



C&A Global Sustainability Report 2015 – GRI Index

Indicator		Location	UN Global Compact Principles	Comments
General Standard Disclosures				
G4-1	Statement from the most senior decision-maker of the organisation.	Leadership Letter		
G4-2	Description of key impacts, risks, and opportunities.	Leadership Letter Our strategy Global frameworks		
Organisational Profile				
G4-3	Name of the organisation.	About C&A		
G4-4	Primary brands, products, and/or services.	About C&A Our retail markets		
G4-5	Location of the organisation's headquarters	About C&A		
G4-6	Operating countries	About C&A		
G4-7	Nature of ownership and legal form	About C&A		
G4-8	Markets served	About C&A		
G4-9	Scale of the organisation	About C&A		
G4-10	Workforce	About C&A Listening to employees Equality and diversity	Principle 6	
G4-11	Percentage of workforce covered by collective bargaining agreements	Equality and diversity Safe and fair labour	Principle 3	In 2015, we did not collect this information at a global level. In Brazil this figure is 95%, Mexico is 100% and China is 0%. In Europe, we do not collect this information.
G4-12	The supply chain	Sustainable supply Supply list		
G4-13	Significant changes related to the organisation's size, structure, ownership or supply chain during the reporting period	How we report		
G4-14	Use of precautionary principle	How we report	Principle 7	
G4-15	Economic, environmental and social charters and principles endorsed	Leadership letter Stakeholder engagement Global frameworks		

Indicator		Location	UN Global Compact Principles	Comments
G4-16		<u>Stakeholder engagement</u> <u>Who we work with:</u> - <u>Sustainable materials</u> - <u>Sustainable cotton</u> - <u>Other raw materials</u> - <u>Clean environment</u> - <u>Safe and fair labour</u> - <u>Engaging employees</u> - <u>Enabling customers</u> - <u>Strengthening communities</u>		
Identified material aspects				
G4-17	Entities included in financial statements or equivalent documents, and coverage in the sustainability report	N/A		C&A does not disclose financial statements on a global level. We publish financial statements where national regulations require this.
G4-18	Process for defining report content	<u>Our strategy</u> <u>How we report</u> <u>Global frameworks</u>		
G4-19	Material aspects	<u>Our strategy</u> <u>Listening to customers</u> <u>Materiality</u>		List of issues that drive C&A's sustainability reputation by type: Product - affordable, fashionable, comfortable, easy to wash, high quality, durable; Social - treats workers fairly, fair trade, no child labour, respects diversity, employees, communities; Environmental - sources materials responsibly, organic, minimal chemicals, minimises pollution, avoids water pollution, minimises climate change, renewable energy, minimises climate change, recycled materials, no animal skins; Economy and transparency - jobs, locally sourced, open and honest
G4-20	Aspect Boundaries with the organisation	<u>How we report</u>		
G4-21	Aspect Boundaries outside of the organisation	<u>How we report</u>		
G4-22	Restatements of information provided in previous reports	<u>How we report</u>		
G4-23	Significant changes in Scope and Aspect Boundaries from previous reports	<u>How we report</u>		Global data is provided unless stated otherwise.
Stakeholder engagement				
G4-24	Scale of the organisation	<u>Stakeholder engagement</u> <u>External review</u>		
G4-25	Workforce	<u>Stakeholder engagement</u>		

Indicator		Location	UN Global Compact Principles	Comments
G4-26	Percentage of workforce covered by collective bargaining agreements	Stakeholder engagement		
G4-27	The supply chain	Stakeholder engagement		
Report profile				
G4-28	Use of precautionary principle	How we report		
G4-29	Economic, environmental and social charters and principles endorsed	How we report		
G4-30	Memberships and advocacy organisations	How we report		
G4-31	Memberships and advocacy organisations	Contact us		
G4-32	Memberships and advocacy organisations	How we report		
G4-33	Memberships and advocacy organisations	How we report External review		This report is not externally assured, but independently reviewed by the ETI.
Governance				
G4-34	Governance structure of the organisation	Governing sustainability		
Ethics and integrity				
G4-56	Scale of the organisation	Our values Equality and diversity Sustainable supply Safe and fair labour Sustainable lives	Principle 1 Principle 2 Principle 3 Principle 4 Principle 5 Principle 6	
G4-25	Workforce	About C&A Equality and diversity		
G4-26	Percentage of workforce covered by collective bargaining agreements			
G4-27	The supply chain	Sustainable Supply		
Specific Standard Disclosures				
Category: Environment				
Aspect: Material				
G4-DMA		Sustainable materials More sustainable cotton Other raw materials Circular fashion Circular fashion products Product innovation Carbon	Principle 8 Principle 9	

