NTAL				
Aspect: Mater		5 20		2	5 1 () 1()
G4-EN1 G4-EN2	Materials used by weight or volume Percentage of materials used that are recycled input materials	Page 39 Page 39		7, 8 and 9	Procedures (a) and (c) Procedures (a) and (e)
Aspect: Energy	ν				
,	<u> </u>				
G4-EN3	Energy consumption within the organization	Page 45		7, 8 and 9	Procedures (a) and (e)
G4-EN3 G4-EN5	Energy consumption within the organization Energy intensity	Page 45 Page 45		7, 8 and 9 7, 8 and 9	Procedures (a) and (e) Procedures (a) and (e)

^{*} See the auditor's report at page 65.

G4 EN10 Percentage and total volume of water recycled and reused Page 41 7, 8 and 9 Procedures (a Aspect: Emissions G4 EN15 Direct greenhouse gas (GHG) emissions (Scope 1) Page 47 7, 8 and 9 Procedures (a Indirect greenhouse gas (GHG) emissions from purchased electricity (Scope 2) 7, 8 and 9 Procedures (a Indirect greenhouse gas (GHG) emissions (Scope 3) Page 47 7, 8 and 9 Procedures (a Indirect greenhouse gas (GHG) emissions (Scope 3) Page 47 7, 8 and 9 Procedures (a Indirect greenhouse gas (GHG) emissions (Scope 3) Page 47 7, 8 and 9 Procedures (a Indirect greenhouse gas (GHG) emissions intensity Page 47 7, 8 and 9 Procedures (a Indirect greenhouse gas (GHG) emissions intensity Page 47 7, 8 and 9 Procedures (a Indirect greenhouse gas (GHG) emissions intensity Page 47 7, 8 and 9 Procedures (a Indirect greenhouse gas (GHG) emissions intensity Page 47 7, 8 and 9 Procedures (a Indirect greenhouse gas (GHG) emissions intensity Page 47 7, 8 and 9 Procedures (a Indirect greenhouse gas (GHG) emissions intensity Page 47 9, 8 and 9 Procedures (a Indirect greenhouse gas (GHG) emissions intensity Page 47 9, 8 and 9 Procedures (a Indirect greenhouse gas (GHG) emissions (GHG)	GRI INDICATO	RS	CROSS-REFERENCE (PAGE) / DIRECT RESPONSE	OMISSIONS AND JUSTIFICATIONS	RELATION TO THE GLOBAL COMPACT PRINCIPLES	EXTERNAL VERIFICATION
G4-FN9 Water sources significantly affected by withdrawal of water G4-FN9 Percentage and total volume of water recycled and reused Page 41 Aspect: Emissions G4-FN15 Direct greenhouse gas (GHG) emissions (Scope 1) G4-FN16 Indirect greenhouse gas (GHG) emissions (Scope 3) G4-FN17 Other indirect greenhouse gas (GHG) emissions (Scope 3) G4-FN18 Greenhouse gas (GHG) emissions (Scope 3) G4-FN19 Reduction of greenhouse gas (GHG) emissions Page 47 Aspect: Efficients and waste Aspect: Efficients and waste	ENVIRONMEN	TAL				
Water sources significantly affected by withdrawal of water G4 EN10 Percentage and total volume of water recycled and reused Page 41 7, 8 and 9 Procedures (a Aspect: Emissions G4-EN15 Direct greenhouse gas (GHG) emissions (Scope 1) Fage 47 7, 8 and 9 Procedures (a C4-EN16 Indirect greenhouse gas (GHG) emissions from purchased electricity (Scope 2) G4-EN17 Other indirect greenhouse gas (GHG) emissions (Scope 3) Fage 47 7, 8 and 9 Procedures (a G4-EN18 Greenhouse gas (GHG) emissions (Scope 3) Fage 47 The Company does not report amounts directly related to the initiatives, but rather, a companitive analysis of inventory of greenhouse gas emissions of the company over the years. However, Whirippoil develops several initiatives to contribute to the reduction of energy consumption while their products are used and, consequently, the reduction of energy consumption while their products are used and, consequently, the reduction of energy consumption while their products are used and, consequently, the reduction of energy consumption while their products are used and, consequently, the reduction of energy consumption while their products are used and, consequently that this phase in the product life (cycle produces most of emissions, considering that this phase in the product life (cycle produces most of emissions.	Aspect: Water					
Aspect: Efficients and vaste 7, 8 and 9 Procedures (a Aspect: Efficients on G4-EN10 Percentage and total volume of water recycled and reused Page 41 7, 8 and 9 Procedures (a Foreign of the Company does not report amounts directly related to the initiatives, but rather, a comparative analysis of inventory of greenhouse gas (GHG) emissions Fage 47 Reduction of greenhouse gas (GHG) emissions Page 47 Reduction of greenhouse gas green in initiatives to contribute to the reduction of energy consumption while their products are used and, consequently, the reduction of emissions, considering that this place in the product in green produces are used and, consequently, the reduction of emissions, considering that this place in the product in green produces are used and consequently. The company over the years. Reduction of emissions, considering that this place in the product of emissions, considering that this place in the product of emissions.	G4-EN8	Total water withdrawal by source	Page 41		7, 8 and 9	Procedures (a) and (e)
Aspect: Fiffuents and woste Aspect: Fiffuents and woste The Company does not report amounts directly related to the initiatives, to contribute to the reduction of emissions. Aspect: Fiffuents and woste	G4-EN9	Water sources significantly affected by withdrawal of water	Page 41		7, 8 and 9	Procedures (a) and (c)
