**GC Advanced COP Self-Assessment**

*Updated 19 August 2016*

**Please enter a short title for your submission.**

##### Nestlé Advanced COP Self-Assessment 2019

**The Communication on Progress is in the following format:**

Stand-alone document

* Part of a sustainability or corporate (social) responsibility report
* Part of an annual (financial) report

**What is the time period covered by your COP?**

Start date: 1 January 2019

End date: 31 December 2019

**Does your COP contain a statement by the CEO (or equivalent) expressing continued support for the Global Compact and renewing your company's ongoing commitment to the initiative and its principles?** Yes

**Does your COP contain a description of actions and policies related to the following issue areas?**

|  |  |  |  |
| --- | --- | --- | --- |
| Human Rights | Labour | Environment | Anti-Corruption |
| Yes | Yes | Yes | Yes |

**Does your COP include qualitative and/or quantitative measurement of outcomes illustrating the degree to which targets/performance indicators were met?** Yes

**How does your organization share its COP with stakeholders?**

* Through the UN Global Compact website only
* COP is easily accessible to all interested parties (e.g., via its website)
* COP is actively distributed to all key stakeholders (e.g., investors, employees, consumers, local community)
* Both b) and c)

**How is the accuracy and completeness of information in your COP assessed by a credible third-party?**

* + *The Global Compact recognizes that there are various options in terms of external assessment. High-quality external assessment should ideally encompass qualitative and quantitative information and performance data in the COP, as well as an explanation of the management systems and processes that foster their credibility. A credible third party is defined as groups or individuals external to the reporting organization who are demonstrably competent in the subject matter and eligible to provide feedback on the basis of their role towards the company and their independent position. For guidance on the assurance process, companies may refer to* [*Your Path to External Assessment.*](https://www.unglobalcompact.org/library/531)
* The COP describes any action(s) that the company **plans to** undertake to have the credibility of the information in its COP externally assessed, including goals, timelines, metrics, and responsible staff
* Information is reviewed by multiple stakeholders (e.g., representatives of groups prioritized in stakeholder analysis)
* Information is reviewed by a panel of peers (e.g., members of the same industry, competitors, benchmarked leaders, others organized via Global Compact Local Network)
* Information is assured by independent assurors (e.g., accounting or consulting firm) using their own proprietary methodology
* Information is assured by independent assurors (e.g., accounting or consulting firm) against recognized assurance standard (e.g., ISAE3000, AA1000AS, other national or industry-specific standard)
* Other established or emerging best practices

*Please use the text box below to publicly share any other best practices. 255 characters or less, including spaces.*



Our 2019 report is aligned with the GRI Standards: Comprehensive option and the GRI Food Processing Sector Supplement. It has been externally verified by Bureau Veritas in alignment with the ‘in accordance with comprehensive’ level of the GRI Standards.

**The COP incorporates the following high standards of transparency and disclosure:**

* Applies the GRI Sustainability Reporting Guidelines
* Is 'in accordance - core' with GRI G4
* Is 'in accordance - comprehensive' with GRI G4
* Applies elements of the International Integrated Reporting Framework
* Provides information on the company’s profile and context of operation

*Such as: Legal, group and ownership structure. Countries and scale of operation. Markets served (geographic/sector breakdown, types of customers/beneficiaries). Primary brands/products/services. Supply chain. Commitments to external initiatives.*



**Which of the following Sustainable Development Goals (**[**SDGs**](https://sustainabledevelopment.un.org/sdgs)**) do the activities described in your COP address?** *[Select all that apply]*

* SDG [1:](https://sustainabledevelopment.un.org/sdg1) End poverty in all its forms everywhere
* SDG [2:](https://sustainabledevelopment.un.org/sdg2) End hunger, achieve food security and improved nutrition and promote sustainable agriculture
* SDG [3:](https://sustainabledevelopment.un.org/sdg3) Ensure healthy lives and promote well-being for all at all ages
* SDG [4:](https://sustainabledevelopment.un.org/sdg4) Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all
* SDG [5:](https://sustainabledevelopment.un.org/sdg5) Achieve gender equality and empower all women and girls
* SDG [6:](https://sustainabledevelopment.un.org/sdg6) Ensure availability and sustainable management of water and sanitation for all
* SDG [7:](https://sustainabledevelopment.un.org/sdg7) Ensure access to affordable, reliable, sustainable and modern energy for all
* SDG [8:](https://sustainabledevelopment.un.org/sdg8) Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
* SDG [9:](https://sustainabledevelopment.un.org/sdg9) Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation
* SDG [10:](https://sustainabledevelopment.un.org/sdg10) Reduce inequality within and among countries
* SDG [11:](https://sustainabledevelopment.un.org/sdg11) Make cities and human settlements inclusive, safe, resilient and sustainable
* SDG [12:](https://sustainabledevelopment.un.org/sdg12) Ensure sustainable consumption and production patterns
* SDG [13:](https://sustainabledevelopment.un.org/sdg13) Take urgent action to combat climate change and its impacts
* SDG [14:](https://sustainabledevelopment.un.org/sdg14) Conserve and sustainably use the oceans, seas and marine resources for sustainable development
* SDG [15:](https://sustainabledevelopment.un.org/sdg15) Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss
* SDG [16:](https://sustainabledevelopment.un.org/sdg16) Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
* SDG [17:](https://sustainabledevelopment.un.org/sdg17) Strengthen the means of implementation and revitalize the global partnership for sustainable development

*[If you answered the previous question, the following appears]*

**With respect to your company’s actions to advance the Sustainable Development Goals (**[**SDGs**](https://sustainabledevelopment.un.org/sdgs)**), the COP describes:** *[Select all that apply]*

* Opportunities and responsibilities that one or more SDGs represent to our business

*E.g., new growth opportunities; risk profiles; improved trust among stakeholders; strengthened license to operate; reduced legal, reputational and other business risks; resilience to costs or requirements imposed by future legislation.*



* Where the company’s priorities lie with respect to one or more SDGs

*Conducting an assessment on the current and potential, positive and negative impacts that your business activities have on the SDGs throughout the value chain can help you identify your company’s priorities.*



* Goals and indicators set by our company with respect to one or more SDGs

*Setting specific, measurable and time-bound sustainability goals helps foster shared priorities and drive performance. To do this: Define scope of goals and select KPIs; define baseline and select goal type; set level of ambition; announce commitment to SDGs; select indicators and collect data.*



* How one or more SDGs are integrated into the company’s business model

*Integrating sustainability has the potential to transform all aspects of the company’s core business, including its product and service offering, customer segments, supply chain management, choice and use of raw materials, transport and distribution networks and product end-of-life. It involves anchoring sustainability goals within the business up to the board level, embedding sustainability across all functions, and engaging in partnerships.*



* The (expected) outcomes and impact of your company’s activities related to the SDGs

*Example: For a food company that sells nutritionally balanced breakfasts and lunches to primary schools, an output is the number of meals served. An outcome is the rate of malnutrition among children served. Impact is the company’s contribution to SDG Target 2.1, “end hunger and ensure access by all people, in particular the poor and people in vulnerable situations, including infants, to safe, nutritious and sufficient food all year round.”*



* If the companies' activities related to the SDGs are undertaken in collaboration with other stakeholders

*E.g., United Nations agencies, civil society, governments, other companies*



* Other established or emerging best practices

*Please use the text box below to publicly share any other best practices. 255 characters or less, including spaces.*



We map our material issues against the Sustainable Development Goals (SDGs). All 36 CSV commitments correspond to SDGs. They are embedded in our d three global initiatives: *Nestlé for Healthier Kids*, *Nestlé Needs YOUth* and *Caring for Water* support the SDGs*.* Nestlé is founding patron of the UNGC Action Platform for advancing SDG 16.

