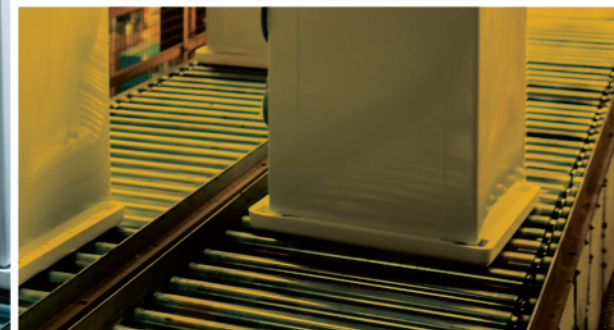


Sustainability Report 2015 | 2016

Latin America





Summary

Summary.....	01
Mission, Vision and Values.....	02
Highlights.....	03
Dear Reader.....	04
Message from the Leadership.....	06
Profile.....	08
Product Leadership.....	24
Operational Excellence.....	37
People Excellence.....	48
GRI Index.....	63
Credits.....	80

Mission, Vision and Values

GRI 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.



Highlights

- Launched around 400 new products in 2015 and 2016, an average of more than four products per week.
- Net Sales Revenue of R\$ 9,219 million in 2016, approximately 1.79% less than in 2015, which added up to R\$ 9,387 million.
- Invested R\$ 18.1 million in environmental management during 2015 and 2016.
- Instituto Consulado da Mulher (Women's Consulate) supported more than 200 popular enterprises between 2015 and 2016, which generated total earnings of R\$ 13.6 million during this period.
- Achieved the Zero Waste to Landfill goal in December 2015, for manufacturing and non manufacturing waste flows.
- 36% reduction in energy intensity, that is, the consumed electricity compared to the revenue between 2014 and 2016.

- Inauguration of La Tablada's factory in Argentina, in 2016, prepared to produce stoves and washing machines.
- 20% reduction in water consumption between 2014 and 2016.
- Continuous improvement in the health and safety indicators, with a 42% drop in the injury rate and a 46% drop in the absence rate in comparison to the 2012 results. Moreover there have been zero fatal accidents and zero occupational diseases for the 7th consecutive year.
- In 2015, the factory in Colombia was inaugurated, in joint venture with Haceb, with operations certified by ISO 9001, ISO 14001 and OHSAS 18001 for the production of washing machines, which are exported to 17 countries. In 2016, 369 thousand washing machines were produced, of which 60 thousand were exported. The plant has natural lighting and LED lamps that provide 80% energy efficiency and also has initiatives for water reuse and waste management.





Dear Reader,

GRI G4-3 | G4-18 | G4-19 | G4-23 | G4-28 | G4-31

this is the 2015/2016 Whirlpool Latin America Sustainability Report, a document that presents, in an objective way, the Company, its strategy, management, commitments and performance, from January 1st 2015 to December 31st 2016, in regards to the Units in Brazil and Argentina, where the Company has its own operations.

For the seventh consecutive year, the report follows the Global Reporting Initiative (GRI) directives, in its G4 version, good practice in sustainability reports that sets a standard used by thousands of companies throughout the world.

The purpose of this publication is to present to Whirlpool's various stakeholders, information on the most important aspects of the operation for business sustainability, risk mitigation and value creation.

To define what these aspects were, the materiality matrix of 2014 was revised and a study was conducted to identify the most relevant current themes and the best practices in the sector. Furthermore, a process of interviews was held with the Company's executives, in order to understand the strategic themes for its sustainable development in the short and medium term. As a result eight relevant themes were defined, which will be approached throughout the report:

RELEVANT THEMES

 PRODUCT QUALITY AND SAFETY	 ENVIRONMENTAL MANAGEMENT (ENERGY, WATER AND WASTE)
 MORE SUSTAINABLE PRODUCTS (INNOVATION AND PRODUCT' LIFE CYCLE MANAGEMENT)	 RESPONSIBLE SUPPLY CHAIN
 OCCUPATIONAL HEALTH AND SAFETY	 MATERIAL MANAGEMENT
 COMPLIANCE	 POSITIVE IMPACTS ON THE COMMUNITY

A GRI indicator has been added for each relevant theme. These can be identified throughout the report by the initials "GRI – G4". A complete list of the indicators can be found in the GRI Index, on page 63.

The report also highlights the themes related to the Sustainable Development Goals (SDGs), an agenda stipulated by the United Nations Organization, of which Whirlpool is a signatory.

The information in the Portuguese version of this report has been subject to an independent audit to ensure its veracity and credibility.

Enjoy your reading!



If you have doubts, comments, or need further information, contact us:

sustentabilidade@whirlpool.com



Message from the Leadership

GRI G4-1

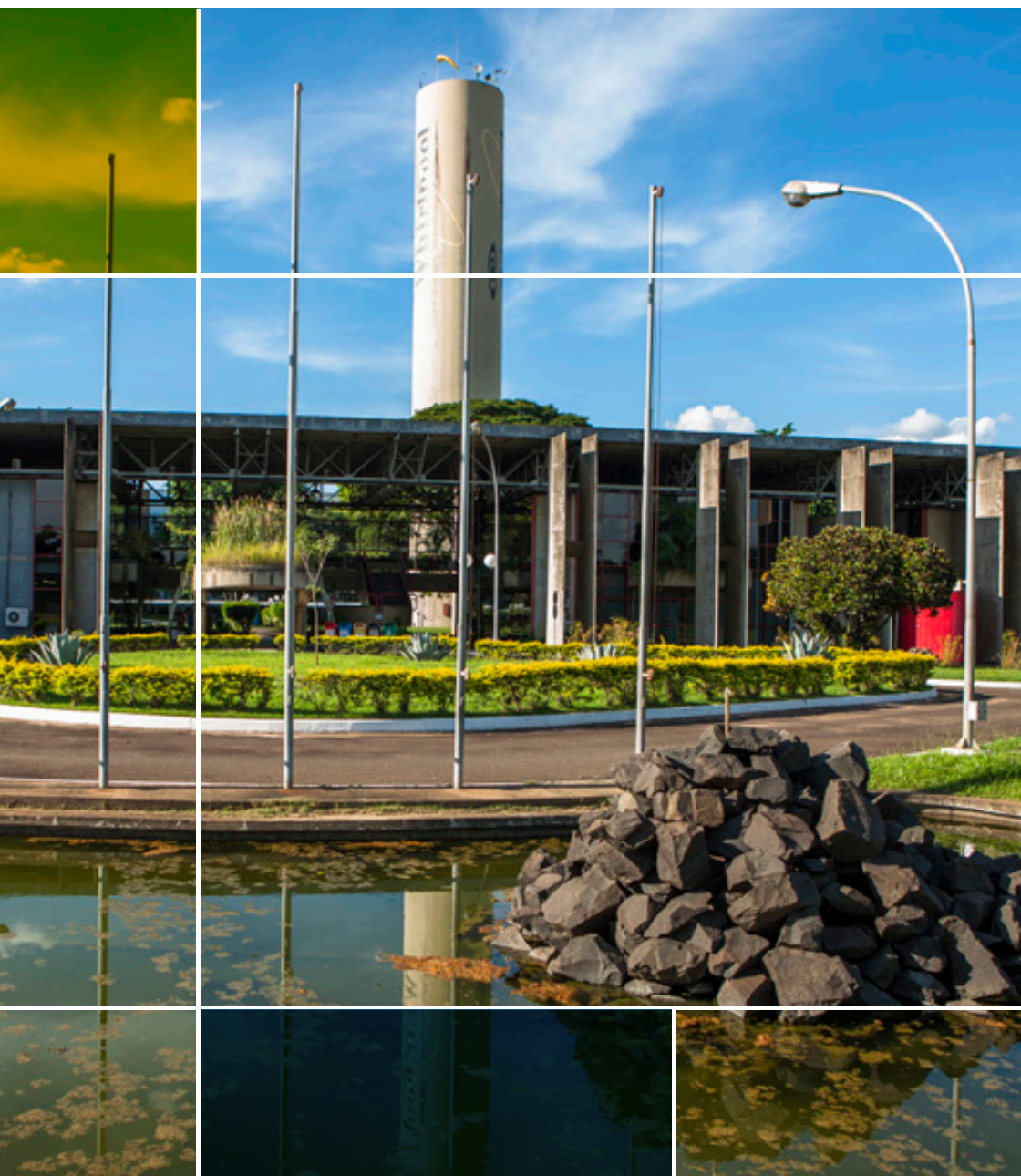
We are very proud to present the results of this report, especially considering how challenging the scenario has been for the industry over the last few years. Despite all this, we have never deviated from our commitment to sustainability, innovation and from the commitment to our consumers.

We invested R\$ 18.1 million in environmental management and continue to positively transform the lives of vulnerable women through Consulado da Mulher (Women's Consulate), which in the past two years has supported more than 200 popular enterprises, generating combined revenues of R\$ 13.6 million.

I would like to emphasize, with great pride, that, since 2015 we have achieved our goal of zero waste to landfills in all of our factories. Brazil was the first region of Whirlpool Corporation to achieve this goal, which is foreseen to be achieved in the other countries where we operate by 2022.

We are attentive and vigilant to the water consumption indicators in our operations, and currently 14.26% of the water used in the factories is obtained in a sustainable way, from rainwater harvesting projects and reuse of effluent treatment. We were able to reduce energy intensity by 36%, that is, energy consumed compared to the revenue between 2014 and 2016. We have achieved a 20% reduction in water consumption in the same period. The health and well-being of our employees are also always in our focus and we are happy to announce that for the seventh year in a row, there wasn't any fatal work-related accident, or occupational diseases.

We were recognized for the sixth time as one of the most sustainable companies in Brazil by Exame Guide of Sustainability, the most respected survey on sustainable development in Brazil. Our focus on talent is also consistently recognized by the market and for the 20th year in a row, we have been included in the Guia Você S/A as one of the best companies to work for, and for the 5th year, in the Great Places to Work publication. These achievements also demonstrate the work environment we develop with our employees. The 2016 Engagement



Survey, directed towards our administrative employees and executives of all Whirlpool regions, and our Work Environment Survey, focused on our factory employees that have had one of the best results in our history, reinforcing the pride to belong to the Whirlpool team!

We seek new partners to ensure the best deliveries to the market, contribute to fostering innovation in Brazil through partnerships with Universities and other organizations, exchanging knowledge and bringing in experience from outside the organization. We made numerous product launches and inaugurated a factory in La Tablada, in Argentina.

Whirlpool reinforces its commitment to the UN Global Compact through its participation in the Global Compact Brazilian Committee (CBPG) and uses the Pact's guidelines to prioritize the Company's sustainability and social responsibility initiatives. The results for 2015 and 2016 are presented in this report, following the guidelines of the Global Reporting Initiative (GRI).

João Carlos Brega

CEO Whirlpool S.A.

01 PROFILE



OVERVIEW

GRI G4-4 | G4-6 | G4-7 | G4-8 | G4-9

Whirlpool Latin America is one of the leaders in the appliance market in Latin America. Through renowned brands such as Consul, Brastemp and KitchenAid, the Company offers the market a complete portfolio of products in the white line segment, which includes: refrigerators, freezers, stoves, washing machines and dryers, dishwashers, microwave ovens, air conditioners and water purifiers, as well as commercial electric ovens, home climate control units, air cleaners, kitchen accessories, vacuum cleaners and portable appliances such as blenders and electric mixers.