G4-EN15 Direct greenhouse gas (GHG) emissions (Scope 1) Page 47 G4-EN16 Indirect greenhouse gas (GHG) emissions from purchased electricity (Scope 2) G4-EN17 Other indirect greenhouse gas (GHG) emissions (Scope 3) G4-EN18 Greenhouse gas (GHG) emissions (Scope 3) Page 47 Page 47 7, 8 and 9 Procedures (a firethrow of greenhouse gas (GHG) emissions intensity Page 47 The Company does not report amounts directly related to the initiatives, but rather, a comparative analysis of inventory of greenhouse gas emissions of the company over the years. However, Whifpool develops several initiatives to contribute to the reduction of energy consumption while their products are used and, consequently, the reduction of energy consumption while their products are used and, consequently, the reduction of energy consumption while their products are used and, consequently, the reduction of energy consumption while their products are used and, consequently, the reduction of energy consumption while their products are used and, consequently, the reduction of energy consumption while their products are used and, consequently. Aspect: Effluents and waste	G4-EN10	Percentage and total volume of water recycled and reused	Page 41		7, 8 and 9	Procedures (a) and (e)
Indirect greenhouse gas (GHG) emissions from purchased electricity (Scope 2) Page 47 7, 8 and 9 Procedures (a clear of the finding of the company over the years. G4-EN19 Reduction of greenhouse gas (GHG) emissions Page 47 7, 8 and 9 Procedures (a finding of the company over the years. However, Whirlpool develops several initiatives to contribute to the reduction of energy consumption while their products are used and, consequently, the reduction of emissions, considering that this phase in the product life cycle produces most of emissions. Aspect: Effluents and waste Page 47 7, 8 and 9 Procedures (a finding of the company over the years. However, Whirlpool develops several initiatives to contribute to the reduction of energy consumption while their products are used and, consequently, the reduction of emissions, considering that this phase in the product life cycle produces most of emissions.	Aspect: Emissio	ons				
G4-EN17 Other indirect greenhouse gas (GHG) emissions (Scope 3) Page 47 7, 8 and 9 Procedures (a The Company does not report amounts directly related to the initiatives, but rather, a comparative analysis of inventory of greenhouse gas (GHG) emissions Page 47 Reduction of greenhouse gas (GHG) emissions Page 47 Reduction of greenhouse gas (GHG) emissions Page 47 Page 47 Page 47 Reduction of greenhouse gas (GHG) emissions Page 47 Page 47 Page 47 Page 47 Page 47 Procedures (a finitiatives to contribute to the reduction of energy consumption while their products are used and, consequently, the reduction of emissions, considering that this phase in the product life cycle produces most of emissions. Aspect: Effluents and waste	G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	Page 47		7, 8 and 9	Procedures (a) and (c)
G4-EN18 Greenhouse gas (GHG) emissions intensity Page 47 The Company does not report amounts directly related to the initiatives, but rather, a comparative analysis of inventory of greenhouse gas emissions of the company over the years. However, Whirlpool develops several initiatives to contribute to the reduction of energy consumption while their products are used and, consequently, the reduction of emissions, considering that this phase in the product life cycle produces most of emissions. Aspect: Effluents and waste	G4-EN16		Page 47		7, 8 and 9	Procedures (a) and (c)
The Company does not report amounts directly related to the initiatives, but rather, a comparative analysis of inventory of greenhouse gas emissions of the company over the years. G4-EN19 Reduction of greenhouse gas (GHG) emissions Page 47 Page 47 Reduction of greenhouse gas (GHG) emissions Page 47 Procedures (a fergy consumption while their products are used and, consequently, the reduction of emissions, considering that this phase in the product life cycle produces most of emissions. Aspect: Effluents and woste	G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	Page 47		7, 8 and 9	Procedures (a) and (c)
directly related to the initiatives, but rather, a comparative analysis of inventory of greenhouse gas emissions of the company over the years. However, Whirlpool develops several initiatives to contribute to the reduction of energy consumption while their products are used and, consequently, the reduction of emissions, considering that this phase in the product life cycle produces most of emissions. Aspect: Effluents and waste	G4-EN18	Greenhouse gas (GHG) emissions intensity	Page 47		7, 8 and 9	Procedures (a) and (c)
	G4-EN19	Reduction of greenhouse gas (GHG) emissions	Page 47	directly related to the initiatives, but rather, a comparative analysis of inventory of greenhouse gas emissions of the company over the years. However, Whirlpool develops several initiatives to contribute to the reduction of energy consumption while their products are used and, consequently, the reduction of emissions, considering that this phase in the product life cycle	7, 8 and 9	Procedures (a) and (e)
7, 8 and 9 Procedures (a	Aspect: Effluent	ts and waste				
	G4-EN22	Total water discharge by quality and destination	Page 47		7, 8 and 9	Procedures (a) and (e)