Summary of Criteria

***Implementing the Ten Principles into Strategies & Operations***

Criterion 1: The COP describes mainstreaming into corporate functions and business units

Criterion 2: The COP describes value chain implementation

*Robust Human Rights Management Policies & Procedures*

Criterion 3: The COP describes robust commitments, strategies or policies in the area of human rights

Criterion 4: The COP describes effective management systems to integrate the human rights principles

Criterion 5: The COP describes effective monitoring and evaluation mechanisms of human rights integration

*Robust Labour Management Policies & Procedures*

Criterion 6: The COP describes robust commitments, strategies or policies in the area of labour

Criterion 7: The COP describes effective management systems to integrate the labour principles

Criterion 8: The COP describes effective monitoring and evaluation mechanisms of labour principles integration

*Robust Environmental Management Policies & Procedures*

Criterion 9: The COP describes robust commitments, strategies or policies in the area of environmental stewardship

Criterion 10: The COP describes effective management systems to integrate the environmental principles

Criterion 11: The COP describes effective monitoring and evaluation mechanisms for environmental stewardship

*Robust Anti-Corruption Management Policies & Procedures*

Criterion 12: The COP describes robust commitments, strategies or policies in the area of anti-corruption

Criterion 13: The COP describes effective management systems to integrate the anti-corruption principle Criterion 14: The COP describes effective monitoring and evaluation mechanisms for the integration of anti-corruption

***Taking Action in Support of Broader UN Goals and Issues***

Criterion 15: The COP describes core business contributions to UN goals and issues

Criterion 16: The COP describes strategic social investments and philanthropy

Criterion 17: The COP describes advocacy and public policy engagement

Criterion 18: The COP describes partnerships and collective action

***Corporate Sustainability Governance and Leadership***

Criterion 19: The COP describes CEO commitment and leadership

Criterion 20: The COP describes Board adoption and oversight

Criterion 21: The COP describes stakeholder engagement

*Criteria, Best Practices and Explanation*

***Implementing the Ten Principles into Strategies & Operations***

* *The term 'value chain', for purposes of this self-assessment, refers to an organization's business partners both upstream (including suppliers and subcontractors) and downstream (e.g. for transport of finished products).*

**Criterion 1: The COP describes mainstreaming into corporate functions and business units**

*Indicate which of the following best practices are described in your COP:*

* Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

 *This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.*

* + Place responsibility for execution of sustainability strategy in relevant corporate functions (procurement, government affairs, human resources, legal, etc) ensuring no function conflicts with company’s sustainability commitments and objectives
	+ Align strategies, goals and incentive structures of all business units and subsidiaries with corporate sustainability strategy
	+ Assign responsibility for corporate sustainability implementation to an individual or group within each business unit and subsidiary
	+ Design corporate sustainability strategy to leverage synergies between and among issue areas and to deal adequately with trade-offs
	+ Ensure that different corporate functions coordinate closely to maximize performance and avoid unintended negative impacts
	+ Other established or emerging best practices

*Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).*



This is the fifth year Nestlé has responded to the UNGPRF. The UNGPRF is fully integrated into our existing human rights management structures. External auditors Bureau Veritas assure our human rights reporting against this framework.

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| **Disclosure mapping** |
| **The following abbreviations are used for relevant content and documents:*** CSV – [**Creating Shared Value Progress Report 201**](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-report-2019-en.pdf)**9**

Content on our CSV [website](https://www.nestle.com/csv) is indicated as follows:* Web: <https://www.nestle.com/csv>

**The following abbreviations are used for our** [**annual report**](https://www.nestle.com/investors/annual-report) **documents:****AR:** [**Annual Review 2019**](https://www.nestle.com/sites/default/files/2020-03/2019-annual-review-en.pdf)**CFS: [Consolidated Financial Statements of the Nestlé Group](https://www.nestle.com/sites/default/files/2020-02/2019-financial-statements-en.pdf)****CGR:** [**Corporate Governance Report 2019**](https://www.nestle.com/sites/default/files/2020-02/corp-governance-report-2019-en.pdf) |
| **Best practice** | **Disclosure location** |
| Place responsibility for execution of sustainability strategy in relevant corporate functions (procurement, government affairs, human resources, legal, etc) ensuring no function conflicts with company’s sustainability commitments and objectives | CSV: Reporting and governance p54Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance) |
| Align strategies, goals and incentive structures of all business units and subsidiaries with corporate sustainability strategy | CGR: Board of Directors p6–12CSV: Reporting and governance p55Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance) |
| Assign responsibility for corporate sustainability implementation to an individual or group within each business unit and subsidiary | CSV: Enhancing rural development and livelihoods p25 CSV: Respecting and promoting human rights p31CSV: Promoting decent employment and diversity p36CSV: Workplace health and safety p39CSV: For the planet p40CSV: Caring for water p41CSV: Acting on climate change p46CSV: Safeguarding the environment p49Web[: Enhancing rural development and livelihoods](https://www.nestle.com/csv/impact/rural-livelihoods)Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Promoting decent employment and diversity](https://www.nestle.com/csv/impact/employment-diversity) Web: [Workplace health and safety](https://www.nestle.com/csv/impact/employment-diversity/healthy-workplaces) Web: [Caring for water](https://www.nestle.com/csv/impact/water)Web: [Acting on climate change](https://www.nestle.com/csv/impact/climate-change)Web: [Safeguarding the environment](https://www.nestle.com/csv/impact/environment)Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance) |
| Design corporate sustainability strategy to leverage synergies between and among issue areas and to deal adequately with trade-offs | CSV: Creating Shared Value p3CSV: Focusing on our material issues p4CSV: Our 2020 commitments and progress p5CSV: Reporting and governance p54Web: [Our ambition](https://www.nestle.com/csv/global-initiatives)sWeb: [Our commitments](https://www.nestle.com/csv/impact)Web: [Progress at a glance](https://www.nestle.com/csv/performance/kpi-summary)Web: [Our approach](https://www.nestle.com/csv/what-is-csv/approach-csv)Web: [Materiality](https://www.nestle.com/csv/what-is-csv/materiality)Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance) |
| Ensure that different corporate functions coordinate closely to maximize performance and avoid unintended negative impacts | CSV: Creating Shared Value p3CSV: Focusing on our material issues p4CSV: Reporting and governance p54Web: [Our approach](https://www.nestle.com/csv/what-is-csv/approach-csv)Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance) |
| Other established or emerging best practices | AR: Principal risks and uncertainties p62–64CSV: A message from our Chairman and CEO p2CSV: Our 2020 commitments and progress p5CSV: Respecting and promoting human rights p31CSV: Reporting and governance p54CSV: Our key performance indicators p57–58Web: [Progress at a glance](https://www.nestle.com/csv/performance/kpi-summary)Web: [Our approach](https://www.nestle.com/csv/what-is-csv/approach-csv)Web: [Ethical business](https://www.nestle.com/csv/what-is-csv/ethical-business)Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance)Web: [Materiality](https://www.nestle.com/csv/what-is-csv/materiality)Web: [Stakeholder engagement](https://www.nestle.com/csv/what-is-csv/stakeholder-engagement)Web: [Partnerships and collective action](https://www.nestle.com/csv/what-is-csv/partnerships-alliances)Web: [UN Global Compact](https://www.nestle.com/csv/what-is-csv/partnerships-alliances/united-nations)Web: [Contributing to the global goals](https://www.nestle.com/csv/what-is-csv/contribution-global-goals)PDF: [Materiality and the Sustainable Development Goals](https://www.nestle.com/sites/default/files/asset-library/documents/creating-shared-value/materiality-and-sdgs.pdf)**Integrating the UN Guiding Principles Reporting Framework into our Creating Shared Value report**Nestlé is an early adopter of the UN Guiding Principles Reporting Framework (UNGPRF), and our 2019 Creating Shared Value is the fifth year we have responded to the UNGPRF. As part of our evolving reporting in this area, this year we have received independent third-party assurance from Bureau Veritas against the new UN Guiding Principles Assurance Framework. See:CSV: About this report p55Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Assess and address human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts) Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [2019 Independent Assurance Statement](https://www.nestle.com/csv/performance/assurance)PDF: [Nestlé’s UNGPRF Index of Answers 2019](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-ungprf-index-of-answers-2019.pdf) |