STRUCTURE OF WHIRLPOOL LATIN AMERICA





Whirlpool Latin America has four of its own factories in operation, installed in South America

FACTORIES

JOINVILLE | **SC**



RIO CLARO | **SP**



MANAUS | **AM**



LA TABLADA | **Argentina**



MANUFACTURED PRODUCTS

- | | |
|-------------------------|----------------------------|
| Air Conditioners | Microwave Ovens |
| B.blend | Water Purifiers |
| Stove, Oven and cooktop | Refrigerators and Freezers |
| Dishwashers | Dryers |
| Washing Machines | |

CHANGES IN LATIN AMERICA

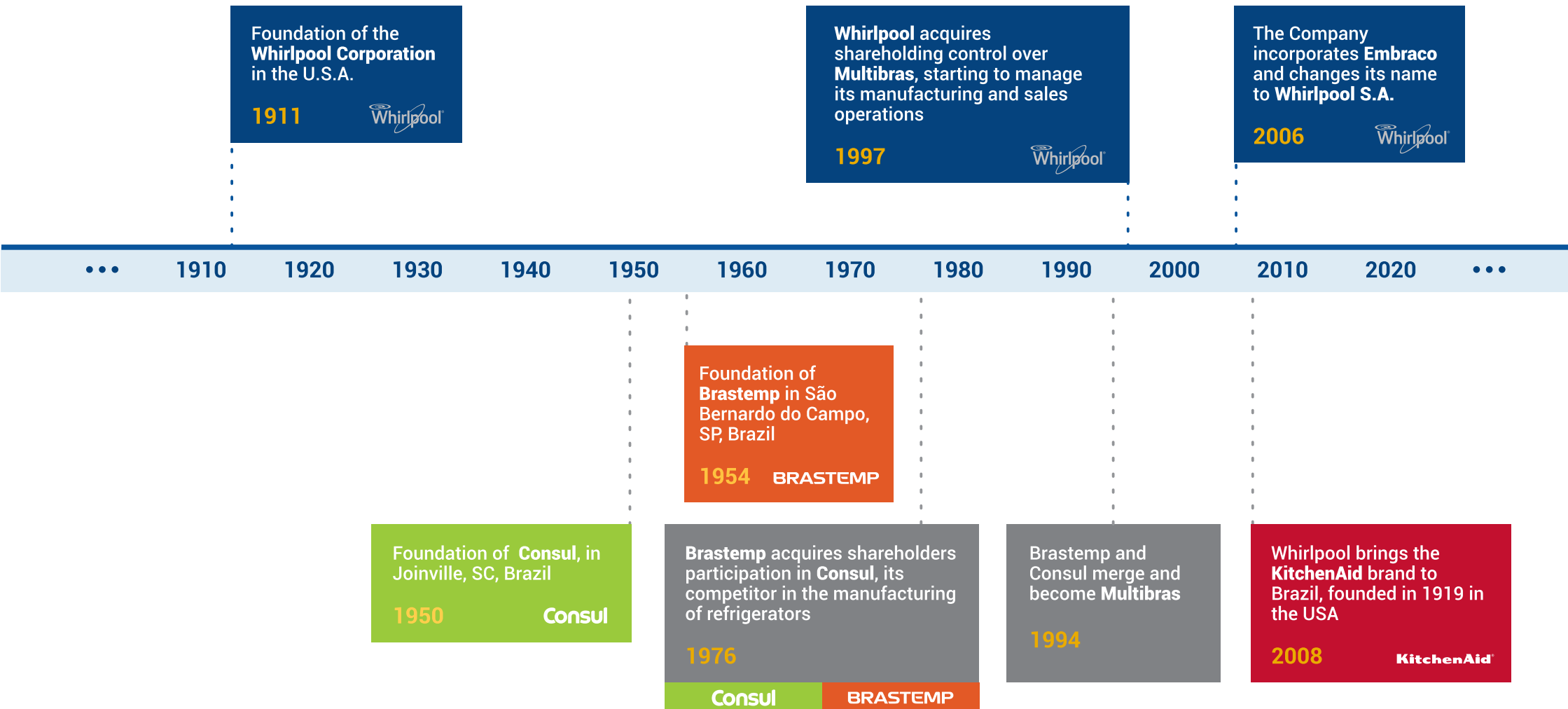
GRI G4-13

In 2015, Whirlpool inaugurated a new factory in Medellin, Colombia, a joint-venture with Haceb. The following year, the Company inaugurated its own factory in La Tablada, Argentina, prepared to produce stoves and washing machines.

In Brazil, the Distribution Center in Jaboatao dos Guararapes was closed

HISTORY

Whirlpool Latin America is the home appliances business of Whirlpool S.A., subsidiary of Whirlpool Corporation, a 100-year-old company present in almost every country in the world. In Brazil, its operation began in 1997, when the American company acquired shareholding control over the Brazilian companies Brastemp and Consul.





MACROECONOMICAL AND SECTORAL OVERVIEW

The year of 2016 was set by political instability, accompanied by an economic recession and high volatility in the exchange market. In 2016, Brazil's investment grade was lowered by the world's three largest credit rating agencies as a consequence of the deterioration of public accounts, low economic growth and political impediment, making it hard for the structural and fiscal reforms to take place. As a result, the Brazilian currency (Real) exchange rate reached a peak of 4.16 at the beginning of the year.

In the last quarter, however, the inflation increase was controlled (from 10.7% in 2015 to 6.3% in 2016), and as a consequence, it was possible to initiate a drop in the basic interest rate – Selic

tax – (from 14.25% to 13.75%, with the expectation that the drop will continue in 2017). Throughout the year, the Brazilian Real appreciated 13%, influenced by news of stabilization of the internal economy, as well as positive numbers in the price of commodities. However, the retraction of the GDP in 2016 was -3.6%, with the industry presenting a drop of -3.8%.

The economical expectancy for 2017 is a small 0.5% growth of the GDP. However, there is still an expectation for increase in the unemployment rate (which could reach 13% in 2017), impacting consumption negatively. The Brazilian Central Bank will continue to reduce the Selic tax to stimulate the economy (it is expected to reach 9.5% by the end of the year), since inflation should continue to be controlled and stabilize near the cap of the goal (4.5% a year). The uncertainty in the political landscape shall continue in 2017 with the on going corruption investigations (“Lava Jato”), which could make it difficult to proceed with the fiscal adjustment and to balance public accounts.



ECONOMICAL PERFORMANCE

GRI G4-9

In 2016, the consolidated Whirlpool S.A. net sales revenue totaled R\$ 9,219 million, representing a reduction of 1.79% compared to the previous year, when it added up to R\$ 9,387 million. The result of the year, after participation of subsidiaries and affiliated companies and before taxes, was R\$ 433 million (R\$ 514 million in 2015) equivalent to 4.70% of the net sales and services revenue (5.48% in 2015).

The net profit for the year, closed on December 31st 2016, reached R\$ 312 million (R\$ 287 million in 2015), equivalent to R\$ 0.21 per share (R\$ 0.19 in 2015).

As a publicly held company, Whirlpool S.A., transparently disclosures to the market and its shareholders the quarterly results and information about its risk management, possible liabilities, strategy, policies and any other factors that may influence the Company's market value and the decision making for the investor.

Learn more about these topics at:

whirlpool.com.br/investidor

DISTRIBUTION OF ADDED VALUE

GRI G4-EC1

	2014	2015	2016
Suppliers	53%	60%	59%
Employees	9%	10%	10%
Stockholders	8%	18%	21%
Government	25%	10%	7%
Reinvestment	5%	2%	3%

CORPORATIVE GOVERNANCE

PARTNERSHIP STRUCTURE

Whirlpool Corporation

Whirlpool Corporation –North American Corporation, which controls the group and is the largest home appliances manufacturer in the world. It's stocks are listed in the New York exchange and it is subjected to the Sarbanes-Oxley Act (SOX), which sets internal control mechanisms and audits to assure transparency and credibility in its administration.

Whirlpool S.A.

Whirlpool S.A. – controls Whirlpool Latin America. The Company is listed in the BM&Fbovespa (The Sao Paulo stock exchange) since 1994 (under the codes WHRL3 and WHRL4), and is subjected to the regulations and transparency norms of the Securities Commission (CVM)

Social Capital: 1,502,786,006 Stocks (31.5% preferred and 68.5% common)
Market Value at the end of 2016: BRL 4.8 billion.

HEADQUARTERS

Brazil
Sao Paulo

BRASTEMP **Consul** **KitchenAid®**

Whirlpool Latin America

HEADQUARTERS

United States
Miami

acros **Consul** **A M A N A®**
Whirlpool **Eslabón de lujo** **KitchenAid®**

MANAGEMENT

GRI G4-34

The management structure of Whirlpool counts on experienced managers in each aspect of the business.

Management structure of whirlpool latin america	
João Carlos Costa Brega	CEO Whirlpool S.A.
Andrea Neves Clemente Hand	Human Resources Senior Director
Armando Ennes do Valle Junior	Sustainability, Communication, Manaus Manufacturing, Institutional Relations, Sales and Commercial for Sul da Lar International (Argentina, Chile, Peru, Uruguay, Paraguay, Bolivia and Ecuador) Vice-president
Arthur Henrique de Aguiar Cancado Azevedo	Tax, Treasury, Shared Services, Information Technology and Finances Vice-president
Bernardo Gallina	Legal Department Vice-president
Paulo Domingos Mileo Miri	Marketing, Quality, Supplies, Logistics, Sales and Commercial Vice-president

Management Council	
João Carlos Costa Brega	President
Armando Ennes do Valle Junior	Vice-president
Antonio Mendes	Member of the Council
Nadia Ricas Xavier	Secretary



RISK MANAGEMENT

Whirlpool understands that risk management is essential to support its growth, strategic planning and financial flexibility. Therefore, it counts on a strategy that periodically evaluates the business exposure to risk factors and defines ways to mitigate them.

To find out more details about this management, please go to item five in the 2016 Reference Form, at: <https://goo.gl/HFsyvV>
The main risk factors which can affect the operational and financial results of Whirlpool are:



Exchange Rate Risk

An important part in the generation of revenue and expenses of the Company comes from the import and export of products and raw material, which are fulfilled in currency other than the Brazilian Real.



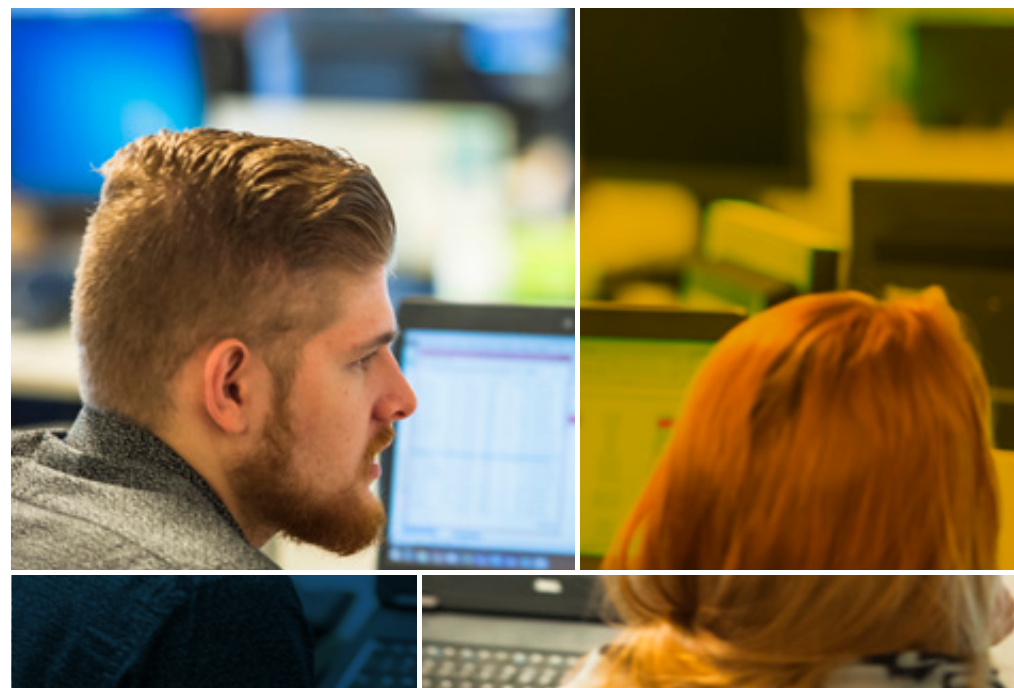
Interest Rate Risk

Unfavorable variations in the tax can negatively affect financial revenue and expenses, since the Company counts on financing.



Commodity Price Risk

Variations in the price, mainly of copper and aluminum, can affect the operational and financial results.



In order to measure, monitor and mitigate the adverse financial risks, arising from these exposures, Whirlpool uses derivative financial instruments to manage risk and to protect cash flow of the Company's assets and liabilities.

In addition to the financial, tangible, measurable and formalized risks in the Company's risk management, Whirlpool also observes, identifies and manages potential risks connected to: the availability of essential resources to its operation (human and environmental), compliance with the legislation to which it is subject to, and social and environmental changes and evolution in the contexts and markets in which it is inserted.

ETHICS AND COMPLIANCE

GRI G4-S03

PEACE, JUSTICE
AND STRONG
EFFECTIVE
INSTITUTIONS



GLOBAL OBJECTIVES
OF SUSTAINABLE
DEVELOPMENT

Whirlpool operations are guided by the ethics in its relationships and compliance with the regulations to which the business is subject.

The Legal Department is the body responsible for managing ethics and compliance, its routine is accompanied by two Ethical Committees connected to Whirlpool S.A.: one of them manages occurrences registered in Brazil and the other is dedicated to the other markets in the region.

In addition, the Company maintains a internal control system designed to provide adequate and sufficient levels of security so that books, records and assets are maintained and accounted for. Accounting records, policies and internal controls are also periodically reviewed by an internal

Auditing team, based on the requirements of the Sarbanes-Oxley Act (SOX).

This structure and culture allow for the Company to maintain a high ethical standard in its activities, always based on its values, regardless of any external scenarios or influences.



The Company provides **periodic training** to update and engage its collaborators on the theme, strengthening the ethical and compliance culture.

In 2015 and 2016, **all leaders received live training** about:

- Compliance Policies
- Ethics Code
- Legal Responsibility
- Risk Exposure
- Anti-corruption and anti-trust
- Confidentiality
- Anti-money laundry

Amongst other themes
In the last year alone, **3,432 employees were trained** about the Company's Values and Compliance policies

ETHICS CODE

GRI G4-S04

To guide the correct conduct for the employees, the Company has put together a Code of Ethics, which summarizes its 15 Global Compliance Policies, to which all employees must have a mandatory commitment.

The document sets the standards for personal and business behavior that must be followed in all countries where Whirlpool operates, benchmarking what is acceptable in conducting business, the principals for developing marketing materials and product manuals, for customer relationships and suppliers, and involvement in political activities, amongst other themes.