Indicator		Location	UN Global Compact Principles	Comments
G4-EN1	Materials used	Sustainable materials Other raw materials More Sustainable Cotton		We currently do not publish data on all materials across our business by weight or volume used, or the proportion of renewable and non-renewable materials. However, significant data on our raw materials is disclosed in the indicated pages. Cotton is in 56% of our clothes. Man-made fibres account for more than 30% of the materials we use at C&A.
G4-EN2	Recycled materials used	Polyester		

Aspect: Energy

G4-DMA		Clean environment Carbon How we report	Principle 7 Principle 8 Principle 9	
G4-EN3	Energy consumption within the organisation	Carbon		
G4-EN4	Energy consumption outside the organisation	Carbon		
G4-EN5	Energy intensity	Carbon		
G4-EN6	Reduction of energy consumption	Carbon		
G4-EN7	Reduction of energy of products	More sustainable cotton Carbon		

Aspect: Water

G4-DMA		Clean environment Water	Principle 7 Principle 8 Principle 9	
G4-EN8	Total water withdrawal by source	Water		
G4-EN9	Water sources significantly affected by water withdrawal	Water		

Aspect: Emissions

G4-DMA		Clean environment Carbon	Principle 7 Principle 8 Principle 9	
G4-EN15	Direct greenhouse gas emissions (Scope 1)	Carbon		

Indicator		Location	UN Global Compact Principles	Comments
G4-EN16	Energy indirect greenhouse gas emissions (Scope 2)	<u>Carbon</u>		
G4-EN17	Other indirect greenhouse gas emissions (Scope 3)	<u>Carbon</u>		
G4-EN18	Greenhouse gas emissions intensity	<u>Carbon</u>		
G4-EN19	Reduction of greenhouse gas emissions	<u>Carbon</u>		
Aspect: Effluents and waste				
G4-DMA		<u>Clean environment</u> <u>Chemicals</u> <u>Waste</u> <u>Circular fashion</u>	Principle 7 Principle 8 Principle 9	
G4-EN22	Total water discharged by quality and destination	<u>Chemicals</u>		
G4-EN23	Total weight of waste by type and disposal method	<u>Waste</u>		
G4-EN24	Total number and volume of significant spills			There were no significant spills during this reporting period.
Aspect: Products and services				
G4-DMA		<u>Circular fashion products</u> <u>Organic cotton</u> <u>Product quality and safety</u> <u>Chemicals</u> <u>Clean environment</u>	Principle 8 Principle 9	
G4-EN27	Mitigating environmental impacts of products	<u>Carbon</u> <u>Water</u> <u>Chemicals</u>		
G4-EN28	Percentage of reclaimed products	<u>Circular fashion products</u> <u>Product innovation</u> <u>Polyester</u> <u>Waste</u>		
Aspect: Compliance				
G4-DMA		<u>Clean environment</u>		
G4-EN29	Fines and sanctions for non-compliance with environmental regulations			There were no fines received during this reporting period.

Indicator		Location	UN Global Compact Principles	Comments
Aspect: Transport				
G4-DMA		Carbon		
G4-EN30	Significant impacts from transporting goods, products, materials and workforce	Carbon		
Aspect: Supplier environmental assessment				
G4-DMA		Sustainable supply Clean environment Chemicals	Principle 8 Principle 9	
G4-EN32	New suppliers screened for environmental criteria	Sustainable Supply		
G4-EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	Chemicals Carbon Water		
Aspect: Environmental grievance mechanism				
G4-DMA		Our values Clean environment Chemicals	Principle 7	C&A has established the Fairness Channel as a secure whistle-blowing and complaint management system, through which all stakeholders (including customers, suppliers, factory workers, employees or other stakeholders) can, confidentially, report unethical behaviour or practices. The Fairness channel can be reached at: CSA@c-and-a.com, +49-211-9872-3883, C&A Corporate Social Affairs, The Fairness Officer, Confidential, Post box 102264, D-40013 Düsseldorf, Germany
G4-EN34	Number of grievances about environmental impacts			There were no grievances about environmental impacts filed during this reporting period.
Category: Social Sub-category: Labour				
Aspect: Employment				
G4-DMA		Engaging employees Listening to employees Equality and diversity		