**Criterion 2: The COP describes value chain implementation**

*Indicate which of the following best practices are described in your COP:*

* Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

 *This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.*

* Analyze each segment of the value chain carefully, both upstream and downstream, when mapping risks, opportunities and impacts
* Communicate policies and expectations to suppliers and other relevant business partners
* Implement monitoring and assurance mechanisms (e.g. audits/screenings) for compliance within the company’s sphere of influence
* Undertake awareness-raising, training and other types of capacity building with suppliers and other business partners
* Other established or emerging best practices

*Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).*



By working with farming communities, civil society, industry peers and governments, we can identify the root causes of the challenges farmers face. We apply our Theory of Change (ToC), which enables us to measure our impact against long-term outcomes.

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| **Disclosure mapping** |
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* Web: <https://www.nestle.com/csv>

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| **Best practice** | **Disclosure location** |
| Analyse each segment of the value chain carefully, both upstream and downstream, when mapping risks, opportunities and impacts | CSV: Creating Shared Value p3CSV: Focusing on our material issues p4CSV: Our 2020 commitments and progress p5CSV: For our communities p24CSV: Enhancing rural development and livelihoods p25–30CSV: Respecting and promoting human rights p31–35CSV: Empowering women p38CSV: For the planet p40CSV: Caring for water p41CSV: Engaging with our suppliers p44CSV: Access to water, sanitation and hygiene p45CSV: Acting on climate change p46CSV: Safeguarding the environment p49CSV: Reporting and governance p54Web: [Responsible sourcing](https://www.nestle.com/csv/raw-materials)Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [Empowering women](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)Web: [Safeguarding the environment](https://www.nestle.com/csv/impact/environment)Web: [Raw materials](https://www.nestle.com/csv/responsible-sourcing-raw-materials)Web: [Coffee](https://www.nestle.com/csv/raw-materials/coffee)Web: [Cocoa](https://www.nestle.com/csv/raw-materials/nestle-cocoa-plan)Web: [Dairy](https://www.nestle.com/csv/raw-materials/dairy)Web: [Palm oil](https://www.nestle.com/csv/raw-materials/palm-oil)Web: [Pulp and paper](https://www.nestle.com/csv/raw-materials/pulp-paper)Web: [Soya](https://www.nestle.com/csv/raw-materials/soya)Web: [Sugar](https://www.nestle.com/csv/raw-materials/sugar)Web: [Cereals](https://www.nestle.com/csv/raw-materials/cereals)Web: [Hazelnuts](https://www.nestle.com/csv/raw-materials/hazelnuts)Web: [Vanilla](https://www.nestle.com/csv/raw-materials/vanilla)Web: [Meat, poultry and eggs](https://www.nestle.com/csv/raw-materials/meat-poultry-eggs)Web: [Fish and seafood](https://www.nestle.com/csv/raw-materials/fish-seafood)Web: [Vegetables](https://www.nestle.com/csv/raw-materials/vegetables)Web: [Spices](https://www.nestle.com/csv/raw-materials/spices)Web: [Coconut](https://www.nestle.com/csv/raw-materials/coconut) Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance)Web: [Materiality](https://www.nestle.com/csv/what-is-csv/materiality) |
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| Implement monitoring and assurance mechanisms (eg. audits/screenings) for compliance within the company’s sphere of influence | CSV: Delivering impact through *Farmer Connect* p26CSV: Responsible coffee sourcing> Improving farmer economics through the Nescafé Plan p29CSV: *Nestlé Cocoa Plan* > Tackling child labor p30CSV: Assess and address human rights impacts > Improving human rights through our *Cocoa Plan* p32CSV: Our culture of business ethics and integrity > Measuring compliance through CARE audits p34CSV: Grievance mechanisms and remediation p35CSV: Empowering women > Empowering women in coffee communities p38CSV: Safeguarding the environment > Our contribution p49Web: [Delivering impact through *Farmer Connec*t](https://www.nestle.com/csv/impact/rural-livelihoods/farm-economics)Web: [Coffee](https://www.nestle.com/csv/raw-materials/coffee)Web: [Cocoa](https://www.nestle.com/csv/raw-materials/nestle-cocoa-plan)Web: [Palm oil](https://www.nestle.com/csv/raw-materials/palm-oil)Web: [Vegetables](https://www.nestle.com/csv/raw-materials/vegetables)Web: [Spices](https://www.nestle.com/csv/raw-materials/spices)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct)Web: [Grievance mechanisms and remediation](https://www.nestle.com/csv/impact/employment-diversity/grievance-mechanisms)Web: [Empowering women](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)Web: [Safeguarding the environment](https://www.nestle.com/csv/impact/environment)PDF: [*Nestlé Cocoa Plan*: Tackling Child Labour 2019 Report](https://www.nestle.com/sites/default/files/2019-12/nestle-tackling-child-labor-report-2019-en.pdf) |
| Undertake awareness-raising, training and other types of capacity building with suppliers and otherbusiness partners | CSV: For our communities p24CSV: Delivering impact through *Farmer Connect* p26CSV: Improving farmers’ diets p27CSV: Responsible coffee sourcing p29CSV: *Nestlé Cocoa Plan* p30CSV: Protecting workers and children p33CSV: Our culture of business ethics and integrity p34CSV: Grievance mechanisms and remediation p35CSV: Opportunities for young people p37CSV: Engaging with our suppliers p44CSV: Our key performance indicators p57–58Web: [Our commitment](https://www.nestle.com/csv/impact)sWeb: [Enhancing rural development and livelihoods](https://www.nestle.com/csv/impact/rural-livelihoods)Web[: Delivering impact through *Farmer Connect*](https://www.nestle.com/csv/impact/rural-livelihoods/farm-economics)Web: [Improving farmers’ diets](https://www.nestle.com/csv/impact/rural-livelihoods/farm-nutrition)Web: [Responsible sourcing](https://www.nestle.com/csv/raw-materials)Web: [Empowering women](https://www.nestle.com/csv/impact/employment-diversity/gender-balance) Web: [Raw materials](https://www.nestle.com/csv/responsible-sourcing-raw-materials)Web: [Coffee](https://www.nestle.com/csv/raw-materials/coffee)Web: [Cocoa](https://www.nestle.com/csv/raw-materials/nestle-cocoa-plan)Web: [Dairy](https://www.nestle.com/csv/raw-materials/dairy)Web: [Palm oil](https://www.nestle.com/csv/raw-materials/palm-oil)Web: [Pulp and paper](https://www.nestle.com/csv/raw-materials/pulp-paper)Web: [Soya](https://www.nestle.com/csv/raw-materials/soya)Web: [Sugar](https://www.nestle.com/csv/raw-materials/sugar)Web: [Hazelnuts](https://www.nestle.com/csv/raw-materials/hazelnuts)Web: [Vanilla](https://www.nestle.com/csv/raw-materials/vanilla)Web: [Meat, poultry and eggs](https://www.nestle.com/csv/raw-materials/meat-poultry-eggs)Web: [Fish and seafood](https://www.nestle.com/csv/raw-materials/fish-seafood)Web: [Spices](https://www.nestle.com/csv/raw-materials/spices)Web: [Coconut](https://www.nestle.com/csv/raw-materials/coconut) Web: [Progress at a glance](https://www.nestle.com/csv/performance/kpi-summary)Web: [Stakeholder engagement](https://www.nestle.com/csv/what-is-csv/stakeholder-engagement)Web: [Partnerships and collective action](https://www.nestle.com/csv/what-is-csv/partnerships-alliances)PDF: [*Nestlé Cocoa Plan*: Tackling Child Labour 2019 Report](https://www.nestle.com/sites/default/files/2019-12/nestle-tackling-child-labor-report-2019-en.pdf)  |
| Other established or emerging best practices | CDP Global Supply Chain Report 2019:Nestle is one of the 60 companies included in the CDP’s Supplier Engagement leader board, which recognizes these organizations for their work to reduce emissions and lower environmental risks in their supply chain (see the [Global Supply Chain Report](https://www.cdp.net/en/research/global-reports/global-supply-chain-report-2019)). |