^{*} See the auditor's report at page 65.

GRI INDICATOI	RS	CROSS-REFERENCE (PAGE) / DIRECT RESPONSE	OMISSIONS AND JUSTIFICATIONS	RELATION TO THE GLOBAL COMPACT PRINCIPLES	EXTERNAL VERIFICATION
ENVIRONMEN	ITAL				
Aspect: Effluent	ts and waste				
G4-EN23	Total weight of waste by type and disposal method	Waste produced by Whirlpool's industrial park — shown in the Chapter Waste management — is destined to third-party companies for treatment, recycling, reuse, or co-processing to generate energy for cement companies. These third-party companies comply with applicable laws as required by NBR ISO 14001, by which Whirlpool is certified.		7, 8 and 9	Procedures (a) and (e)
G4-EN24	Total number and volume of significant spills	There were no significant spills in Company's operations in 2013 and 2014.		7	Procedures (a) and (c)
G4-EN25	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	In 2013 and 2014 no waste was transported, imported, exported or treated under the terms of the Basel Convention.		7	Procedures (a) and (c)
G4-EN26	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	Company's operations do not affect significantly water bodies.		7	Procedures (a) and (c)
Aspect: Product	ts and services				
G4-EN27	Extent of mitigation of environmental impacts of products and services	Pages 35 and 36		7, 8 and 9	Procedures (a) and (e)
G4-EN28	Percentage of products sold and their packaging materials that are reclaimed by category	The Company does not disclose information on packing materials and products reclaimed because the volume is still incipient. However, in order to increase the volume of products and packing materials reclaimed, Whirlpool actively participates in discussions that stimulate and develop the National Program of Reverse Logistics.			Procedures (a) and (e)
Aspect: Transpo	ort				
G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce	Page 47		7 and 8	Procedimentos (a) a (c)

^{*} See the auditor's report at page 65.