Indicator		Location	UN Global Compact Principles	Comments
G4-LA1	Total number and rate of new hires and employee turnover by age group, gender and region			We do not currently report this data at a global level, but we are working to standardise how we collect this information and hope to report it in the future.
G4-LA2	Benefits provided to full-time employees that aren't provided to temporary or part-time employees			We do not currently report this data at a global level, but we are working to standardise how we collect this information and hope to report it in the future.
G4-LA3	Return to work and retention rates after parental leave, by gender			We do not currently report this data at a global level, but we are working to standardise how we collect this information and hope to report it in the future.
Aspect: Labour/Management relations				
G4-DMA		<u>Engaging employees</u> <u>Safe and fair labour</u>	Principle 6	
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements			We do not currently report this data at a global level, but we are working to standardise how we collect this information and hope to report it in the future.
Aspect: Training and education				
G4-DMA		<u>Learning and development</u>		
G4-LA9	Training per employee per year by gender and employee category			We do not currently report this data at a global level, but we are working to standardise how we collect this information and hope to report it in the future.
G4-LA10	Programmes for skills management and lifelong learning	<u>Learning and development</u>		
G4-LA11	Employees receiving regular performance reviews			We do not currently report this data at a global level, but we are working to standardise how we collect this information and hope to report it in the future.
Aspect: Diversity and equal opportunity				
G4-DMA		<u>Our values</u> <u>Equality and diversity</u>	Principle 6	
G4-LA12	Breakdown of employees and governance bodies by gender and other indicators of diversity	<u>Equality and diversity</u>		We do not currently report all this data at a global level, but we are working to standardise how we collect this information and hope to report it in the future.

Indicator		Location	UN Global Compact Principles	Comments
Aspect: Equal remuneration for women and men				
G4-DMA		<u>Equality and diversity</u> <u>Global frameworks</u>	Principle 6	
G4-LA13	Ratio of salary of men to women by employee category and location			We do not currently report this data at a global level, but we are working to standardise how we collect this information and hope to report it in the future.
Aspect: Supplier Assessment for labour practices				
G4-DMA		<u>Sustainable supply</u> <u>Safe and fair labour</u> <u>Supplier and worker engagement</u> <u>Protecting the most vulnerable</u>		
G4-LA14	New suppliers screened for labour criteria	<u>Sustainable supply</u>		
G4-LA15	Significant actual and potential negative impacts for labour practices in the supply chain and actions taken	<u>Sustainable supply</u> <u>Safe and fair labour</u> <u>Supplier and worker engagement</u> <u>Protecting the most vulnerable</u>		
Aspect: Labour practices grievance mechanisms				
G4-DMA		<u>Our values</u> <u>Equality and diversity</u>	Principle 6	See G4-DMA on Aspect: Environmental Grievance mechanisms.
G4-LA16	Number of grievances about labour practices			There were no grievances about labour practices filed during this reporting period.
Sub-category: Human rights				
Aspect: Investment				
G4-DMA		<u>Sustainable supply</u>		
G4-HR1	Significant investment agreements and contracts that include human rights clauses or screening	<u>Sustainable supply</u>	Principle 1 Principle 2	
G4-HR2	Employee training on human rights policies or procedures	<u>Equality and diversity</u>		We do not currently report this data at a global level, but we are working to standardise how we collect this information and hope to report it in the future.

Indicator		Location	UN Global Compact Principles	Comments
Aspect: Non-discrimination				
G4-DMA		<u>Our values</u> <u>Sustainable supply</u> <u>Equality and diversity</u>	Principle 6	
G4-HR3	Incidents of discrimination and corrective actions taken	<u>Safe and fair labour</u> <u>Protecting the most vulnerable</u>		
Aspect: Freedom of Association and collective bargaining				
G4-DMA		<u>Sustainable supply</u> <u>Safe and fair labour</u>	Principle 3	
G4-HR4	Operations and suppliers where freedom of association and and collective bargaining may be at risk and actions taken	<u>Sustainable supply</u> <u>Safe and fair labour</u> <u>Supplier and worker engagement</u>		
Aspect: Child labour				
G4-DMA		<u>Sustainable supply</u> <u>Protecting the most vulnerable</u>	Principle 5	
G4-HR5	Operations and suppliers where there is a significant risk of incidents of child labour and actions taken	<u>Protecting the most vulnerable</u>		
Aspect: Forced or compulsory labour				
G4-DMA		<u>Sustainable supply</u> <u>Protecting the most vulnerable</u>	Principle 4	
G4-HR6	Operations and suppliers where there is a significant risk of incidents of forced labour and actions taken	<u>Protecting the most vulnerable</u> <u>Supplier and worker engagement</u>		
Aspect: Assessment				
G4-DMA		<u>Sustainable supply</u>		
G4-HR9	Operations that have been subject to human rights reviews or assessments	<u>Sustainable supply</u>	Principle 1 Principle 2	
Aspect: Supplier human rights assessments				
G4-DMA		<u>Sustainable supply</u>	Principle 1 Principle 2	
G4-HR10	New suppliers screened for human rights criteria	<u>Sustainable supply</u>		