***Robust Human Rights Management Policies & Procedures***

*****Criteria and best practices under human rights implementation have been modified to reflect the* [*Guiding Principles*](http://www.business-humanrights.org/media/documents/ruggie/ruggie-guiding-principles-21-mar-2011.pdf)[*on Business and Human Rights: Implementing the United Nations “Protect, Respect and Remedy” Framework*](http://www.business-humanrights.org/media/documents/ruggie/ruggie-guiding-principles-21-mar-2011.pdf) *(the Guiding Principles), as well as the* [*Human Rights COP Reporting Guidance .*](http://www.unglobalcompact.org/docs/issues_doc/human_rights/Resources/HR_COP_Reporting_Guidance.pdf) *Best practices reflect specific reporting elements of the latter guidance, either Basic (numbers starting with BRE) or Advanced (numbers starting with ARE).*

**Criterion 3: The COP describes robust *commitments, strategies or policies* in the area of human rights**

*Indicate which of the following best practices are described in your COP:*

* Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

* This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.*

* Commitment to comply with all applicable laws and respect internationally recognized human rights, wherever the company operates (e.g., the Universal Declaration of Human Rights, Guiding Principles on Human Rights) (BRE1 + ARE1)

* The Guiding Principles suggest that this should include a commitment to treat the risk of causing or contributing to gross human rights abuses as a legal compliance issue wherever the company operates*

* Integrated or stand-alone statement of policy expressing commitment to respect and support human rights approved at the most senior level of the company (BRE 1 + BRE5 + ARE 1 + ARE 5)
* Statement of policy stipulating human rights expectations of personnel, business partners and other parties directly linked to operations, products or services (BRE 1)
* Statement of policy publicly available and communicated internally and externally to all personnel, business partners and other relevant parties (BRE 1 + BRE 5 + ARE 1 + ARE 5)
* Other established or emerging best practices

*Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).*

**

We believe that upholding the human rights of everyone who works for or with us is essential to making our business activities and supply chains more resilient, stable and sustainable. This integrated approach is based on the UNGP Reporting Framework.

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| --- |
| **Disclosure mapping** |
| **The following abbreviations are used for relevant content and documents:*** CSV – [**Creating Shared Value Progress Report 2019**](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-report-2019-en.pdf)
* Web: <https://www.nestle.com/csv>

**The following abbreviations are used for our** [**annual report**](https://www.nestle.com/investors/annual-report) **documents:****AR:** [**Annual Review 2019**](https://www.nestle.com/sites/default/files/2020-03/2019-annual-review-en.pdf)**CFS:** [**Consolidated Financial Statements of the Nestlé Group**](https://www.nestle.com/sites/default/files/2020-02/2019-financial-statements-en.pdf)**CGR:** [**Corporate Governance Report 2019**](https://www.nestle.com/sites/default/files/2020-02/corp-governance-report-2019-en.pdf) |
| **Best practice** | Disclosure location |
| Commitment to comply with all applicable laws and respect internationally recognised human rights, wherever the company operates (e.g., the Universal Declaration of Human Rights, Guiding Principles on Human Rights) (BRE1 + ARE1) | CSV: Our 2020 commitments and progress p5CSV: For our communities p24CSV: Respecting and promoting human rights p31–35CSV: Access to water, sanitation and hygiene p45CSV: About this report p55CSV: Our key performance indicators p57–58Web: [Our commitments](https://www.nestle.com/csv/impact)Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [Protecting workers and children](https://www.nestle.com/csv/impact/respecting-human-rights/workers-livelihoods)  Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct)Web: [Performance and reporting](https://www.nestle.com/csv/performance)Web: [Progress at a glance](https://www.nestle.com/csv/performance/kpi-summary)Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance)PDF: [Nestlé’s UNGPRF Index of Answers 2019](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-ungprf-index-of-answers-2019.pdf) |
| Integrated or stand-alone statement of policy expressing commitment to respect and support human rights approved at the most senior level of the company (BRE 1 + BRE5 + ARE 1 + ARE 5) | CSV: Our 2020 commitments and progress p5CSV: For our communities p24CSV: Respecting and promoting human rights p31–35Web: [Our commitments](https://www.nestle.com/csv/impact)Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [Performance and reporting](https://www.nestle.com/csv/performance)Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance)PDF: [Corporate Business Principles](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/corporate-business-principles-en.pdf)PDF: [Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf)PDF: [Commitment on Child Labour in Agricultural Supply Chains](https://www.nestle.com/asset-library/documents/library/documents/corporate_social_responsibility/nestle-commitment-child-labour.pdf)PDF: [Nestlé’s UNGPRF Index of Answers 2019](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-ungprf-index-of-answers-2019.pdf) |
| Statement of policy stipulating human rights expectations of personnel, business partners and other parties directly linked to operations, products or services (BRE 1) | CSV: Respecting and promoting human rights p31–35CSV: Reporting and governance p54Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct)Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance)PDF: [Corporate Business Principles](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/corporate-business-principles-en.pdf)PDF: [Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf)PDF: [Commitment on Child Labour in Agricultural Supply Chains](https://www.nestle.com/asset-library/documents/library/documents/corporate_social_responsibility/nestle-commitment-child-labour.pdf)PDF: [*Nestlé Cocoa Plan*: Tackling Child Labour 2019 Report](https://www.nestle.com/sites/default/files/2019-12/nestle-tackling-child-labor-report-2019-en.pdf)PDF: [Labour Rights in Agricultural Supply Chains: A Roadmap](http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf)PDF: [Modern Slavery and Human Trafficking Report 2018](https://www.nestle.co.uk/sites/g/files/pydnoa461/files/2019-12/modern-slavery-report-2018.pdf)PDF: [Nestlé’s UNGPRF Index of Answers 2019](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-ungprf-index-of-answers-2019.pdf) |
| Statement of policy publicly available and communicated internally and externally to all personnel, business partners and other relevant parties (BRE 1 + BRE 5 + ARE 1 + ARE 5) | CSV: Respecting and promoting human rights p31–35CSV: Reporting and governance p54Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct) Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance)PDF: [Corporate Business Principles](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/corporate-business-principles-en.pdf)PDF: [Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf)PDF: [Commitment on Child Labour in Agricultural Supply Chains](https://www.nestle.com/asset-library/documents/library/documents/corporate_social_responsibility/nestle-commitment-child-labour.pdf) |
| Other established or emerging best practices | **Integrating the UN Guiding Principles Reporting Framework into our Creating Shared Value report**Nestlé is an early adopter of the UN Guiding Principles Reporting Framework (UNGPRF), and our 2019 Creating Shared Value is the fifth year we have responded to the UNGPRF. As part of our evolving reporting in this area, this year we have received independent third-party assurance from Bureau Veritas against the new UN Guiding Principles Assurance Framework. See:CSV: About this report p56Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [2019 Independent Assurance Statement](https://www.nestle.com/csv/performance/assurance)PDF: [Nestlé’s UNGPRF Index of Answers 201](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-ungprf-index-of-answers-2019.pdf)9 |