GRI INDICATO	DRS	CROSS-REFERENCE (PAGE) / DIRECT RESPONSE	OMISSIONS AND JUSTIFICATIONS	RELATION TO THE GLOBAL COMPACT PRINCIPLES	EXTERNAL VERIFICATION
ENVIRONMEN	NTAL				
Aspect: Overal	II .				
G4-EN31	Total environmental protection expenditures and investments by type	Page 19		7 and 8	Procedures (a) and (e)
SOCIAL: LABO	OR PRACTICES AND DECENT WORK				
Aspect: Employ	yment				
G4-LA1	Total number and rate of new employee hires and employee turnover by age group, gender, and region	Page 21		6	Procedures (a) and (c)
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations	Regardless of the type and duration of the employment contract, all employees are eligible to benefit programs and training on education, health and safety. The benefits include health plan, dental plan, private pension plan, meal voucher, life insurance, transportation voucher and Christmas' gift.			Procedures (a) and (c)
G4-LA3	Return to work and retention rates after parental leave, by gender	Page 22			Procedures (a) and (c)
SOCIAL: LABO	OR PRACTICES AND DECENT WORK				
Aspect: Labor i	relations				
G4-LA4	Minimum notice period regarding significant operational changes including whether it is specified in collective agreements	No notice period is defined in collective agreements, but the Company maintains an open dialogue with its employees, through several means of communication, informing them of any changes in advance.			Procedures (a) and (c)
Aspect: Health	n and safety at the workplace				
G4-LA5	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	Page 22			Procedures (a) and (c)

^{*} See the auditor's report at page 65.

GRI INDICATO	RS	CROSS-REFERENCE (PAGE) / DIRECT RESPONSE	OMISSIONS AND JUSTIFICATIONS	RELATION TO THE GLOBAL COMPACT PRINCIPLES	EXTERNAL VERIFICATION
SOCIAL: LABOI	R PRACTICES AND DECENT WORK				
Aspect: Health	and safety at the workplace				
G4-LA6	Rates of injury, occupational diseases, lost workdays, and absenteeism, and total number of work-related fatalities, by region and by gender	Page 25			Procedures (a) and (e)
G4-LA8	Health and safety topics covered in formal agreements with trade unions	The agreements between Whirlpool and trades unions that represent their employees cover health and safety topics, such as required personal protective equipment (PPE), formal health and safety bodies, and necessary infrastructure for health and safety maintenance. The agreements provide for a total of 13 employee protection measures, and all agreements cover health and safety topics.		3	Procedures (a) and (c)
Aspect: Training	g and education				
G4-LA9	Average hours of training per year per employee by gender, and by employee category	Page 23			Procedures (a) and (e)
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	There is no specific program to prepare employees for retirement. However, Whirlpool supports employability of employees by promoting their professional education and development, as reported in the Chapter Employees.			Procedures (a) and (c)
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	Page 24		6	Procedures (a) and (e)
SOCIAL: LABOI	R PRACTICES AND DECENT WORK				
Aspect: Diversit	ty and equal opportunity				
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	Page 21		6	Procedures (a) and (c)

^{*} See the auditor's report at page 65.

GRI INDICATO	PRS	CROSS-REFERENCE (PAGE) / DIRECT RESPONSE	OMISSIONS AND JUSTIFICATIONS	RELATION TO THE GLOBAL COMPACT PRINCIPLES	EXTERNAL VERIFICATION
SOCIAL: LABO	R PRACTICES AND DECENT WORK				
Aspect: Supplie	er labor practices assessment				
G4-LA14	Percentage of new suppliers that were screened using labor practices criteria	Pages 26 and 27		1, 2, 4 and 5	Procedures (a) and (c)
Aspect: Mecha	unisms for reporting grievances about labor practices				
G4-LA16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	No grievances were recorded in the period.		1, 2, 4 and 5	Procedures (a) and (c)
SOCIAL: HUM	AN RIGHTS				
Aspect: Investn	ments				
G4-HR1	Percentage and total number of significant investment agreements and contracts that include human rights clauses or that have undergone human rights screening	All suppliers must be aware of Whirlpool's Supplier Code of Conduct, which includes respect to human rights, and act according to its principles. For further information, refer to Chapter Suppliers.		1, 2, 4 and 5	Procedures (a) and (c)
G4-HR2	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	Page 24		1 and 2	Procedures (a) and (c)
Aspect: Non-di	iscrimination				
G4-HR3	Total number of incidents of discrimination and corrective actions taken	No incidents of discrimination were recorded between 2013 and 2014.		1, 2 and 6	Procedures (a) and (c)
Aspect: Child lo	abor				
G4-HR5	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor	Pages 26 and 27		1,2 and 5	Procedures (a) and (c)