Indicator		Location	UN Global Compact Principles	Comments
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	Sustainable supply Safe and fair labour Protecting the most vulnerable Supplier and worker engagement		
Aspect: Human rights grievance mechanisms				
G4-DMA		Our values Sustainable supply Equality and diversity	Principle 1 Principle 2	See G4-DMA on Aspect: Environmental Grievance mechanisms.
G4-HR12	Number of grievances about human rights	Safe and fair labour Protecting the most vulnerable		
Sub-category: Society				
Aspect: Local communities				
G4-DMA		Sustainable lives Strengthening communities Giving and volunteering Disaster relief		
G4-SO1	Operations with local community engagement, impact assessments and development programmes	Strengthening communities Giving and volunteering Disaster relief		
G4-SO2	Operations with significant actual and potential negative impacts on local communities	More sustainable cotton Polyester Chemicals Carbon Water		
Aspect: Anti-corruption				
G4-DMA		Our values Sustainable supply Equality and diversity	Principle 10	
G4-SO3	Operations assessed for risks related to corruption	Sustainable Supply		We are working on a risk management and reporting system that will ensure violations of the Code of Ethics or the Code of Conduct are reported in the future. Operations have not been formally assessed but no significant risks related to corruption have been identified.
G4-SO4	Communication and training on anti-corruption	Equality and diversity		
G4-SO5	Confirmed incidents of corruption and actions taken			There were no incidents of corruption during this reporting period.

Indicator		Location	UN Global Compact Principles	Comments
Aspect: Public policy				
G4-DMA		<u>Our values</u> <u>Stakeholder engagement</u>		
G4-SO6	Political contributions by country and recipient/beneficiary	N/A	Principle 10	No financial or in-kind political contributions were made directly or indirectly.
Aspect: Anti-competitive behaviour				
G4-DMA		<u>Our values</u>		
G4-SO7	Number of legal actions regarding anti-competitive, anti-trust and monopoly behaviour			No legal actions regarding anti-competitive, anti-trust and monopoly behaviour have been taken.
Aspect: Compliance				
G4-DMA		<u>Sustainable supply</u> <u>Clean environment</u> <u>Safe and fair labour</u> <u>Product quality and safety</u>		No fines or sanctions were received.
G4-SO8	Monetary value of fines or sanctions for non-compliance with laws and regulations			No monetary fines or sanctions were received.
Sub-category: Product responsibility				
Aspect: Customer health and safety				
G4-SO8		<u>Product quality and safety</u>		
G4-PR1	Significant product categories for which health and safety impacts are assessed for improvement	<u>Product quality and safety</u>		
G4-PR2	Incidents of non-compliance with regulations and voluntary codes concerning health and safety	<u>Product quality and safety</u>		C&A had no product recalls across our retail markets in 2016. Any further updates/ check against last years GRI, there were 78 incidents in 2015

Indicator	Location	UN Global Compact Principles	Comments
Aspect: Product labelling			
G4-DMA		Product quality and safety Organic cotton Responsible down Circular fashion products Products	
G4-PR3	Product information required by the companies procedures for product information and labelling	Product quality and safety Organic cotton Responsible down Circular fashion products Products	We do not currently report all this data at a global level, but hope to report it in the future.
G4-PR4	Incidents of non-compliance with regulations and voluntary codes concerning product information and labelling		There were no incidents of non-compliance during this reporting period.
G4-PR5	Results of surveys measuring customer satisfaction	Listening to customers Organic cotton	
Aspect: Marketing communications			
G4-DMA		Enabling customers Equality and diversity	
G4-PR6	Sale of banned or disputed products	Product quality and safety	C&A does not sell any banned or disputed products.
G4-PR7	Incidents of non-compliance with regulations and voluntary codes concerning marketing communications		
Aspect: Customer privacy			
G4-DMA		Enabling customers	
G4-PR8	Number of substantiated complaints regarding breaches of customer privacy and loss of customer data		
Aspect: Compliance			
G4-DMA		Product quality and safety	
G4-PR9	Monetary value of fines for non-compliance with laws and regulations concerning the provision and use of products and services		