**Criterion 4: The COP describes effective *management systems* to integrate the human rights principles**

*Indicate which of the following best practices are described in your COP:*

* Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

* This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.*

* Process to ensure that internationally recognized human rights are respected
* On-going due diligence process that includes an assessment of actual and potential human rights impacts (BRE 2 + BRE 3 + ARE 2 + ARE 3)

* The Guiding Principles suggest that the assessment:*

* + *Include the risk of impacts the business enterprise may be involved in through its own activities, business relationships, and country and/or industry context*
	+ *Involve meaningful consultation with potentially affected groups and other relevant stakeholders to assess actual and potential impacts as well as risks*

* *Be ongoing and evolving, adapted to size and complexity*
* *Be included in risk management systems*

*The Guiding Principles also suggest that risks should not be limited to the risks to the company itself (material) but should also include risks to right-holders. Lastly the Guiding Principles suggest that findings from impact assessments should be integrated across relevant internal functions and processes.*

* Internal awareness-raising and training on human rights for management and employees
* Operational-level grievance mechanisms for those potentially impacted by the company’s activities (BRE 4 +ARE 4)
* Allocation of responsibilities and accountability for addressing human rights impacts
* Internal decision-making, budget and oversight for effective responses to human rights impacts
* Processes to provide for or cooperate in the remediation of adverse human rights impacts that the company has caused or contributed to (BRE 3+ BRE 4 + ARE3 + ARE 4)
* Process and programs in place to support human rights through: core business; strategic philanthropic/social investment; public policy engagement/advocacy; partnerships and/or other forms of collective action (BRE 6 + ARE 6)
* Other established or emerging best practices

*Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).*



In 2019, we continued to review our 11 salient human rights issues to determine how we can focus for the biggest positive impact. Also, we continued to train employees on human rights and worked with partners to implement supply chain action plans.

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| **Disclosure mapping** |
| **The following abbreviations are used for relevant content and documents:*** CSV **–** [**Creating Shared Value Progress Report 201**](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-report-2019-en.pdf)**9**
* Web: <https://www.nestle.com/csv>