^{*} See the auditor's report at page 65.

GRI INDICATO	DRS	CROSS-REFERENCE (PAGE) / DIRECT RESPONSE	OMISSIONS AND JUSTIFICATIONS	RELATION TO THE GLOBAL COMPACT PRINCIPLES	EXTERNAL VERIFICATION
SOCIAL: HUM	AN RIGHTS				
Aspect: Forced	or compulsory labor				
G4-HR6	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures taken to contribute to the elimination of forced or compulsory labor	Pages 26 and 27		1,2 and 4	Procedures (a) and (c)
Aspect: Securit	ty practices			_	
G4-HR7	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations	All employees receive training in the Company's code of ethics commitments, including the respect to human rights.		1 and 2	Procedures (a) and (c)
Aspect: Rights	of indigenous and traditional peoples				
G4-HR8	Total number of incidents of violations involving rights of indigenous and traditional peoples and actions taken	Whirlpool's operations do not involve indigenous peoples and, therefore, no incidents of violation of their rights were identified.		1 and 2	Procedures (a) and (c)
Aspect: Supplie	er human rights assessment				
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	Pages 26 and 27		1, 2, 4 and 5	Procedures (a) and (e)
Aspect: Mecha	unisms for reporting grievances about human rights				
G4-HR12	Number of grievances about human rights filed, addressed, and resolved through formal grievance mechanisms	No grievances were recorded in the period.		1, 2, 4 and 5	Procedures (a) and (c)
SOCIAL: SOCIE	ETY				
Aspect: Local co	communities				
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	Pages 30 to 33			Procedures (a) and (c)

^{*} See the auditor's report at page 65.

GRI INDICATORS		CROSS-REFERENCE (PAGE) / DIRECT RESPONSE	OMISSIONS AND JUSTIFICATIONS	RELATION TO THE GLOBAL COMPACT PRINCIPLES	EXTERNAL VERIFICATION		
SOCIAL: SOCIE	ETY						
Aspect: Anti-co	orruption						
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.	Page 13		10	Procedures (a) and (c)		
Aspect: Anti-corruption							
G4-SO4	Communication and training on anti-corruption policies and procedures	In 2014, the Company organized 12 workshops on compliance and ethics, more than 50 on-site training events about the Company's 15 Compliance Policies and 8 strategic workshops on compliance designed to the CEO and the vice presidents.		10	Procedures (a) and (c)		
G4-SO5	Incidents of corruption confirmed and actions taken in response to these incidents	In 2013 and 2014, incidents of corruption, as defined by the Law 12846 that provides for acts involving the government, were not identified.		10	Procedures (a) and (e)		
Aspect: Public բ	Aspect: Public policies						
G4-SO6	Total value of political contributions by country and recipient/beneficiary	According to its by-laws, Whirlpool is not allowed to make contributions and donations to political parties or candidates.			Procedures (a) and (c)		
SOCIAL: PRODUCT RESPONSIBILITY							
Aspect: Custom	ner health and safety						
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Page 34		1,2 and 8	Procedures (a) and (e)		
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	In 2013, the Company received two notices incurring fines about standardization of plugs and sockets. In 2014, the Company was not notified about standardization of plugs and sockets.			Procedures (a) and (e)		

^{*} See the auditor's report at page 65.