As soon as hired, all employees receive a printed version of the booklet, the digital version is also available in the Company's internal portal. The booklet must be read and signed to demonstrate their commitment to the parameters defined therein.

Executives, in turn, must certify their full knowledge in the Code of Ethics and Compliance policies, as well as their knowledge in conducts that could violate such devices.

OPEN DIALOGUE

The Code of Ethics informs the Company Hotline, intended to receive complaints on practices which go against the Compliance Policies, with guaranteed confidentiality and available on the following channels:



www.whirlpooethicshotline.com

In 2016, about 400 employees of the Administrative Center in Sao Paulo went through the Speak Up! Week, where they received orientation on how the Hotline works. The Company plans to spread this initiative to other Units throughout 2017.

MONITORING

Up to 60 days, the Ethics Committee – composed by representatives from Compliance, Auditing, HR and Corporate Security – investigates the facts and puts together a final report, with **decisions for disciplinary action and improvement.**

STRATEGY FOR SUSTAINABILITY

GRI G4-EN31

Sustainability has been part of Whirlpool's corporate strategy since the beginning of its history. As a centennial company, in which long-term thinking is essential for sustaining and generating continuous value, the theme permeates business management with maturity, being a fundamental part of achieving good results.

For this reason, sustainability actions are focused on saving natural resources – water, energy, raw materials – reducing greenhouse gas emissions and waste generation and creating more efficient products.

Whirlpool Latin America has a Sustainability Committee, composed of senior vice presidents and directors, as well as a Sustainability Board. It meets quarterly and is responsible for the strategic definitions, the choice of priorities and the style of management.



GUIA EXAME DE SUSTENTABILIDADE

Since 2010, Whirlpool Latin America has been recognized as one of the model companies for sustainability in the country

In addition, the Company has Sustainability Multipliers, employees from different areas that work in all Units with the mission of ensuring the capillarity of the theme and leading good practices. Multipliers are an essential part of the strategy to ensure compliance with annual Sustainability targets.

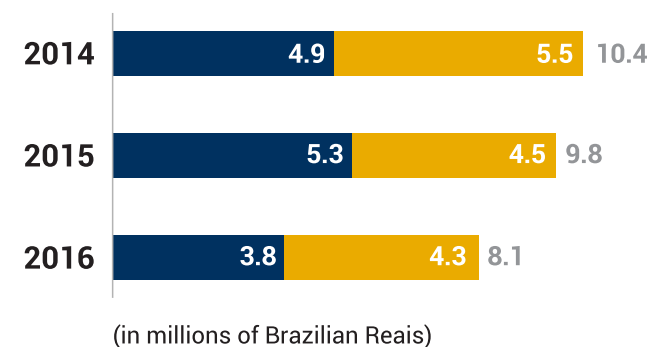


In order to guide this theme, the Company has established six Sustainability Strategic Pillars.

Sustainability Strategic Pillars



THE MANAGEMENT OF THESE PILLARS INVOLVED CONSISTENT INVESTMENTS IN THE LAST FEW YEARS



- Waste disposal, emission treatment and remediation costs: these include operation and maintenance, disposal and transportation.
- Cost of prevention and environmental management: legal tax and expenses with payments to teams involving environmental management

AND IS STRENGTHENED AND GUIDED BY WHIRLPOOL'S COMMITMENTS WITH
NATIONAL AND GLOBAL INITIATIVES FOR SUSTAINABLE DEVELOPMENT

GRI G4-15



The Global Compact is an initiative of the United Nations (UN) to mobilize the international business community to adopt, in their business practices, fundamental and internationally accepted values in the areas of human rights, labor relations, environment and anti-corruption, reflected in 10 principles. Learn how these principles relate to the indicators in this report in the GRI Index chapter, on page 63.



The 17 Sustainable Development Goals (SDGs) were approved in 2015 by the 193 member states of the United Nations and comprise the 2030 Agenda for Sustainable Development. The Goals will stimulate action in the coming years in areas of crucial importance to humanity and to the planet, such as the eradication of extreme poverty, inequalities and environmental protection. Local UN Global Compact networks translate SDGs for companies so they use these goals to promote better corporate practices and opportunities for sustainable growth. Learn how the Goals relate to the indicators in this report in the GRI Index chapter on page 63. Throughout the document, illustrations with one of the SDGs are also used to point out when a Whirlpool initiative relates to a Goal.



A Program that has established since 2006, a business pact against the sexual exploitation of children and adolescents on Brazilian highways, proposed by Childhood Brasil (a Brazilian organization that is part of the World Childhood Foundation) and the Ethos Institute, which had 1,600 signatory companies by 2016.



Initiative maintained by GVCes - Center for Sustainability Studies by Fundação Getúlio Vargas, which stimulates the corporate culture for the formulation and publication of inventories of greenhouse gas emissions. Since 2008, Whirlpool has annually published its inventory through the Public Register of Greenhouse Gas Emissions, using the GHG Protocol International methodology. You may find the inventories in: www.registropublicodeemissoes.com.br



AND THROUGH THE PARTICIPATION OF WHIRLPOOL IN ASSOCIATIONS FOR THE DEVELOPMENT OF THE SECTOR AND PUBLIC POLICIES

GRI G4-16

Whirlpool's relationship with Governments from the locations where it operates is based on compliance with the law, the guidelines of its Code of Ethics and the Whirlpool Leadership Model – a document that establishes the Company's role as one of the leaders of the segment, developing public policies and solutions for the sector.

Therefore, the Company has representatives in the National Association of Manufacturers of Electronic Products (Eletros), leading and promoting the debate between companies of the electronics' sector and reaching to the Government and other stakeholders with public policies proposals for better development of the sector.

In addition to that, the Company also interacts with other institutions and organizations:

- Associação Brasileira de Reciclagem de Eletroeletrônicos e Eletrodomésticos (Abree) - Brazilian Association for the Recycling of Electronics and Home Appliances
- Associação Brasileira da Indústria Elétrica e Eletrônica (Abinee) - Brazilian Association of Electrical and Electronic Industry
- Grupo de Trabalho HCFCs do Ministério do Meio Ambiente - HCFCs Work Group of the Ministry of the Environment
- Inmetro - Programa Brasileiro de Etiquetagem (PBE) - Brazilian Program for Labeling
- Inova Talentos - Inova Talents
- Financiadora de Estudos e Projetos (FINEP) - Financier of Studies and Projects
- Banco Nacional de Desenvolvimento Econômico e Social (BNDES) - National Bank for Economic and Social Development
- Fundação de Amparo à Pesquisa (FAPes) - Foundation for Research Support
- Conselho Nacional de Desenvolvimento Científico e Tecnológico (CNPQ) - National Council for Scientific and Technological Development
- Serviço Nacional da Indústria (SENAI) - National Industry Service

In Argentina, the Company also participates in the following organizations:

- Argentine Institution of Corporate Social Responsibility (IARSE)
- Group of Foundations and Companies (GDFE)
- Institute for Entrepreneurial Development of Argentina (IDEA)

PRODUCT 02 LEADERSHIP



NEW PRODUCTS

GRI G4-EN27

In order to carry forward its vision of delivering the best products to the consumer, Whirlpool manages its portfolio prioritizing the continuous creation of items that enchant and surprise, with differentiated design, practicality and durability.

Supported by the Innovation, Sustainability, Quality and Safety pillars, the Company developed and launched various products and solutions in the market, such as:



Vitreous Kitchen

Brastemp developed the new Vitreous line to respond to a new trend detected in the behavior of Brazilian families, who started to have the kitchen as their center of coexistence. The line brings a new concept of full kitchen with refrigerator, cooktops, electric oven, microwave oven, hoods and dishwashers, finished in white glass and sophisticated design, to make the environment even more elegant and cozy.



RECOGNIZED QUALITY



ÉPOCA NEGÓCIOS 360°

Since 2013, Whirlpool is considered one of the best companies by the magazine



EXAME MELHORES & MAIORES

The Company is on the list in the category of home appliances, since 2010.



AS MELHORES DA DINHEIRO

Since 2007, it has been a part of the list of Istoé Magazine, which recognizes the best companies in the country.



READER'S DIGEST

Whirlpool Argentina has received for the 6th time the prize as the most trustable brand of refrigerators.



Mini Brastemp Retro

Brastemp continued to innovate in the design of its iconic Retro line, with the launch of four new colors that bring a modern air to the vintage style of the product: solid Yellow and metallic Marsala Wine, Midnight Blue and Ice White.



Refrigerators with flexible shelves

The new Consul refrigerator combines creative solutions allowing the consumer to use the interior space more efficiently, featuring adjustable shelves with flexible height, which have eight different heights, are foldable and removable so the consumer may adjust as needed. The model is Class A in energy efficiency and developed with an external electronic temperature control, which avoids opening the door to access the control while helping to save energy.



**SUSTAINABLE
INNOVATION**





Easy Dosing System

The new Consul washer features the unique Easy Dosage system, which saves up to 70% of the laundry soap used in each wash, as well as allowing water reuse in other household activities.



**SUSTAINABLE
INNOVATION**



Intelligent Washer

Produced in the new Whirlpool factory in Colombia, the washing machine line has the exclusive IntelliDrive system, which provides better washing performance and optimization use by means of an intuitive panel. The IntelliCarga function allows consumers to save up to 24,000 liters of water and 14kg of soap over a year.



**SUSTAINABLE
INNOVATION**



KitchenAid Juice Extractor

The extractor has a two-stage system that cuts and then removes maximum juice from the fruit, ensuring 100% natural and nutrient-rich juice, allowing consumers to maintain increasingly healthy eating habits.



Diamond Blender

Investing in the healthy segment, and focusing on quality of life and consumer health, KitchenAid has launched the new Diamond blender with a powerful blending system that ensures greater preservation of food nutrients. In addition, the product allows the preparation of juices with harder fruits and vegetables. It also has a unique function for the preparation of broths, sauces and soups, helping to maintain a balanced diet.



B.blend Factory

The Company inaugurated its first factory dedicated to producing B.blend capsules, for the only all-in-one capsule beverage platform in the world. The plant operates within a Ambev plant, Whirlpool's production partner, in Sete Lagoas (MG).

INNOVATION

INDUSTRY, INNOVATION AND INFRASTRUCTURE



GLOBAL OBJECTIVES
OF SUSTAINABLE
DEVELOPMENT

The culture of innovation is disseminated in the day to day of the employees, and is also systematically embeded in all areas of the Company, with tools structured to promote innovation both in the factories' processes and in the design of the products.

The Company believes that focusing on the consumer is the main factor for innovation success, from the beginning stages of development to the final delivery of the product. Brastemp and Consul's contact with the Brazilian people for over 50 years has helped us to understand their habits, desires and needs in a detailed way, allowing us to create tailor-made solutions for this consumers. That is why, today, 23% of Whirlpool Latin America's revenue comes from innovative products.

In order to sustain this constant care, the Company invests 3% to 4% of its revenue in R&D. Due to the continued focus on innovation, Whirlpool S.A., the controller of Whirlpool Latin America and Embraco, is the private company with the highest number of patents filed in Brazil: 95 new patent applications were filed in 2015 and 2016.

INNOVATION IN WHIRLPOOL LATIN AMERICA



- **3 to 4% of revenue invested** in R&D
- **30 research centers** in Brazil
- **1,000 employees** in R&D
- **400 products launched** in 2015 and 2016
- **23% of revenue** generated from innovative products
- **95 patents** in 2015 and 2016*



In 2015, the Company was chosen as one of the **10 most innovative companies in Brazil** by **Forbes Magazine**

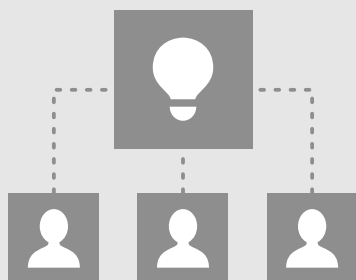


To deliver even more innovative products, Whirlpool investments exceed its own organizational boundaries.

**Data concerning Whirlpool S.A.*

Over the last few years, the Company has been strengthening its ties with research institutes, universities and Brazilian funding agencies, supported by governmental initiatives such as the **Innovation Technology Law, The Law of Good and the Inova Talent Program.**

These partnerships bring results not only for Whirlpool, but also for the market (itself) and (for) the Brazilian researchers, encouraging the country's innovation system.



COLLABORATIVE INNOVATION

Throughout 2015 and 2016, Whirlpool also innovated in its creation process, inviting consumers to participate in the very development of new products. Two initiatives stood out:



1 LAB EXPERIENCE B.BLEND

In 2015, the world's first all-in-one capsule beverage platform won five brand new capsules: Pure Taste, natural juices; Levez, of nectars; Sunchai, of tea; Brown Town, of chocolates, and Fruá, of frappés. Two of them were created in the Lab Experience project, in which 20 consumers were invited to contribute with ideas for creating new drinks. In addition to consumer participations, the development also counted on B.blend employees and a consultancy agency specialized in innovation.



2 CONSUL BREWERY LIMITED EDITION

Whirlpool Innovation team promoted the first Consul Brewery Challenge, which engaged students from several Brazilian universities for developing a new design to Brazil's first brewery. The winning model was created by Stefane Caroline Papeliascov, design student at the Belas Artes College.