**The following abbreviations are used for our** [**annual report**](https://www.nestle.com/investors/annual-report) **documents:****AR:** [**Annual Review 201**](https://www.nestle.com/sites/default/files/2020-03/2019-annual-review-en.pdf)**9****CFS:** [**Consolidated Financial Statements of the Nestlé Group**](https://www.nestle.com/sites/default/files/2020-02/2019-financial-statements-en.pdf)**CGR:** [**Corporate Governance Report 2019**](https://www.nestle.com/sites/default/files/2019-07/corp-governance-half-yearly-report-2019-en_0.pdf) |
| **Best practice** | **Disclosure location** |
| Process to ensure that internationally recognized human rights are respected | CSV: Respecting and promoting human rights p31–35CSV: Reporting and governance p54Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [Protecting workers and children](https://www.nestle.com/csv/impact/respecting-human-rights/workers-livelihoods)  Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct) Web: [Performance and reporting](https://www.nestle.com/csv/performance)Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance)PDF: [Corporate Business Principles](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/corporate-business-principles-en.pdf)PDF: [Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf)PDF: [Commitment on Child Labour in Agricultural Supply Chains](https://www.nestle.com/asset-library/documents/library/documents/corporate_social_responsibility/nestle-commitment-child-labour.pdf)PDF: [*Nestlé Cocoa Plan*: Tackling Child Labour 2019 Report](https://www.nestle.com/sites/default/files/2019-12/nestle-tackling-child-labor-report-2019-en.pdf) PDF: [Labour Rights in Agricultural Supply Chains: A Roadmap](http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf)PDF: [Modern Slavery and Human Trafficking Report 201](https://www.nestle.co.uk/sites/g/files/pydnoa461/files/2019-12/modern-slavery-report-2018.pdf)8 |
| On-going due diligence process that includes an assessment of actual and potential human rights impacts (BRE 2 + BRE 3 + ARE 2 + ARE 3) | CSV: Respecting and promoting human rights p31–35Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [Protecting workers and children](https://www.nestle.com/csv/impact/respecting-human-rights/workers-livelihoods)  Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct) |
| Internal awareness-raising and training on human rights for management and employees | CSV: Assess and address human rights impacts p32Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts) |
| Operational-level grievance mechanisms for those potentially impacted by the company’s activities (BRE 4 +ARE 4) | CSV: Our culture of business ethics and integrity p34CSV: Grievance mechanisms and remediation p35Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights) Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [Grievance mechanisms and remediation](https://www.nestle.com/csv/impact/employment-diversity/grievance-mechanisms)Web: [Empowering women](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)Web: [Palm oil](https://www.nestle.com/csv/raw-materials/palm-oil)Web: [Hazelnuts](https://www.nestle.com/csv/raw-materials/hazelnuts) |
| Allocation of responsibilities and accountability for addressing human rights impacts | CSV: Respecting and promoting human rights p31–35CSV: Reporting and governance p54Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [Protecting workers and children](https://www.nestle.com/csv/impact/respecting-human-rights/workers-livelihoods)  Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct) Web: [Performance and reporting](https://www.nestle.com/csv/performance)Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance)PDF: [Corporate Business Principles](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/corporate-business-principles-en.pdf) |
| Internal decision-making, budget and oversight for effective responses to human rights impacts | CSV: Respecting and promoting human rights p31–35CSV: Reporting and governance p54Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [Protecting workers and children](https://www.nestle.com/csv/impact/respecting-human-rights/workers-livelihoods)  Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct) Web: [Grievance mechanisms and remediation](https://www.nestle.com/csv/impact/employment-diversity/grievance-mechanisms)Web: [Performance and reporting](https://www.nestle.com/csv/performance)Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance)PDF: [Corporate Business Principles](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/corporate-business-principles-en.pdf)PDF: [Nestlé’s UNGPRF Index of Answers 2019](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-ungprf-index-of-answers-2019.pdf) |
| Processes to provide for or co-operate in the remediation of adverse human rights impacts that the company has caused or contributed to (BRE 3+ BRE 4 + ARE3 + ARE 4) | CSV: Respecting and promoting human rights p31–35CSV: Reporting and governance p54Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [Protecting workers and children](https://www.nestle.com/csv/impact/respecting-human-rights/workers-livelihoods)  Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct) Web: [Grievance mechanisms and remediation](https://www.nestle.com/csv/impact/employment-diversity/grievance-mechanisms)Web: [Performance and reporting](https://www.nestle.com/csv/performance)Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance)PDF: [Corporate Business Principles](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/corporate-business-principles-en.pdf)PDF: [Labour Rights in Agricultural Supply Chains: A Roadmap](http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf)PDF: [Nestlé’s UNGPRF Index of Answers 2019](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-ungprf-index-of-answers-2019.pdf) |
| Process and programs in place to support human rights through: core business; strategic philanthropic/social investment; public policy engagement/advocacy; partnerships and/or other forms of collective action (BRE 6 + ARE 6) | CSV: Enhancing rural development and livelihoods p25–30CSV: Respecting and promoting human rights p31–35CSV: Caring for water p41CSV: Engaging with our suppliers p44CSV: Access to water, sanitation and hygiene p45Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [Protecting workers and children](https://www.nestle.com/csv/impact/respecting-human-rights/workers-livelihoods)  Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct)Web: [Caring for water](https://www.nestle.com/csv/impact/water)Web: [Raw materials](https://www.nestle.com/csv/responsible-sourcing-raw-materials)Web: [Coffee](https://www.nestle.com/csv/raw-materials/coffee)Web: [Cocoa](https://www.nestle.com/csv/raw-materials/nestle-cocoa-plan)Web: [Dairy](https://www.nestle.com/csv/raw-materials/dairy)Web: [Palm oil](https://www.nestle.com/csv/raw-materials/palm-oil)Web: [Pulp and paper](https://www.nestle.com/csv/raw-materials/pulp-paper)Web: [Soya](https://www.nestle.com/csv/raw-materials/soya)Web: [Sugar](https://www.nestle.com/csv/raw-materials/sugar)Web: [Cereals](https://www.nestle.com/csv/raw-materials/cereals)Web: [Hazelnuts](https://www.nestle.com/csv/raw-materials/hazelnuts)Web: [Vanilla](https://www.nestle.com/csv/raw-materials/vanilla)Web: [Meat, poultry and eggs](https://www.nestle.com/csv/raw-materials/meat-poultry-eggs)Web: [Fish and seafood](https://www.nestle.com/csv/raw-materials/fish-seafood)Web: [Vegetables](https://www.nestle.com/csv/raw-materials/vegetables)Web: [Spices](https://www.nestle.com/csv/raw-materials/spices)Web: [Coconut](https://www.nestle.com/csv/raw-materials/coconut) Web: [Partnerships and collective action](https://www.nestle.com/csv/what-is-csv/partnerships-alliances)PDF: [Corporate Business Principles](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/corporate-business-principles-en.pdf)PDF: [Labour Rights in Agricultural Supply Chains: A Roadmap](http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf)PDF: [Nestlé’s UNGPRF Index of Answers 2019](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-ungprf-index-of-answers-2019.pdf) |
| Other established or emerging best practices. | **Integrating the UN Guiding Principles Reporting Framework into our Creating Shared Value report**Nestlé is an early adopter of the UN Guiding Principles Reporting Framework (UNGPRF), and our 2019 Creating Shared Value is the fifth year we have responded to the UNGPRF. As part of our evolving reporting in this area, this year we have received independent third-party assurance from Bureau Veritas against the new UN Guiding Principles Assurance Framework. See:CSV: About this report p55Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [2019 Independent Assurance Statement](https://www.nestle.com/csv/performance/assurance)PDF: [Nestlé’s UNGPRF Index of Answers 201](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-ungprf-index-of-answers-2019.pdf)9 |

**Criterion 5: The COP describes effective *monitoring and evaluation mechanisms* of human rights integration**

*Indicate which of the following best practices are described in your COP:*

* Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

 *This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.*

* System to monitor the effectiveness of human rights policies and implementation with quantitative and qualitative metrics, including in the supply chain (BRE3 + ARE3)

 *The Guiding Principles also suggest that such monitoring should be based on qualitative and quantitative indicators*

* Monitoring drawn from internal and external feedback, including affected stakeholders
* Leadership review of monitoring and improvement results
* Process to deal with incidents the company has caused or contributed to for internal and external stakeholders (BRE 4 + ARE 4)
* Grievance mechanisms that are legitimate, accessible, predictable, equitable, transparent, rights-compatible, a source of continuous learning, and based on engagement and dialogue (BRE4 + ARE4)
* Outcomes of integration of the human rights principles

***- Outcomes of due diligence process***



*Suggested GRI Indicators: HR2 Percentage of significant suppliers, contractors, and other business partners that have undergone human rights screening, and actions taken. HR10 Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.)*

* + ***External and formal reporting of operations or operating contexts that pose risks of severe human rights impacts.*** *The Guiding Principles suggest that communications should:*
		1. *Be of a form and frequency that reflect an enterprise’s human rights impacts and that are accessible to its intended audiences;*
		2. *Provide information that is sufficient to evaluate the adequacy of an enterprise’s response to the particular human rights impact involved;*
		3. *In turn not pose risks to affected stakeholders, personnel or to legitimate requirements of commercial confidentiality.*
	+ ***Disclosure of main incidents involving the company****. The Global Compact Office acknowledges that**providing such details may be counterproductive for various reasons related to the protection of human rights, and that confidentiality may, at times, be more effective in alleviating human rights abuses.*
	+ ***Outcomes of remediation processes of adverse human rights impacts*** *(Suggested GRI Indicator:**HR11 Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.)*
* Other established or emerging best practices

*Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).*



CARE is our compliance audit program, covering topics like conditions of work, business integrity, safety and health, environmental sustainability, security and communities. The program was developed with the input of the Danish Institute of Human Rights.