GRI INDICATORS		CROSS-REFERENCE (PAGE) / DIRECT RESPONSE	OMISSIONS AND JUSTIFICATIONS	RELATION TO THE GLOBAL COMPACT PRINCIPLES	EXTERNAL VERIFICATION
SOCIAL: PROD	UCT RESPONSIBILITY				
Aspect: Produc	t and service labeling				
G4-PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant products and service categories subject to such information requirements	Page 34			Procedures (a) and (c)
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	In 2013 and 2014, Inmetro identified eight and ten incidents, respectively, related to certification problems. With regard to product labeling, Whirlpool received five notices incurring fines in 2013. In 2014, nine notices were received, four of them incurring fines.			Procedures (a) and (c)
G4-PR5	Results of surveys measuring customer satisfaction	Page 36			Procedures (a) and (e)
Aspect: Custom	ner privacy				
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	In 2013 and 2014, no complaints regarding breaches of customer privacy and losses of customer data were recorded.			Procedures (a) and (c)
Aspect: Compli	ance				
G4-PR9	Monetary value of (significant) fines for non-compliance with laws and regulations concerning the provision and use of products and services	In 2013, the Company received 106 fines for non-compliance with laws and regulations concerning the provision and use of products and services, totaling R\$369,800. In 2014, a total of 421 fines were received, amounting to R\$820,600. The amounts refer to fines paid to Procon agencies in 2013 and 2014. These amounts do not include reimbursements paid to consumers.			Procedures (a) and (e)

^{*} See the auditor's report at page 65.

Limited assurance report issued by independent auditors

To the Directors and Officers of Whirlpool S.A.
São Paulo - SP

Introduction

We have been engaged by Whirlpool S.A. to apply limited assurance procedures on the sustainability information disclosed in Whirlpool's Latin America ("Whirlpool" or "Company") 2013/2014 Sustainability Report, related to the years ended December 31st, 2013 and 2014.

Responsibilities of Whirlpool's Management

The management of Whirlpool is responsible for preparing and adequately presenting the information in the 2013/2014 Sustainability Report in accordance with the Global Reporting Initiative (GRI) Sustainability Reporting Guidelines (GRI-G4) as well as the internal controls determined necessary to ensure this information is free from material misstatement, resulting from fraud or error.

Independent auditors' responsibility

Our responsibility is to express a conclusion about the information in the 2013/2014 Sustainability Report based on the limited assurance engagement conducted in accordance with Technical Communication (TC) 07/2012 approved by the Federal Accounting Council and prepared in accordance with NBC TO 3000 (Assurance Engagements Other Than Audits and Reviews), issued by the Brazilian Federal Accounting Council - CFC, which is the equivalent to international standard ISAE 3000 issued by the International Federation of Accountants applicable to Non-Financial Historical Information. These standards require compliance with ethical requirements, including independence ones and also that the engagement is conducted to provide limited assurance that the information in the 2013/2014 Sustainability Report, taken as a whole, is free from material misstatement.

A limited assurance engagement conducted in accordance with NBC TO 3000 (ISAE 3000) consists mainly of questioning the management of Whirlpool and other professionals of the Company involved in the preparation of the information disclosed in the 2013/2014 Sustainability Report and applying analytical procedures to obtain evidence that allows us to make a limited assurance conclusion about



the sustainability information taken as a whole. A limited assurance engagement also requires additional procedures when the independent auditor learns of issues which lead them to believe that the information disclosed in the Sustainability Report 2013/2014 taken as a whole could present material misstatement.

The selected procedures were based on our understanding of the issues related to the compilation, materiality and presentation of the information disclosed in the 2013/2014 Sustainability Report, other engagement circumstances and considerations regarding areas and procedures associated with the material sustainability information disclosed in the 2013/2014 Sustainability Report where material misstatement could exist. The procedures consisted of:

- a) planning: consideration of the materiality of aspects to Whirlpool's activities, relevance of the information disclosed, amount of quantitative and qualitative information and operational systems and internal controls that served as a basis for preparation of the information in the 2013/2014 Sustainability Report. This analysis defined the indicators to be tested in detail;
- b) understanding and analysis of the information disclosed related to the management of material aspects;
- c) analysis of processes for the preparation of the 2013/2014 Sustainability Report and its structure and content, based on the Principles for Defining Report Content and Quality of the Global Reporting Initiative GRI (GRI-G4);