DELIVERING PRODUCT LEADERSHIP

In 2016, Whirlpool Corporation promoted a change in its global product development framework, named Delivering Product Leadership (DPL).

Prior to the restructuring, product development was distributed amongst the Company's various subsidiaries around the world, each creating solutions focused on their local markets. After the reorganization, the structure became global, divided into ten platforms distributed throughout the planet, each one responsible for the development of specific product categories.

The change aims to maximize performance and synergy of employees in various locations around the world, driving efficiency and innovation. With the new structure, the city of Joinville (SC) has become the world center for the development of single-door refrigerators and freezers.



SUSTAINABILITY

One of Whirlpool's main innovation efforts is to reduce the environmental impacts not only of its plants and operations, but also of the products themselves, in their use phase by customers or at the end of life. Therefore, it seeks to create solutions that advance, among other topics, in the rational use of water, energy and material resources and in the minimization of waste.

Since 2010, the Company has applied a tool developed in partnership with the University of Sao Paulo (USP), called Design for Environment (DfE). Its objective is to evaluate and improve the environmental performance of the product still in the development phase, which has allowed the launching of increasingly sustainable products, as can be seen on pages 26 and 27.

PRODUCT ENERGY CONSUMPTION

GRI G4-EC8 | G4-EN7

AFFORDABLE AND CLEAN ENERGY



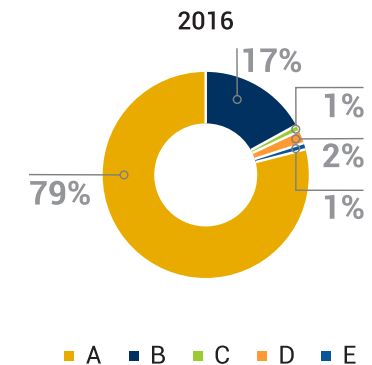
GLOBAL OBJECTIVES
OF SUSTAINABLE
DEVELOPMENT

More than 90% of the CO₂ emissions in the product life cycle occur during its use phase, due to the consumption of electricity in the consumers' home. Therefore, Whirlpool continuously invests in products that have lower energy consumption.

For more than 30 years, the Company has participated in the implementation of the Programa Brasileiro de Etiquetagem - PBE - (Brazilian Labeling Program), managed by INMETRO. Today, it continues to work, through Eletros, to predict the evolution of the energy efficiency levels required by the Program, as well as to improve regulations and public policies of the sector.

In 2016, Whirlpool's portfolio had 459 products registered in INMETRO, with energy consumption ranked according to the following energy efficiency classes, A being the most efficient and E the least efficient.

Total of products divided by energy efficiency class



To learn more about the energy efficiency classes and the Brazilian Labeling Program, please visit:

<http://www2.inmetro.gov.br/pbe/cartilha.php>



Whirlpool participates in a social program of Brazilian electric power distributors that promotes the replacement of old appliances in needy communities with new and more efficient ones.

In 2015 and 2016, the Company exchanged 76,014 refrigerators, of which 21,260* were supplied in exchange for the collection of the old refrigerators, which were later recycled. With the exchange, Whirlpool estimates that it has avoided the emission of approximately 42,000 tons of CO₂ in two years.

* Calculations based on 2014 estimates.





RESPONSIBLE CONSUMPTION AND PRODUCTION



GLOBAL OBJECTIVES
OF SUSTAINABLE
DEVELOPMENT

PRODUCT END OF LIFE

Whirlpool is also aware of the environmental impacts of its products after the use phase, when they are discarded by consumers.

Therefore, it led the creation of the Associação Brasileira de Reciclagem de Eletroeletrônicos e Eletrodomésticos - ABREE - (Brazilian Association of Recycling of Electrical and Electronic Appliances) in 2011, which acts at a national level to establish an effective reverse logistics operation for the entire industry.

In accordance with the National Solid Waste Policy, which establishes shared responsibility for waste between customer, retailers and manufacturers, the Association seeks to establish a system to collect, dismantle and provide an environmentally correct destination for the disposal of each one of the product components.

PRODUCT QUALITY AND SAFETY

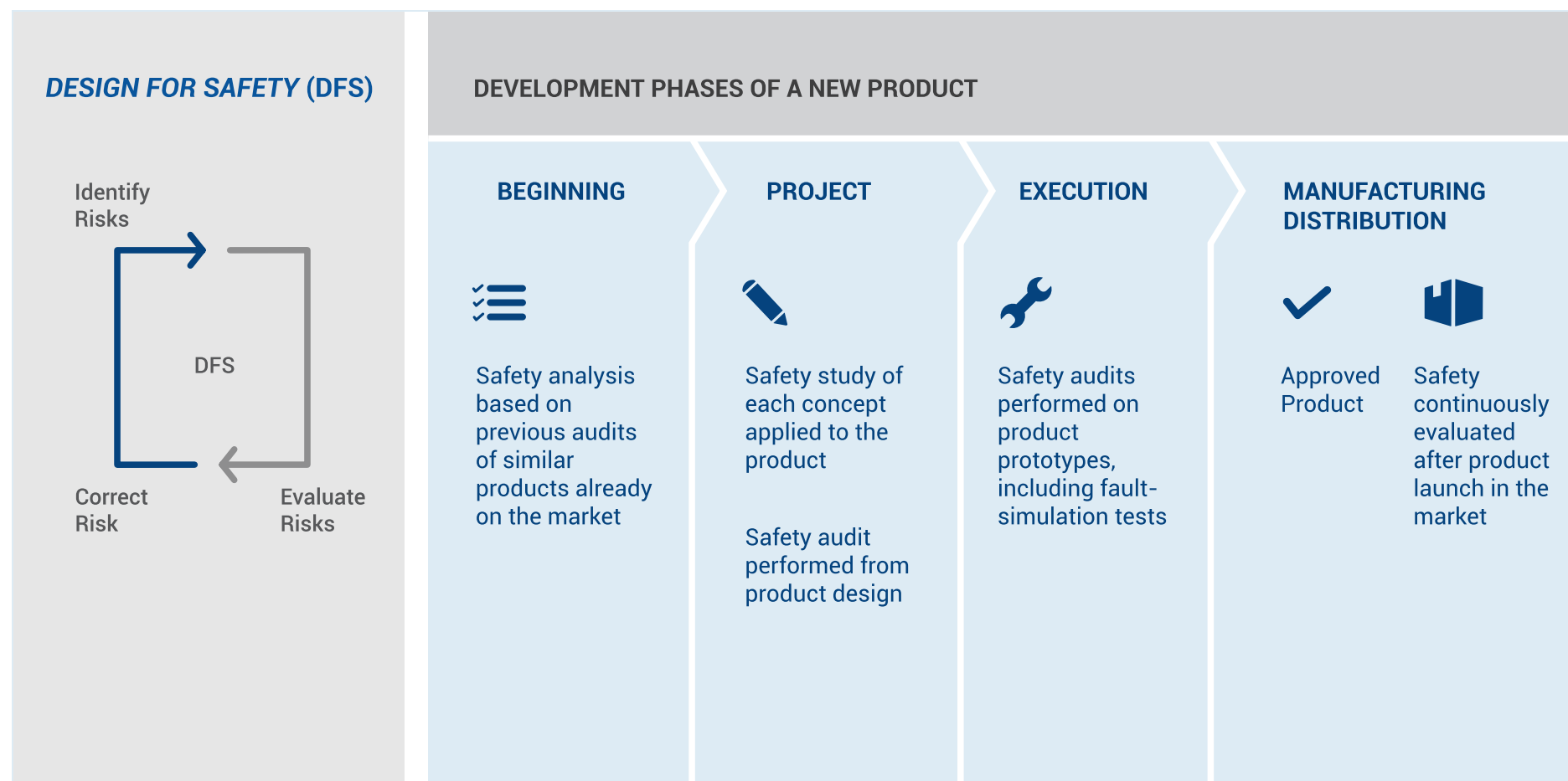
GRI G4-PR1 | G4-PR3

The quest for product quality and safety is one of the central aspects of Whirlpool's business and one of the key attributes responsible for gaining consumer confidence over many years.

To guarantee them, Whirlpool has a Global Product Safety Policy, applied to 100% of its products, accessories and services in all regions, businesses and operations. Its guidelines ensure, for example, that items developed, manufactured and marketed comply with the safety standards of the markets in which it operates, as well as the Company's internal safety standards. In most cases, the Company's internal standards go beyond regulation and are more demanding than what is required by law.

Adherence to the policy is assessed by audits carried out prior to the introduction of the products on the market, during the development phase and in fault-simulation tests. These tests cover the product's electromagnetic emissions, evaluation of predictable misuse, forced failure tests and the evaluation of harmful substances. This audits are according to the internal Design For Safety methodology, which proposes the active search for risks in the product, its evaluation and correction, in all phases of the project.





User's safety information is provided in the product's manual, describing its proper use and warning of potential hazards. In addition, there are also mandatory requirements by applicable local standards and warnings which have been pointed out through risk analysis.

The Company also continuously monitors the performance and safety of the products after their launch, which may lead to updates about the correct use information provided in the manuals.

CLIENT SATISFACTION

GRI G4-PR5

In order to serve the consumer with excellence, Whirlpool constantly invests in the qualification of the entire team of attendants, technicians and engineers, and in the constant improvement of its tools and processes.

Between 2015 and 2016, there was a 7% decrease in the total volume of complaints, and those received through Procon (Brazilian Consumer Protection and Defense Program) had a reduction of 26%. Whirlpool regularly monitors the complaints rate as an indicator of customer satisfaction, and an improvement in this area has taken place over the last two years.

In addition, in 2016, the Company began a relationship project with Procon (Brazilian Consumer Protection and Defense Program), implementing a direct-line channel that generated greater proximity and efficiency in the handling of consumer complaints.

New strategies have also been implemented with law firms, speeding up the solution to consumer's requests.

Also, Whirlpool conducted the NPS (Net Promoter Score) survey, which measures customer satisfaction in regards to service and brand. The acquired data is only used internally and it helps the Company to achieve a real vision of the services rendered and, consequently, to promote the achievement of a level of solidity and excellence in the market.



CLIENT APPROVAL

In 2016, Whirlpool received three prizes recognizing the relationship with its clients:

- **CIC PRIZE – 2016**
INTERNATIONAL CONGRESS OF CLIENT MANAGEMENT (Cliente S/A Magazine), in the following categories: Best Integration Project – Resale Assistance Service and Best Strategic Project – Design for Consumer Care in New Products Projects
- **2016 CONAREC PRIZE**, in the Home Appliance category
- **RANKING EXAME/IBRC**
Reference in customer services

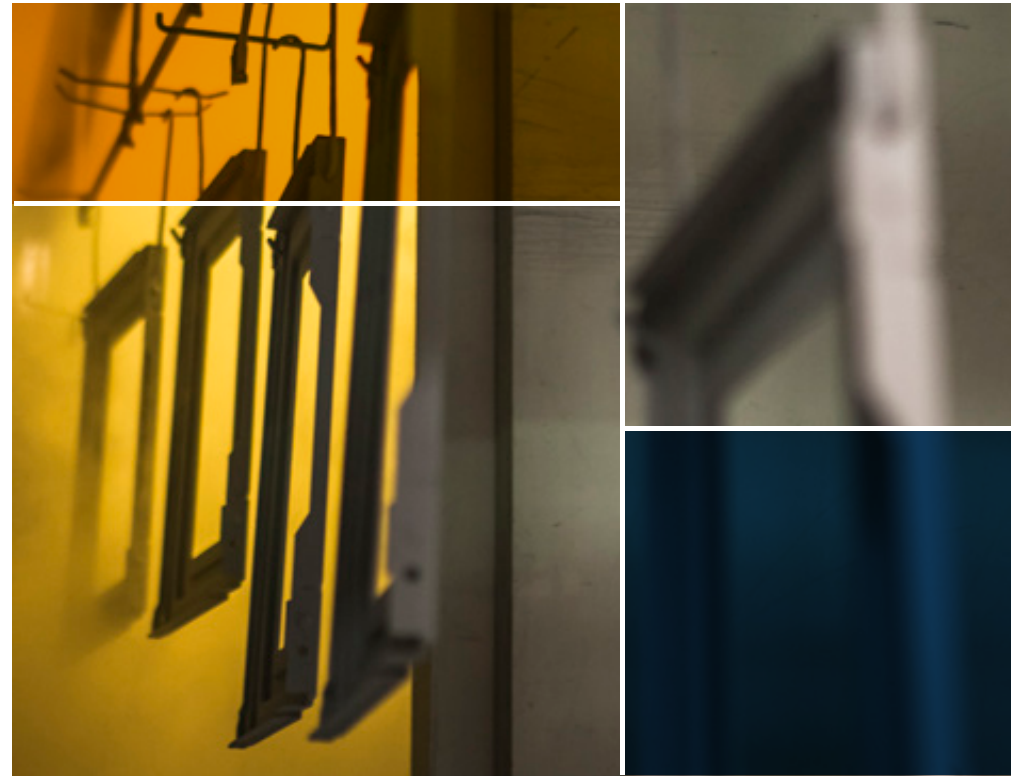
03 OPERATIONAL EXCELLENCE



Throughout 2015 and 2016, Whirlpool also optimized its production and operational processes, seeking to reduce costs and environmental impacts of its operations.