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| **Disclosure mapping** |
| **The following abbreviations are used for relevant content and documents:*** CSV – [**Creating Shared Value Progress Report 201**](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-report-2019-en.pdf)**9**
* Web: <https://www.nestle.com/csv>

**The following abbreviations are used for our** [**annual report**](https://www.nestle.com/investors/annual-report) **documents:****AR:** [**Annual Review 201**](https://www.nestle.com/sites/default/files/2020-03/2019-annual-review-en.pdf)**9****CFS:** [**Consolidated Financial Statements of the Nestlé Group**](https://www.nestle.com/sites/default/files/2020-02/2019-financial-statements-en.pdf)**CGR:** [**Corporate Governance Report 2019**](https://www.nestle.com/sites/default/files/2019-07/corp-governance-half-yearly-report-2019-en_0.pdf) |
| **Best practice** | **Disclosure location** |
| System to monitor the effectiveness of human rights policies and implementation with quantitative and qualitative metrics, including in the supply chain (BRE3 + ARE3) | CSV: Enhancing rural development and livelihoods p25–30CSV: Respecting and promoting human rights p31–35CSV: Grievance mechanisms and remediation p35CSV: Reporting and governance p54Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [Protecting workers and children](https://www.nestle.com/csv/impact/respecting-human-rights/workers-livelihoods)  Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct)Web: [Grievance mechanisms and remediation](https://www.nestle.com/csv/impact/employment-diversity/grievance-mechanisms)Web: [[Empowering women](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)Web: [Palm oil](https://www.nestle.com/csv/raw-materials/palm-oil)Web: [Hazelnuts](https://www.nestle.com/csv/raw-materials/hazelnuts)Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance)PDF: [Labour Rights in Agricultural Supply Chains: A Roadmap](http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf) |
| Monitoring drawing from internal and external feedback, including affected stakeholders | CSV: Our culture of business ethics and integrity p34CSV: Grievance mechanisms and remediation p35CSV: Improving water efficiency p42CSV: Reporting and governance p54Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights) Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [Grievance mechanisms and remediation](https://www.nestle.com/csv/impact/employment-diversity/grievance-mechanisms)Web: [[[Empowering women](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)Web: [Palm oil](https://www.nestle.com/csv/raw-materials/palm-oil)Web: [Hazelnuts](https://www.nestle.com/csv/raw-materials/hazelnuts)Web: [Stakeholder engagement](https://www.nestle.com/csv/what-is-csv/stakeholder-engagement) |
| Leadership review of monitoring and improvement results | CSV: Enhancing rural development and livelihoods p25–30CSV: Respecting and promoting human rights p31–35CSV: Grievance mechanisms and remediation p35CSV: Reporting and governance p54Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [Protecting workers and children](https://www.nestle.com/csv/impact/respecting-human-rights/workers-livelihoods)  Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct)Web: [Grievance mechanisms and remediation](https://www.nestle.com/csv/impact/employment-diversity/grievance-mechanisms)Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance) |
| Process to deal with incidents the company has caused or contributed to for internal and external stakeholders (BRE4 + ARE4) | CSV: Assess and address human rights impacts p32CSV: Protecting workers and children p33CSV: Our culture of business ethics and integrity p34CSV: Grievance mechanisms and remediation p35CSV: Caring for water p41Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [Protecting workers and children](https://www.nestle.com/csv/impact/respecting-human-rights/workers-livelihoods)  Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct)Web: [Grievance mechanisms and remediation](https://www.nestle.com/csv/impact/employment-diversity/grievance-mechanisms) |
| Grievance mechanisms that are legitimate, accessible, predictable, equitable, transparent, rights-compatible, a source of continuous learning, and based on engagement and dialogue (BRE4 + ARE4) | CSV: Our culture of business ethics and integrity p34CSV: Grievance mechanisms and remediation p35Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights) Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [Grievance mechanisms and remediation](https://www.nestle.com/csv/impact/employment-diversity/grievance-mechanisms)Web: [[[[Empowering women](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)Web: [Palm oil](https://www.nestle.com/csv/raw-materials/palm-oil)Web: [Hazelnuts](https://www.nestle.com/csv/raw-materials/hazelnuts) |
| Outcomes of integration of the human rights principles | CSV: Enhancing rural development and livelihoods p25–30CSV: Respecting and promoting human rights p31–35CSV: Our key performance indicators p57–58Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [Protecting workers and children](https://www.nestle.com/csv/impact/respecting-human-rights/workers-livelihoods)  Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct)Web: [Caring for water](https://www.nestle.com/csv/impact/water)Web: [Raw materials](https://www.nestle.com/csv/responsible-sourcing-raw-materials)Web: [Coffee](https://www.nestle.com/csv/raw-materials/coffee)Web: [Cocoa](https://www.nestle.com/csv/raw-materials/nestle-cocoa-plan)Web: [Dairy](https://www.nestle.com/csv/raw-materials/dairy)Web: [Palm oil](https://www.nestle.com/csv/raw-materials/palm-oil)Web: [Pulp and paper](https://www.nestle.com/csv/raw-materials/pulp-paper)Web: [Soya](https://www.nestle.com/csv/raw-materials/soya)Web: [Sugar](https://www.nestle.com/csv/raw-materials/sugar)Web: [Cereals](https://www.nestle.com/csv/raw-materials/cereals)Web: [Hazelnuts](https://www.nestle.com/csv/raw-materials/hazelnuts)Web: [Vanilla](https://www.nestle.com/csv/raw-materials/vanilla)Web: [Meat, poultry and eggs](https://www.nestle.com/csv/raw-materials/meat-poultry-eggs)Web: [Fish and seafood](https://www.nestle.com/csv/raw-materials/fish-seafood)Web: [Vegetables](https://www.nestle.com/csv/raw-materials/vegetables)Web: [Spices](https://www.nestle.com/csv/raw-materials/spices)Web: [Coconut](https://www.nestle.com/csv/raw-materials/coconut) Web: [Progress at a glance](https://www.nestle.com/csv/performance/kpi-summary)PDF: [Labour Rights in Agricultural Supply Chains: A Roadmap](http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf) |
| Other established or emerging best practices | We work closely with external bodies such as the Danish Institute for Human Rights (DIHR) and the Fair Labor Association to ensure our human rights policies are aligned with national and international standards and effectively implemented across our business activities. The DIHR has been a key partner in the development and implementation of our Human Rights Due Diligence program. Since 2009, we have carried out 13 human rights impact assessments together. The most recent assessment, performed in April 2018, focused on labor rights in the palm oil supply chain in Indonesia. CSV: Respecting and promoting human rights p31Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights) |

***Robust Labour Management Policies & Procedures***

**Criterion 6: The COP describes robust *commitments, strategies or policies* in the area of labour**

*Indicate which of the following best practices are described in your COP:*

Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

 *This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.*

Reference to principles of relevant international labour standards (ILO Conventions) and other normative international instruments in company policies

 *While the 10 Global Compact principles are based on international conventions, organizations are encouraged to reference these documents explicitly to show detailed understanding of the Global Compact principles’ underlying meaning.*

Reflection on the relevance of the labour principles for the company

 *The company should reflect on (1) significant labour-related social and economic impacts of the enterprise and (2) whether such impact could substantively influence the assessments and decisions of the organization’s stakeholders.*

Written company policy to obey national labour law, respect principles of the relevant international labour standards in company operations worldwide , and engage in dialogue with representative organization of the workers (international, sectoral, national).