AUDITOR'S REPORT

- d) evaluation of indicators and other non-financial information:
 - understanding the calculation methodology and procedures for the compilation of indicators through interviews with managers responsible for preparing the information;
 - application of analytical procedures on the quantitative information and questions about qualitative information and their correlation with indicators disclosed in the 2013/2014 Sustainability Report;
 - analysis of evidence supporting the information disclosed;
 - visits to one of Whirlpool's operational units and its head office for application of these procedures, as well as of items (b), (c) e (d);
- e) plausibility analysis of the reasons for omissions of performance indicators associated with topics and aspects identified as material through the Company's materiality assessment; and
- f) comparison of financial indicators with the financial statements and/or accounting records.

We believe the information, evidence and results we have obtained are sufficient and appropriate to provide a basis for our limited conclusion.

Scope and limitations

The procedures applied in a limited assurance engagement are substantially less extensive than those applied in a reasonable assurance engagement. Therefore, we cannot ensure we are aware of all the issues that would have been identified in a reasonable assurance engagement, which aims to issue an opinion. If we had conducted a reasonable assurance engagement, we may have identified other issues and possible misstatements within the information presented in the Sustainability Report 2013/2014.

Nonfinancial data is subject to more inherent limitations than financial data, due to the nature and diversity of the methods used to determine, calculate or estimate this data. Qualitative interpretations of the data's materiality and accuracy are subject to individual presumptions and

judgments. Additionally, we did not examine data regarding prior periods to assess the adequacy of policies, practices and sustainability performance, nor future projections data.

Conclusion

Based on the procedures carried out, described in this report, we have not identified any relevant information that leads us to believe that the information in Whirlpool's Latin America 2013/2014 Annual Report is not free of material misstatement, in accordance with the Global Reporting Initiative Sustainability Reporting Guidelines (GRI-G4), and with its source records and files.

São Paulo, June 05th, 2015

KPMG Risk Advisory Services Ltda.

CRC 2SP023233/O-4

Eduardo V. Cipullo

Accountant CRC 1SP135597/O-6

ACKNOWLEDGMENTS

Project coordination

Whirlpool Latin America's Communication and Sustainability Teams: Fernanda Nishikawa, Milton Mondardo Filho and Vanderlei Niehues.

Support

Adriel Santos, Alberto Sgrott, Alexandre Petry, Ana Paula Henrichsen, Ângela Souza, Anna Araripe, Athos Vicente, Carlos Eduardo Vieira Prestes, Christian Viaes, Cintia Sanocky Maistrovicz, Cláudia Monteiro, Cláudio Machado, Cleverson Zanella, Daniel Karam, Daniel Caldeira, Danilo Turbiani, Débora Paes, Elisa Möller, Enzo Chamma, Erica Zanotti, Fabiano Hecht, Fábio Falci, Fábio Pimentel, Fábio Zanella, Felipe Sciamana, Giovanni Campanella, Guilherme Nehring, Heloísa Granja, Inez Ribeiro, Ione Ribeiro, Jaqueline Batista, Jefferson Oliveira, Jocilene Oliveira, José Sampaio Almeida, José Valnei Silva, Kamila Marchi, Karlis Novickis, Kelly Galesi, Leda Böger, Luciana Aguiar, Maria Cláudia Ferreira da Cunha, Marcos Teixeira, Mariana Oliveira, Marianna Figueiredo, Marilia Biscalquin, Mario Gonçalves, Murilo Hablitzel, Nattacha Lima, Nelson Tesser, Patrícia Sobreira, Paula Barata, Paulino Hashimoto, Paulo Covre, Pedro Benevides, Priscila Wernke, Renata Lomônaco, Ronaldo Fernandes, Sayonara Moreira, Sheila Amaral, Thiago Agda Sousa, Vadis Bellini, Wanderly Limeira, Willian Souza.

Consulting for GRI

RICCA RI

Editorial project — writing, revision, edition and translation RICCA RI

Graphic design and multimedia design — online, photos and videoRICCA RI

This report is available for reading and downloading at sustentabilidade.whirlpool.com.br/en