In factories, it continued to improve its operation, always trying to produce more while using as little fuel, energy and water as possible and generating less waste. Each of these resources is managed as an indicator of the Company's productivity, which allows its strict control.

From a managerial point of view, Whirlpool started the Sustainable Processes Program, which seeks to bring maturity to the processes carried out within the Company. To do this, it works with routine management and it applies continuous improvements through quality tools, optimizing employee's day-to-day activities.



Industry 4.0

Whirlpool Corporation has a global initiative for Manufacturing 4.0 development, which encompasses innovative technologies for automation and data exchange during production. The goal is to create "intelligent factories" with systems that communicate and cooperate with one another, gaining in efficiency and reducing the environmental impact of the production process. The project is still in the pilot phase and should begin to be deployed in the subsidiaries in the next years.

ENERGY

GRI G4-EN3 | G4-EN5 | G4-EN6

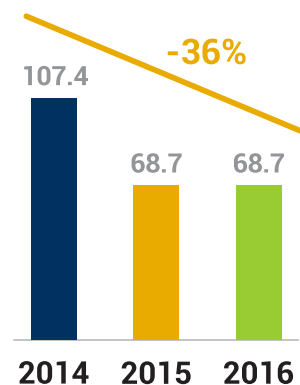
Continuous improvement in production processes has brought recurring gains in the Company's energy savings. Among the main initiatives to reduce consumption is the installation of efficient lighting in the Units, with replacement of fluorescent lamps for LED lamps, the exchange of old engines for new high performance ones and other improvements in equipment. In addition, Whirlpool has expanded the level of sectorization that it accompanies energy consumption, identifying points where there are greater opportunities to reduce it and setting increasingly ambitious goals.

As a result, the Company has achieved a significant reduction in energy intensity, in the last two years, an indicator that measures how much energy is consumed for each one million Brazilian reais sold: 36% less since 2014.

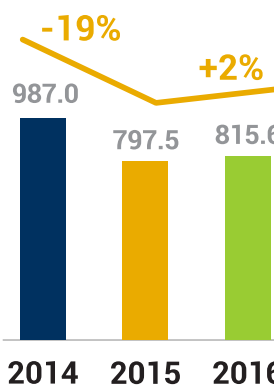


Energy Intensity (GJ/ R\$ million)

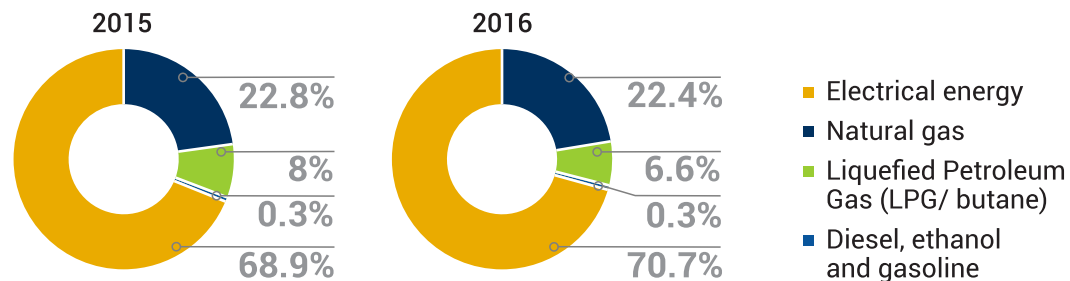
Consumed energy by gross revenue in BRL in the mentioned period



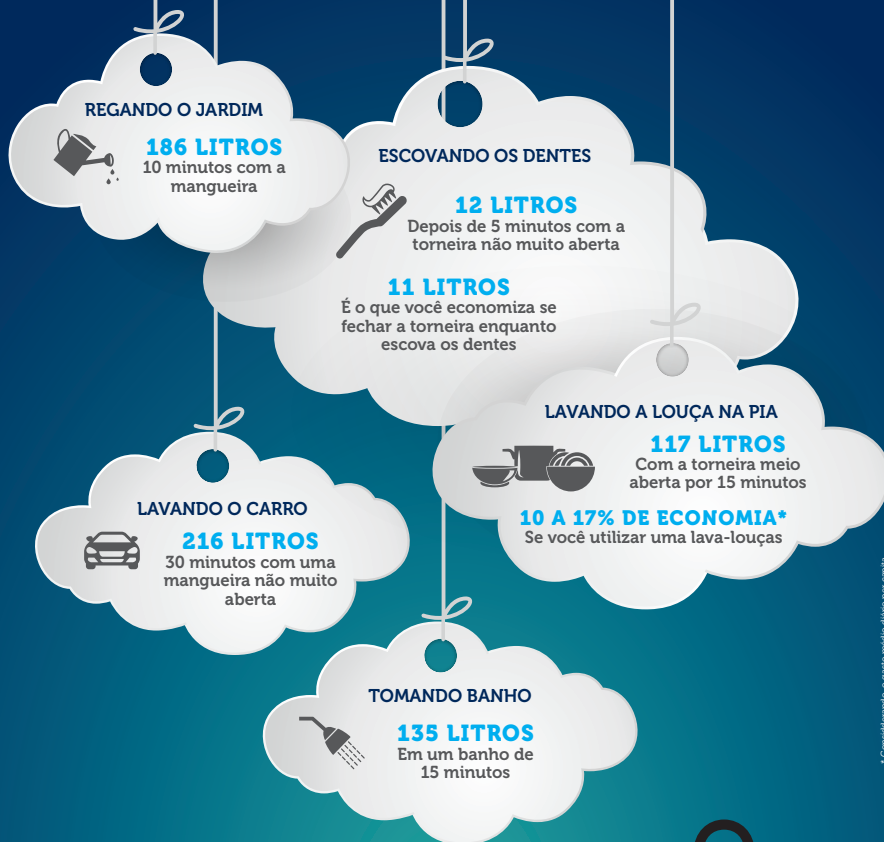
Energy Consumption (in millions of GJ)



Consumption by energy type (GJ)



VOCÊ SABE QUANTO SE GASTA DE ÁGUA PARA FAZER COISAS DO DIA A DIA?



AGORA QUE VOCÊ SABE, **#SE MEXE!**



NÃO ESPERE A CHUVA
#SEMEXE

slsnet.com

* Considerando o gasto médio diário per capita da ONU de 110 litros x 4 pessoas no lar x 30 dias.

WATER

GRI G4-22 | G4-EN8 | G4-EN10

CLEAN WATER AND SANITATION



GLOBAL OBJECTIVES OF SUSTAINABLE DEVELOPMENT

The rational use of water is one of the main focuses of Whirlpool's management for sustainability. In order to reduce its consumption, the Company operates from the point of view of efficiency in its operations - in factories and offices - and in the awareness and engagement of the employees to reduce their own consumption.

Poster of the internal communication campaign to raise employee awareness during the 2015 water crisis.

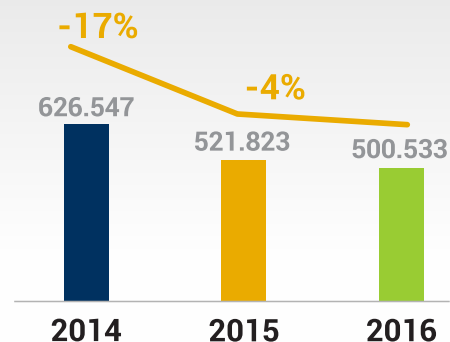
In 2015 and 2016, some initiatives that helped reducing water consumption were rainwater harvest projects, flow-reducing taps, greywater reuse and changes in industrial processes.

The initiatives resulted in a 17% reduction in water consumption between 2014 and 2015 and 4% between 2015 and 2016.

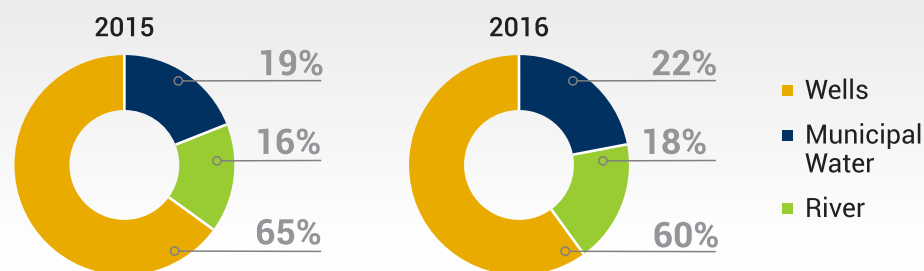


Rainwater reuse at the Manaus Unit, a process that identifies whether the vehicles carrying the products are free of leaks.

Water consumption (m³)

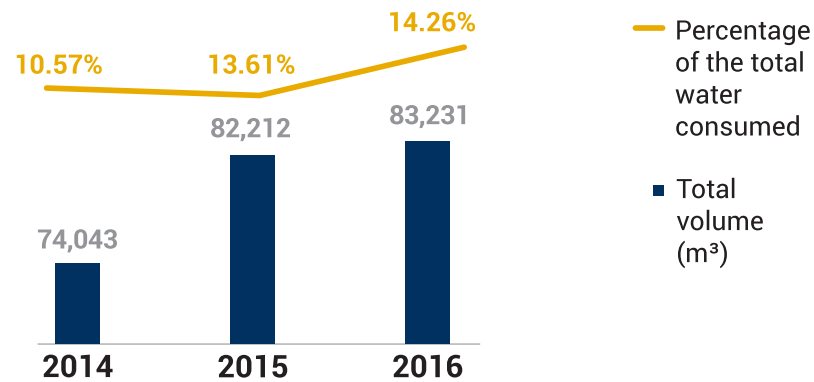


Water consumption by source (m³)



Between 2015 and 2016, greywater reuse totaled 165,443 m³. According to a 2014 estimate of the average consumption from the Diagnosis of Water and Sewage Services, this volume, which is no longer withdrawn from the supply sources, is equivalent to the daily consumption of 1 million inhabitants.

Recycled and Reused Water



In this Sustainability Report, Whirlpool changed the parameters used to measure this indicator, not taking into account the water re-circulated inside equipment and machines in the Rio Claro plant. This explains the difference between the information provided in this report and in the previous ones.



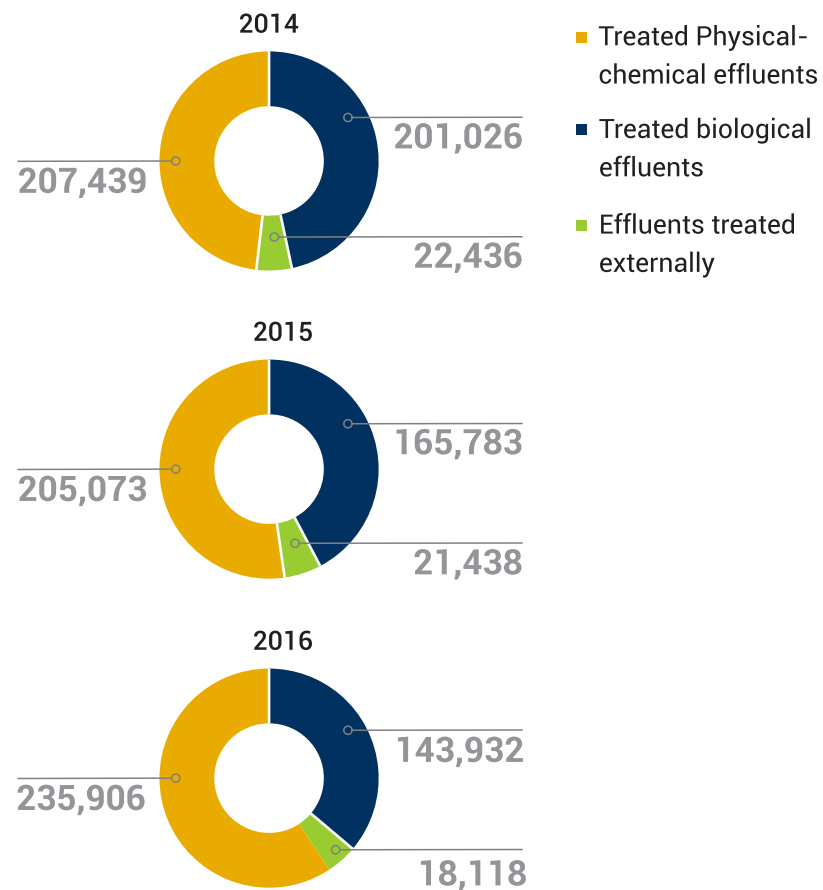
Washer test at Rio Claro Unit with reused water.

WATER DISCHARGE

GRI G4-EN22

Whirlpool treats effluents from its operations before disposing them into sewer system or water bodies, ensuring compliance with environmental legislation and preventing pollution.

Generated Effluents, type of treatment and destination (m³)



Effluent treatment system at the Joinville Unit.



Pallets from the Manaus Unit reused on office furniture.

WASTE

GRI G4-22 | G4-EN23

RESPONSIBLE CONSUMPTION AND PRODUCTION



GLOBAL OBJECTIVES OF SUSTAINABLE DEVELOPMENT

Since 2014, Whirlpool has reached an important level in its waste management and eliminated industrial waste being sent to landfills. Aligned to the National Solid Waste Policy and stimulated by the result, in 2015, the Company achieved a new goal of eliminating non-industrial waste to landfills.

The goal was achieved due to new destination alternatives, good practices for selective garbage collection, segregation monitoring in the waste centers and awareness campaigns with employees in the Units. This achievement made Whirlpool's operations in Brazil a reference worldwide, since the expectation is for other regions to stop sending waste to landfills by 2022.

The table shows the volume of waste generated and its destination, between 2014 and 2016.

Destination	Type of Waste	Destined Volume (ton)		
		2014	2015	2016
Landfill waste	Dangerous - Class I	12	1	0*
	Not Dangerous - Class II	698	404	0*
Co-processing waste	Dangerous - Class I	547	299	213
	Not Dangerous - Class II	308	350	416
Recyclable waste	Dangerous - Class I	768	893	804
	Not Dangerous- Class II	32,007	23,114	28,065
Incineration	Dangerous - Class I	21	27	112
	Not Dangerous - Class II	284	247	277
Total	Dangerous - Class I	1,348	1,220	1,130
	Not Dangerous - Class II	33,298	24,115	28,812

* In 2016, operations in the factories and offices in Joinville, Manaus, Rio Claro and São Paulo had zero waste sent to landfill. In the new unit in Argentina, 1 ton of hazardous waste and 54 tons of non-hazardous waste were disposed of, and the plant is working to reach the global objective by 2022. In Joinville, a renovation in the plant resulted in the change of roofing, generating 146 tons of Asbestos Tiles, which were sent to a landfill. As it is an extraordinary procedure, since asbestos is a liability with no available alternative of recycling, the volume was kept off the table.

From this Sustainability Report, Whirlpool started to include waste discarded as scrap with those sent for recycling, which explains the difference between the indicator provided in this report and the previous ones.



Reutilization of the carton packaging at the São Paulo Unit, transforming them into a mesh that is used to transport parts.

MATERIALS MANAGEMENT

Whirlpool complies with all material management regulations in the markets in which the Company operates, seeking constant improvement based on best international practices on the subject.

The requirement for Conflict Minerals, a US regulatory requirement, for example, restricts the use of minerals extracted from the Congo conflict zones in Africa, where human rights are not respected, is also followed by the Company's operations in Latin America.

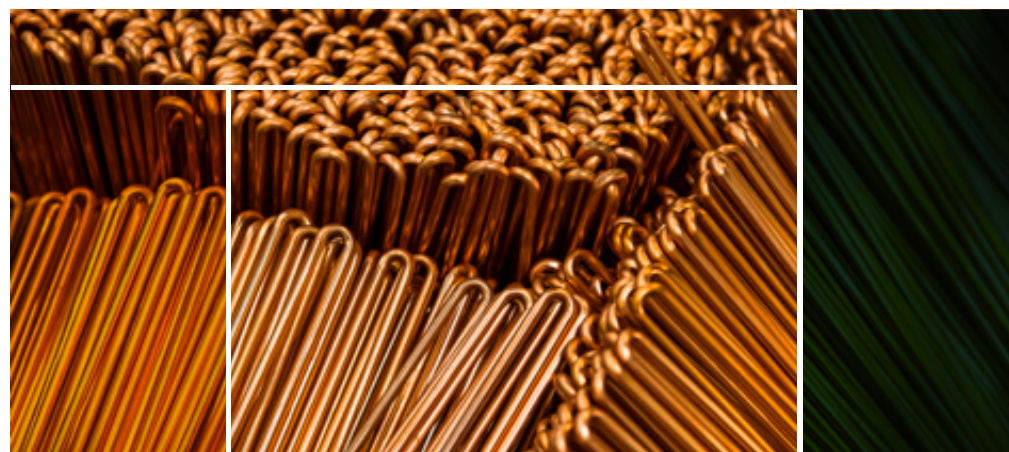
The Company continuously seeks to reduce the use of restricted substances in its operations. To do this, it evaluates the raw materials used in the manufacturing of the products and looks for alternatives with less social and environmental impact.

During the development phase, the Company's engineers must follow the Restricted Material List, which lists substances that cannot be used in a new product. The list is also extended to the Company's suppliers.

Ozone-depleting gases

CFCs and HCFCs are a group of chemical compounds used for decades in heat insulation foams for refrigerators and refrigeration circuits. Since the 1980s, however, it has become known that they cause damage to the Ozone Layer. Therefore, in 1987, the Montreal Protocol established measures to reduce and eliminate its use around the world. In Brazil, a committee managed by the Ministry of the Environment and IBAMA sets national values and targets for its reduction.

Whirlpool uses, in large scale, alternative substances to those that are destructive to the Ozone Layer and has been replacing the use of these gases in its products. Since the 1990s, the Company has eliminated CFCs and is now in compliance with all regulations on the subject.



RESPONSIBLE SUPPLY CHAIN

GRI G4-12 | G4-EN32 | G4-LA14 | G4-HR10 | G4-SO9

Whirlpool's relationship with its suppliers is based on trust and the objective of a mutual development goal, aligned with the same principles for quality assurance and sustainability throughout the product chain.

In Brazil, Whirlpool has about 660 direct suppliers (which materials are directly used in the manufacturing of products) and around 2,750 suppliers of indirect materials and services.

In order to ensure adherence to the same commitments and principles for sustainability by those involved in the chain, the Company's suppliers must be compliant with Whirlpool Corporation's Code of Conduct. Since 2015, its knowledge and compliance is a mandatory premise required in contract of new partners and, annually, for the maintenance of their contracts.

Among the commitments required by the Code are respect for human rights, labor relations, health and safety, the environment and ethics, through the fight against corruption. Learn more about the Code at

<https://suppliers.whirlpool.com/pub/Suppliercodeofconduct.html>

In order to ensure that the Code of Conduct is followed in all these respects, Whirlpool conducts audits in new companies integrating its supply chain, as well as auditing the old ones, following a Company Supplier Internal Audit Manual.

These audits include inspections of supplier's facilities and documents, looking out for areas of their operations, which may not comply with the Code of Conduct. If any problems are found, Whirlpool may require anything from, an action plan to remedy the situation, to the cancellation of their contract.

In 2016, 31 audits, of new and current suppliers, were carried out.



PEOPLE EXCELLENCE 04



EMPLOYEES MANAGEMENT

GRI G4-10



Whirlpool orients its people management strategy to the professional development of employees, recognition of their performance and appreciation of diversity, creating an appropriate environment for engaging and retaining talent.

DECENT WORK
AND ECONOMIC
GROWTH

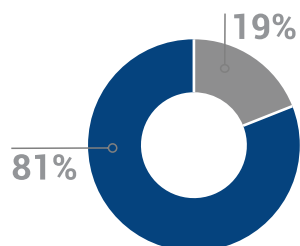


GLOBAL OBJECTIVES
OF SUSTAINABLE
DEVELOPMENT

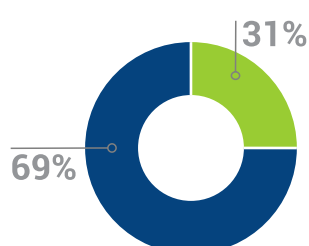
Employees profile

DIRECTORS Total: 16

Gender

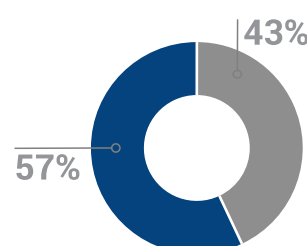


Age group

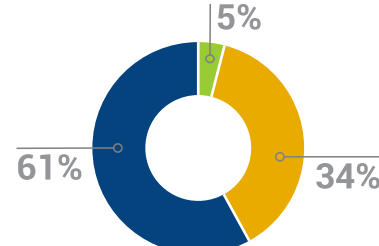


ADMINISTRATIVE Total: 2.225

Gender



Age group



Gender

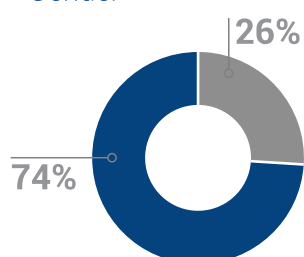
- Women
- Men

Age Group

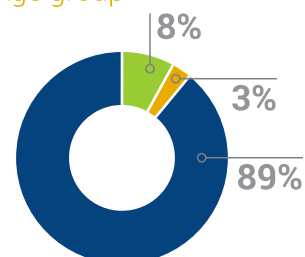
- < 30
- 30 - 50
- > 50

MANAGEMENT Total: 144

Gender

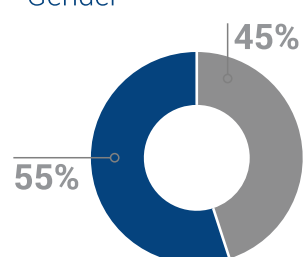


Age group

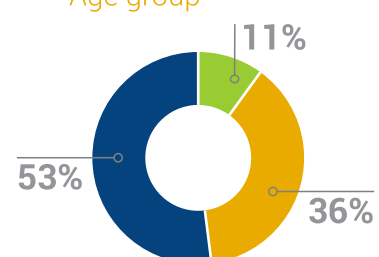


PRODUCTION Total: 9.277

Gender



Age group



Total
+ 29 trainees
+ 93 interns
+ 91 apprentices
+ 440 at LAR International
= **12.315**
Employees
at the end of 2016

CAREER DEVELOPMENT

In order to foster a culture of development, continuous overcome of challenges, Whirlpool has a Leadership Model that defines the expected attitudes for the shaping of current and future managers. Using this model, the Company provides constant feedback and promotes employees based on their potential and delivery.

In 2015, Career Compass was launched, a global tool that helps the employees to direct their careers, mapping the paths they can take to achieve their goals, aligned with their potential and the priorities of the Company. Since then, workshops have been held to train leaders and encourage the use of the tool.

TRAINING

Whirlpool offers training programs for employees at all operational levels, with the aim of stimulating professional development and, thus, having the necessary human capital to continue innovating and improving its efficiency.

Some of these programs are as followed:

- **Future Leader:** Developed in Brazil in partnership with Embraco, the program offers a week of immersion for leaders and talents of the Company, in order to prepare them for the next position they may take in their careers. The positive results of the program were presented to Whirlpool Corporation's Global HR, which has adopted it as a talent development program for leaders from all regions of the world.

- **Whirlpool University:** Launched in 2013, it has four fronts: Whirlpool Academy, Business Academy, Functional Academy and Leadership Academy. Its objective is to prepare employees, from operational to executive levels, to achieve excellent results in their current function and potential future.

- **Scholarship Program:** In order to foster employee development in key competencies, the program offers scholarships in English courses (ESL) and formal education courses such as undergraduate, postgraduate, specialization, master's and MBA programs.



ONE OF THE BEST COMPANIES TO WORK FOR

Whirlpool was present in all editions of the ranking



GREAT PLACE TO WORK

Since 2012, included in the Época magazine listing

- **Manufacturing Online School:** Launched in 2016, it automates and improves the processes of the former School of Manufacturing, which involves the training programs offered to the Company's operating public. With the Online School, employees have more autonomy to enroll in on-line, and live face-to-face courses, accessing the tool on the computer, tablet or smartphone, which allows for greater growth and speed in training.



IMPROVEMENTS IN THE WORK ENVIRONMENT

In order to provide a winning working environment for employees, the structure of the Sao Paulo Unit (USP) underwent a series of improvements in 2016.

Amongst them, a complete revitalization of the environment, with 2,700 m² of new offices and around 550 job posts, allocated in spaces with the free-desk concept, without fixed tables.

For the structuring of the offices, were considered aspects such as ergonomics in the workstations, accessibility to all areas and sustainability, with the installation of LED light fixtures, natural lighting solutions, reduction of water consumption and others.

The building also has new and modern meeting rooms, with audio equipment, video and touch screens for scheduling.

After the changes are completed in 2017, Whirlpool will have two Administrative Centers (AC) in Sao Paulo: Berrini AC and USP (Sao Paulo Unit) AC.



EMPLOYEE HEALTH AND SAFETY

GRI G4-LA3 | G4-LA5 | G4-LA6

Promotion of the employee's health and safety is an absolute priority of Whirlpool's operation. It is fundamental to the composition of a skilled and engaged work force, as well as a key element for risk management of the Business.

Therefore, the Company adopts rigorous engineering and control standards, worldwide benchmarks in the industry, and monitors health and safety indicators on a monthly basis, with the engagement of the presidency and vice-presidency.

Throughout its operation, the Company develops training programs and promotes adherence to the best practices of occupational health and safety, adopting an applied preventative culture, disseminated and put into practice by all employees. Management systems are aligned to standards and are certified by the following standardized systems: ISO 9001 (Quality Management), ISO 14001 (Environmental Management) and OHSAS 18001 (Occupational Health and Safety Management).

Whirlpool has formal safety and health committees that drive the governance of the theme in the operation and represent 100% of the employees.

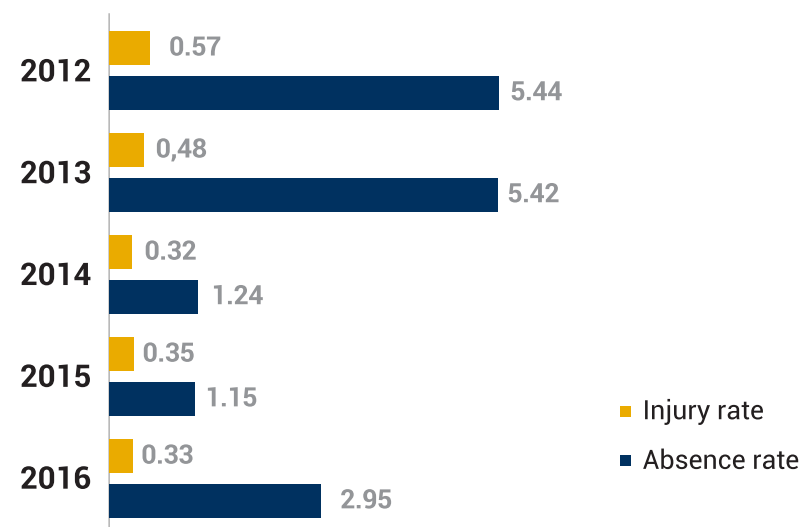


As a result of these efforts, the number of occupational accidents continues to drop consistently. In five years, the Company achieved a 42% reduction in injury rates, ending 2016 with a rate of 0.33. The absence rate also dropped 46% in five years, reaching 2.95.

In 2016, for the seventh consecutive year, there were no fatal accidents or occupational diseases.

The absence rate, in turn, reached 4.25% in 2015 and 3% in 2016, considering only manufacturing Units.

Health and Safety Indicators



In 2015, 719 employees were in paternity or maternity leave. In 2016, there were 633. All employees returned to work after the period. The retention rate, for a year or more after the paternity or maternity leave, was 56% in 2015 and 76% in 2016.



In 2015 and 2016, Whirlpool had many initiatives to promote occupational health and safety, including:

INTERNAL WEEK OF ACCIDENT PREVENTION, ENVIRONMENT AND QUALITY (SIPAMAQ): Activities are carried out to encourage employee interest for the safety of their activities.

CORRO POR ELAS: An annual street race that brings together, employees, friends and family on a Sunday morning, to stimulate improvement in the quality of life through physical activities.

YELLOW MAY, PINK OCTOBER, BLUE NOVEMBER AND RED DECEMBER: Actions to raise awareness, and provide assistance for employees, helping with the fight against traffic accidents, breast cancer, prostate cancer and AIDS in each of these months, respectively.





IMPACT IN THE SURROUNDING COMMUNITIES

Whirlpool seeks to establish a frequent and close relationship with the communities in the regions where its Units are established, trying to ensure that its presence is of value to the population and the environment. Therefore, it acts through population awareness campaigns and employee volunteer work in social projects.

SOCIAL CAMPAIGNS

One of the goals of the Whirlpool Engagement Committees is to involve employees from different areas of the Company in social responsibility initiatives. Adding up the initiatives of all Units in 2015 and 2016, we have been able to collect:

- over three thousand toys, which were donated to children's institutions close to the dates of Christmas and Brazilian Children's Day;
- 86 kg of animal food, which were delivered to an animal shelter;
- Over three tons of food, benefiting needy families.



In addition to these initiatives, Whirlpool conducted the following campaigns that sought to promote the health of communities:

- **FIGHTING *Aedes Aegypti*:** In the midst of Dengue fever, *Zika* virus and *Chikungunya* virus epidemics, the Company carried out an intense campaign to prevent and fight the mosquito in regions where it has Units.

In addition to raising awareness, the Company played an active role in assessing neighborhood environments and preventing risks. The pregnant women of the Units and pregnant wives of employees were the main focus. They received mosquito repellent to protect themselves and had their houses visited by volunteer employees, who had been trained, in search of mosquito outbreaks.

- **INFLUENZA IMMUNIZATION:** In 2016, more than 7,000 doses of Influenza A vaccine, transmitted by the H1N1 virus, were applied during a immunization Campaign at Whirlpool.





VOLUNTEERING

GRI G4-EC7

The Whirlpool Volunteer Project aims to implement corporate actions that promote social and environmental development, in which its employees can volunteer. In Brazil, the project is led by the Company's trainees, who dedicate themselves for two years - in addition to the regular activities of their areas.

The following actions took place in 2015 and 2016:



GIVING TUESDAY BRAZIL

In 2015, the disaster of the Mariana Dam burst polluted the Doce River, affecting the lives of thousands of people who needed the river for their water supply. In response, Whirlpool organized the #diadedoaragua (#daytodonatewater) campaign, in which employees were invited to bring their donations to the Company, which was in charge of sending the cargo collected to the disaster area. In all, 7,000 liters of water were collected. The campaign was part of the #givingtuesday (#daytodonate) initiative, which was held in several countries with the goal of uniting people to carry out transformative actions in society.



GOOD BLOOD

Every year, the Company conducts a blood donation campaign in its Units in Brazil. There were 359 donors in 2015 and 489 in 2016, benefiting 3,356 lives.



ERRADICATION OF POVERTY



GLOBAL OBJECTIVES
OF SUSTAINABLE
DEVELOPMENT

Whirlpool also promotes voluntary actions with its employees. In addition to other regions of Latin America where it operates, as in the examples of Argentina and Ecuador.



HABITAT FOR HUMANITY, IN ARGENTINA

Teams formed by 40 Argentinian employees, who volunteered for 3 days, to help build homes for low income families in the country.



HELP FOR VICTIMS OF THE EARTHQUAKE IN ECUADOR

After an earthquake struck the country, the Company donated home appliances to 50 families affected by the disaster and provided support for NGOs that helped to respond to the impact. In addition, 15 Whirlpool Ecuadorean employees joined the team of volunteers who worked in the region.



FEMALE EMPOWERMENT AND ENTREPRENEURSHIP

GRI G4-EC7 | G4-S01

**GENDER
EQUALITY**



**GLOBAL OBJECTIVES
OF SUSTAINABLE
DEVELOPMENT**

The Women's Consulate (Consulado da Mulher) Institute was created in 2002 to direct Whirlpool's social investments in Brazil, focusing on encouraging female entrepreneurship and women's empowerment. It is a Public Interest Civil Society Organization (OSCIP), sponsored by the Company and associated with the Consul brand.

The Consulate supports women entrepreneurs of low-income and with little education who live in vulnerable communities, on the outskirts of major cities or in rural areas throughout Brazil, especially in regions where Whirlpool has Units.

Through an advisory process, aimed at generating income, the Consulate shares knowledge and resources that enables income generation and improvement in the quality of life.

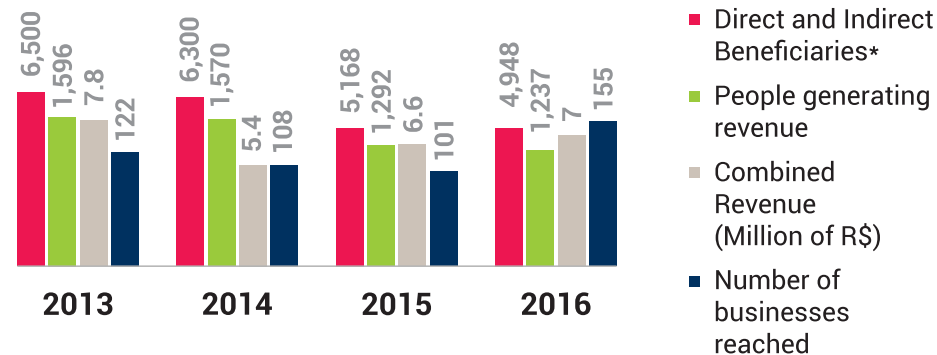


THE WORK OF CONSULADO DA MULHER WITH BENEFICIARIES



Since its foundation, the Institute has already benefited 34,000 people. In the regions where Whirlpool has factories, the Institute acts directly with the ventures, through its technical team of educators. In other locations, the same methodology is replicated by partner social organizations, which provide advice to the enterprises.

Consulado da Mulher Indicators



* Since it is aimed at female heads of household, the benefit covers all of their dependents. At least 93% of the beneficiaries are women.

Revenue evolution after participating in the program



2015 AND 2016 HIGHLIGHTS

• Two editions of the “Women’s Consulate Award” were held, in which 20 projects were selected in 2015 and ten in 2016. The selected projects received home appliances and advice from the Consulate team for a period of two years. In addition, the top ten of each year received a monetary contribution for improvements in their infrastructure or seed capital. In 2015, the amount was R\$ 5,000; in 2016, it was R\$ 10,000.

INSPIRING EXAMPLES OF THE WOMEN’S CONSULATE AWARD WINNERS OF 2016

Peppers from the Waurá Indigenous Women

Enterprise organized by the women of the Waurá tribe, an ethnicity that lives in the Piyulaga village, in the Xingu indigenous Park. They started to commercialize dried, organic, powdered pepper. Even though they are the main spice of the Xingu people, the peppers were almost extinct. The group needed to unite itself to find new seedlings and to cultivate them properly. Today, they produce enough for their own use and for commercialization.



Sumimi Restaurant

Sumimi Restaurant, founded in 2013, on the right bank of the Negro River, by a group of women from the Três Unidos indigenous community. It values local culinary and inspires young women of the community, reaffirming self-esteem of their indigenous culture.



- In 2015, the Institute took the theme of income generation to elementary, intermediate and high schools in the public school system. Nineteen schools were contemplated in Joinville, Manaus, Rio Claro and Sao Paulo, with the participation of 11,835 students, aged between 6 and 17 years, who were able to learn about entrepreneurship through theater, games and exercises.

- At the *Virada Sustentável* in the city of Manaus in 2016, the Institute played a main role in two actions: a roundtable talk about entrepreneurship for the empowerment of women and a food workshop led by one of the Consulate's entrepreneurs.

- In partnership with the Global Compact and the UN Refugee Agency, in 2016 the Institute held a project to insert refugee women or refugee applicants into the Brazilian job market. In all, 30 women of various nationalities, including Syrian, Cameroonian, Angolan, South African, Congolese and Iranian, received guidance on how to open and maintain small businesses in the food market.



SHARING TO EMPOWER

The methodology developed by the Institute is recognized as "social technology" by the Banco do Brasil Foundation and UNESCO. It was systematized in 2012 in a basic guide to advise popular and solidarity projects. To learn about the methodology, please visit:

<https://goo.gl/yQDTxA>

The Institute is also part of the Jobs Knowledge Platform, a World Bank ranking that recognizes social projects of excellence around the world. Get to know the ranking at **<http://goo.gl/SKOGJF>**



BANCO DO BRASIL FOUNDATION

In 2015, the Institute's work methodology was awarded for its effectiveness and replicability, ranking amongst the top 3 in the "Women" category.

CHAIRMAN'S W AWARD

In the same year, the Women's Consulate was recognized at the Whirlpool Corporation's in-house award as the Company's Best Social Responsibility worldwide.

GRI INDEX 05



This chapter presents the GRI indicators presented throughout this Report. The interconnection between GRI indicators and the United Nations Global Compact principles, is described in the third column of

the table. In the fourth column, its relation with the Sustainable Development Goals (SDGs) is shown.

Get to know the principles of the Global Compact:

Principles of the Global Compact



1. RESPECT

and support the protection of internationally proclaimed human rights in its area of influence.



2. ENSURE

that they are not complicit in human rights abuses.



3. UPHOLD

the freedom of association and the effective recognition of the right to collective bargaining.



4. ELIMINATE

all forms of forced and compulsory labor.



5. ABOLISH

all forms of child labor from its productive chain



6. STIMULATE

practices that eliminate discrimination in respect to employment and occupation.



7. SUPPORT

a precautionary, responsible and proactive approach to environmental challenges.



8. DEVELOP

initiatives to promote greater social and environmental responsibility.



9. ENCOURAGE

the development and diffusion of environmentally friendly technologies.



10. WORK

against corruption in all its forms, including extortion and bribery.



Get to know the 17 Global Goals for Sustainable Development:



Global Goals


for Sustainable Development



PROFILE INDICATORS





GRI INDICATOR		Interconnection to Global Compact Principles	Interconnection to Sustainable Development Goals	Reference (page)/ Direct Response
PROFILE 1. STRATEGY AND ANALYSIS				
G4-1	Statement from the most senior decision-maker of the organization about the relevance of sustainability to the organization			Page 06
2. ORGANIZATIONAL PROFILE				
G4-3	Name of the Organization			Page 04
G4-4	Primary brands products and services			Page 09
G4-5	Location of organization's headquarters			Avenida das Nações Unidas, 12.995 - Brooklin Novo - São Paulo/SP - Brasil
G4-6	Number of countries where the organization operates			Page 09
G4-7	Nature of ownership and legal form			Page 09
G4-8	Markets served			Page 09
G4-9	Scale of the organization			Page 09
G4-10	Workforce Profile			Page 49





















GRI INDICATOR		Interconnection to Global Compact Principles	Interconnection to Sustainable Development Goals	Reference (page)/ Direct Response
G4-11	Percentage of total employees covered by collective bargaining agreements	3 	8 	In Brazil, 100% of employees are covered by collective bargaining agreements, with the exception of trainees and apprentices who are not covered by the clauses dealing with salary readjustment.
G4-12	Description of the organization's supply chain			Page 47
G4-13	Significant changes in the organization's structure during the reporting period			Page 10
COMMITMENTS TO EXTERNAL INITIATIVES				
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization			The precautionary principle is part of the strategic planning and risk management process of the Company's activities, such as the search for more innovative and efficient products and the management of the socio-environmental impact of its operations.
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses			Page 22


GRI INDICATOR		Interconnection to Global Compact Principles	Interconnection to Sustainable Development Goals	Reference (page)/ Direct Response
G4-16	Significant memberships of associations and/or national or international advocacy organizations in which the organization: holds a position on the governance body; participates in projects or committees; provides substantive funding beyond routine membership dues	7 8 9 		Page 23
3. IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES				
G4-17	List all entities included in the organization's consolidated financial statements			The information in the report covers the Units of Whirlpool Latin America in Brazil and Argentina, but possible exceptions, which to a greater or lesser extent, are pointed out throughout the content. Whirlpool Latin America is the home appliances business of Whirlpool S.A., a subsidiary of Whirlpool Corporation and listed on the BM&FBovespa. For the purpose of financial indicators, this report uses as a base the Whirlpool S.A. report, made available to the capital market and Securities and Exchange Commission. On page 26 of the Financial Statements, available at https://goo.gl/Ph1FF8 , Whirlpool S.A. subsidiaries are listed, however financial information of Whirlpool Latin America is not publicly available due to confidentiality restrictions.
G4-18	Explain the process for defining the report content and the Aspect Boundaries			Page 04
G4-19	List all the material Aspects identified in the process for defining report content			Page 04









GRI INDICATOR		Interconnection to Global Compact Principles	Interconnection to Sustainable Development Goals	Reference (page)/ Direct Response
G4-20	Material aspect boundary within organization			All aspects are material within the organization
G4-21	Material Aspect Boundary outside the organization			All aspects are material outside the organization
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements			Pages 42, 45
G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries			Page 04
4. STAKEHOLDER ENGAGEMENT				
G4-24	List of stakeholder groups engaged by the organization			Whirlpool continuously promotes the engagement of its stakeholders by understanding their relevance and potential impact for business sustainability. The relationship with employees and society is described in the People Excellence chapter. The relationship with the Government is described in the Profile, with consumers, in Product Leadership and with suppliers, in Operational Excellence.
G4-25	Basis for identification and selection of stakeholders with whom to engage			
G4-26	Organization's approach to stakeholder engagement, including frequency of engagement			










GRI INDICATOR		Interconnection to Global Compact Principles	Interconnection to Sustainable Development Goals	Reference (page)/ Direct Response
G4-27	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns			Learn more about the process for defining materiality in the Dear Reader chapter. More information on the stakeholder engagement processes that took place in 2013 and 2014 can be found in the Reports for this period at http://www.whirlpool.com.br/pagina/relatorio-de-sustentabilidade/
5. REPORT PROFILE				
G4-28	Reporting period			Page 04
G4-29	Date of most recent previous report			2013/2014 (published in 2015)
G4-30	Reporting cycle			Bi-annually
G4-31	Contact point for questions regarding the report or its contents			Page 04
G4-32	GRI Index for the chosen option (core or comprehensive) and external assurance			Core







GRI INDICATOR		Interconnection to Global Compact Principles	Interconnection to Sustainable Development Goals	Reference (page)/ Direct Response
G4-33	Description of organization's policy and current practice with regard to seeking external assurance			The Portuguese version of this report has been externally verified. The data presented also included the validation by the Sustainability Board and the Sustainability Committee.
6. GOVERNANCE				
GOVERNANCE STRUCTURE AND COMPOSITION				
G4-34	Governance structure, including committees			In addition to the structure described on page 15, the Company does not have formal management support committees, but rather committees that support the Company's operation and which have the participation of Senior Management, such as the Sustainability Committee and the Ethics Committee.
7. ETHICS AND INTEGRITY				
G4-56	Describe organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics	1  2  10 	16 	Page 02
ECONOMIC PERFORMANCE				
MARKET PRESENCE				
EC1	Direct economic value generated and distributed			Page 13

GRI INDICATOR		Interconnection to Global Compact Principles	Interconnection to Sustainable Development Goals	Reference (page)/ Direct Response
EC6	Proportion of senior management hired from the local community at significant locations of operation			For the company and its strategy, the mobility of the staff between Units and other regions outside the country is important, offering different professional opportunities to the employees. Therefore, no local hiring monitoring is done.
INDIRECT ECONOMIC IMPACTS				
EC7	Development and impact of infrastructure investments and services supported	1 2  	  	Page 59. The information presented relates to the operations of Whirlpool in Brazil.
EC8	Significant indirect economic impacts, including the extent of impacts	1 2  	  	Page 32
ENVIRONMENTAL PERFORMANCE				
ENERGY				
EN3	Energy consumption within the organization	7 8 9   	 	Page 39
EN5	Energy intensity	7 8 9   	 	Page 39








GRI INDICATOR		Interconnection to Global Compact Principles	Interconnection to Sustainable Development Goals	Reference (page)/ Direct Response
EN6	Reduction of energy consumption	7 8 9 	12 13 	The variation in power consumption is displayed on page 39. Results divided by each reduction initiative are not available.
EN7	Reductions in energy requirements of products and services	7 8 9 	12 13 	Page 32
WATER				
EN8	Total water withdrawal by source	7 8 9 	6 12 	Page 40
EN9	Water sources significantly affected by withdrawal of water	7 8 9 	6 12 	The use of well and river water is governed by a Grant given by the responsible environmental agency, which establishes a maximum limit for the withdrawal of water, which is established to guarantee the capacity of recovery of the aquifer / river basin. Therefore, there is no significant impact.
EN10	Percentage and total volume of water recycled and reused	7 8 9 	6 12 	Page 40
EFFLUENTS AND WASTE				
EN22	Discrimination of total water discharge by quality and destination	7 8 9 	6 12 	Page 43




GRI INDICATOR		Interconnection to Global Compact Principles	Interconnection to Sustainable Development Goals	Reference (page)/ Direct Response
EN23	Total weight of waste by type and disposal method	7 8 9 	12 	The waste generated in the Whirlpool manufacturing plant – presented on page 44 – is intended for correct and environmentally responsible third party companies, for treatment, recycling, reuse, incineration or co-processing for energy generation in cement plants. The suitability of the companies to the applicable laws is observed in line with ISO 14001 NBR in which Whirlpool is certified.
EN24	Total number and volume of significant spills	7 	12 	There were no significant spills in 2015 and 2016.
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	7 8 	12 	There was no trans boundary movement of waste under the Convention in the 2015 and 2016.
EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff	7 	12 	The Company's operation did not significantly affect any water bodies in 2015 and 2016.

GRI INDICATOR		Interconnection to Global Compact Principles	Interconnection to Sustainable Development Goals	Reference (page)/ Direct Response
PRODUCTS AND SERVICES				
EN27	Extent of impact mitigation of environmental impacts of products and services	7 8 9 	12 	Page 25
EN28	Percentage of products sold and their packaging materials that are reclaimed by category	7 8 9 	12 	The Company does not publish information on packaging and recovered products, since the volume is still incipient. To expand this number, Whirlpool plays an active role in discussions to encourage and develop the National Reverse Logistics Program.
COMPLIANCE				
EN29	Monetary value of significant fines and total number of non-monetary sanctions For non-compliance with environmental laws and regulations	7 	12 	There were no fines or penalties for non-compliance with environmental laws and regulations in 2015 and 2016.
OVERALL				
EN31	Total environmental protection expenditures and investments by type	7 8 	12 	Page 19
SUPPLIER ENVIRONMENTAL ASSESSMENT				
EN32	Percentage of new suppliers that were screened using environmental criteria	7 8 		Page 47

GRI INDICATOR		Interconnection to Global Compact Principles	Interconnection to Sustainable Development Goals	Reference (page)/ Direct Response
SOCIAL PERFORMANCE: LABOR PRACTICES AND DECENT WORK				
EMPLOYMENT				
LA3	Return to work and retention rates after parental leave, by gender	6 	3 	Page 52. The information presented relates to the operations of Whirlpool in Brazil.
OCCUPATIONAL HEALTH AND SAFETY				
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		8 	Page 52
LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender		3 	Page 52. The information presented relates to the operations of Whirlpool in Brazil.
LA8	Health and safety topics covered in formal agreements with trade unions	3 	8 	The agreements between Whirlpool and the unions representing its employees address health and safety issues, such as mandatory use of Personal Protective Equipment (PPE), the existence of formal health and safety bodies, the availability of the necessary infrastructure to maintain health and safety, among others. Overall, there are 12 planned protection measures for the employees and 100% of the agreements include themes of health and safety.

GRI INDICATOR		Interconnection to Global Compact Principles	Interconnection to Sustainable Development Goals	Reference (page)/ Direct Response
SUPPLIER ASSESSMENT FOR LABOR PRACTICES				
LA14	Percentage of new suppliers that were screened using labor practices criteria	4 5 6 	8 	Page 47
LABOR PRACTICES GRIEVANCE MECHANISMS				
LA16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	4 5 6 		In 2015, 475 complaints were filed, and 633 were closed. In 2016, there were 856 complaints; with 1082 closed.
SOCIAL PERFORMANCE: HUMAN RIGHTS				
NON-DISCRIMINATION				
HR3	Total number of incidents of discrimination and corrective actions taken	1 2 6 	5 	There were no discrimination cases between 2015 and 2016.
SUPPLIER HUMAN RIGHTS ASSESSMENT				
HR10	Percentage of new suppliers that were screened using human rights criteria	1 2 	8 	Page 47.
SOCIAL PERFORMANCE: SOCIETY				
LOCAL COMMUNITY				
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	1 	1 5 8 	Page 59. The information presented relates to the operations of Whirlpool in Brazil.

GRI INDICATOR		Interconnection to Global Compact Principles	Interconnection to Sustainable Development Goals	Reference (page)/ Direct Response
ANTI-CORRUPTION				
S03	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	10 	16 	For strategic reasons, Whirlpool did not report the number of processes reviewed by the Internal Audit, but information regarding the internal control system and the audit process can be found on page 17.
S04	Communication and training on anti-corruption policies and procedures	10 	16 	Page 18. The information presented relates to the operations of Whirlpool in Brazil.
S05	Confirmed incidents of corruption and actions taken	10 		In 2015 and 2016, no cases of corruption were identified.
PUBLIC POLICY				
S06	Total value of political contributions by country and recipient/beneficiary	10 	16 	According to its Bylaws and Electoral Reform (Law No. 13.165 / 2015), Whirlpool is prohibited from making contributions and donations to electoral campaigns of political parties or individuals.
COMPLIANCE				
S08	Monetary value of significant fines and total number of non-monetary sanctions For non-compliance with laws and regulations			The Company does not report the information because it considers it confidential.

GRI INDICATOR		Interconnection to Global Compact Principles	Interconnection to Sustainable Development Goals	Reference (page)/ Direct Response
SUPPLIER ASSESSMENT FOR IMPACTS ON SOCIETY				
S09	Percentage of new suppliers that were screened using criteria for impacts on society	10 	16 	Page 47.
SOCIAL: PRODUCT RESPONSIBILITY				
CUSTOMER HEALTH AND SAFETY				
PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement			Page 34
PRODUCT AND SERVICE LABELING				
PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements	8 		Page 34
PR5	Results of surveys measuring customer satisfaction			Page 36. The information presented relates to the operations of Whirlpool in Brazil.

06 CREDITS



CREDITS



PROJECT COORDINATION

Whirlpool Latin America Sustainability Team:
Fernanda Nishikawa and Vanderlei Niehues

SUPPORT

Adriel Batista dos Santos, Agustin Del Castillo, Andressa Lima, Bruna Santos, Carla Vieira, Carlos Eduardo Vieira Prestes, David Venceslau Azevedo, Debora Veneziano Paes, Dorian Siqueira da Silva, Érica Zanotti, Fábio Costa Falci, Fábio Nunes Zanella, Fernanda Vasconcellos, Flávia Denise Perozzo, Gabriel Roberto Buerger, Jaqueline Natali Neitzel de Farias, Jorge Baigorria, Luana Ferreira Cabaco, Maria Cláudia Ferreira da Cunha, Mariana Oliveira, Patrícia Braga Sobreira, Renata Ferreira Lomônaco, Renato Cesar Veríssimo Faria, Thais Gonçalves, Thais Lima Macedo, Vadis Bellini, Vinícius Zacarias Rizzo.

GRI CONSULTANCY

RICCA RI

EDITORIAL PROJECT – WRITING, REVISION, EDITING AND TRANSLATION

RICCA RI

GRAPHIC PROJECT

RICCA RI

PHOTOS

Cover: Guilherme Morelli - Projeto Casa 100 Arquitetura

Inside: Ricardo Teles and Whirlpool Image Bank