Inclusion of reference to the principles contained in the relevant international labour standards in contracts with suppliers and other relevant business partners

Specific commitments and Human Resources policies, in line with national development priorities or decent work priorities in the country of operation

 *Examples: Inclusion of vulnerable/discriminated groups in the workforce (e.g., women, disabled, migrant, HIV/AIDS, older/younger workers); equal pay for work of equal value; contribution to national strategies to eliminate child/forced labour, etc.*

Participation and leadership in wider efforts by employers’ organizations (international and national levels) to jointly address challenges related to labour standards in the countries of operation, possibly in a tripartite approach (business – trade union – government).

Structural engagement with a global union, possibly via a Global Framework Agreement Other established or emerging best practices

*Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).*



Because we are aware of the relevance of the labor principles, we have targeted policies addressing child labor, diversity of employment, opportunities for the youth, and women empowerment among others in the center of our strategy.

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| --- |
| **Disclosure mapping** |
| **The following abbreviations are used for relevant content and documents:*** CSV – [**Creating Shared Value Progress Report 2019**](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-report-2019-en.pdf)
* Web: <https://www.nestle.com/csv>

**The following abbreviations are used for our** [**annual report**](https://www.nestle.com/investors/annual-report) **documents:****AR:** [**Annual Review 201**](https://www.nestle.com/sites/default/files/2020-03/2019-annual-review-en.pdf)**9****CFS:** [**Consolidated Financial Statements of the Nestlé Group**](https://www.nestle.com/sites/default/files/2020-02/2019-financial-statements-en.pdf)**CGR:** [**Corporate Governance Report 2019**](https://www.nestle.com/sites/default/files/2019-07/corp-governance-half-yearly-report-2019-en_0.pdf) |
| **Best practice** | **Disclosure location** |
| Reference to principles of relevant international labour standards (ILO Conventions) and other normative international instruments in company policies | CSV: Responsible coffee sourcing p29CSV: *Nestlé Cocoa Plan* p30CSV: Respecting and promoting human rights p31CSV: Assess and address human rights impacts p32CSV: Protecting workers and children p33CSV: Promoting decent employment and diversity p36CSV: Opportunities for young people p37CSV: Empowering women p38CSV: About this report p55Web: [Responsible sourcing](https://www.nestle.com/csv/raw-materials)Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts) Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [Protecting workers and children](https://www.nestle.com/csv/impact/respecting-human-rights/workers-livelihoods) Web: [Engaging with our people](https://www.nestle.com/csv/impact/employment-diversity/engaging-with-our-people)Web: [[[[[Empowering women](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance)PDF: [The Nestlé Corporate Business Principles](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/corporate-business-principles-en.pdf) p9PDF: [The Nestlé Employee Relations Policy](https://www.nestle.com/asset-library/documents/library/documents/people/employee-relations-policy-en.pdf) p1PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf) p6PDF: [Nestlé Commitment on Labour Rights in Agricultural Supply Chains](https://www.nestle.com/asset-library/documents/library/documents/corporate_social_responsibility/nestle-commitment-labour-rights-agricultural-supply-chains.pdf)PDF: [*Nestlé Cocoa Plan*: Tackling Child Labour 2019 Report](https://www.nestle.com/sites/default/files/2019-12/nestle-tackling-child-labor-report-2019-en.pdf) PDF: Report: [Harvesting the Future](http://www.fairlabor.org/sites/default/files/documents/reports/harvesting_the_future_june_2018.pdf) (Pilot in collaboration with the US Department of Agriculture and the FLA) |
| Reflection on the relevance of the labour principles for the company | CSV: Protecting workers and children p33CSV: Promoting decent employment and diversity p36CSV: Opportunities for young people p37CSV: Empowering women p38Web: [Promoting decent employment and diversity](https://www.nestle.com/csv/impact/employment-diversity)Web: [Protecting workers and children](https://www.nestle.com/csv/impact/respecting-human-rights/workers-livelihoods)  PDF: [The Nestlé Corporate Business Principles](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/corporate-business-principles-en.pdf) p9PDF: [The Nestlé Employee Relations Policy](https://www.nestle.com/asset-library/documents/library/documents/people/employee-relations-policy-en.pdf) p1PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf) p6PDF: [Nestlé Commitment on Labour Rights in Agricultural Supply Chains](https://www.nestle.com/asset-library/documents/library/documents/corporate_social_responsibility/nestle-commitment-labour-rights-agricultural-supply-chains.pdf)PDF: [*Nestlé Cocoa Plan*: Tackling Child Labour 2019 Report](https://www.nestle.com/sites/default/files/2019-12/nestle-tackling-child-labor-report-2019-en.pdf) PDF: [Labour Rights in Agricultural Supply Chains: A Roadmap](http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf) |
| Written company policy to obey national labour law, respect principles of the relevant international labour standards in company operations worldwide, and engage in dialogue with representative organization of the workers (international, sectoral, national) | CSV: Protecting workers and children p33CSV: Promoting decent employment and diversity p36CSV: Opportunities for young people p37CSV: Empowering women p38Web: [Promoting decent employment and diversity](https://www.nestle.com/csv/impact/employment-diversity)Web: [Protecting workers and children](https://www.nestle.com/csv/impact/respecting-human-rights/workers-livelihoods)Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance)PDF: [The Nestlé Corporate Business Principles](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/corporate-business-principles-en.pdf) p9PDF: [The Nestlé Employee Relations Policy](https://www.nestle.com/asset-library/documents/library/documents/people/employee-relations-policy-en.pdf) p1PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf) p6PDF: [Nestlé Commitment on Labour Rights in Agricultural Supply Chains](https://www.nestle.com/asset-library/documents/library/documents/corporate_social_responsibility/nestle-commitment-labour-rights-agricultural-supply-chains.pdf)PDF: [*Nestlé Cocoa Plan*: Tackling Child Labour 2019 Report](https://www.nestle.com/sites/default/files/2019-12/nestle-tackling-child-labor-report-2019-en.pdf)  |
| Inclusion of reference to the principles contained in the relevant international labour standards in contracts with suppliers and other relevant business partners | CSV: Protecting workers and children p33CSV: Promoting decent employment and diversity p36Web: [Engaging with our people](https://www.nestle.com/csv/impact/employment-diversity/engaging-with-our-people)Web: [Protecting workers and children](https://www.nestle.com/csv/impact/respecting-human-rights/workers-livelihoods) PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf)PDF: [Nestlé Commitment on Labour Rights in Agricultural Supply Chains](https://www.nestle.com/asset-library/documents/library/documents/corporate_social_responsibility/nestle-commitment-labour-rights-agricultural-supply-chains.pdf)PDF: [The Nestlé Corporate Business Principles](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/corporate-business-principles-en.pdf) p11 |
| Specific commitments and Human Resources policies, in line with national development priorities or decent work priorities in the country of operation | CSV: Protecting workers and children p33CSV: Promoting decent employment and diversity p36CSV: Opportunities for young people p37CSV: Empowering women p38Web: [Promoting decent employment and diversity](https://www.nestle.com/csv/impact/employment-diversity)Web: [Protecting workers and children](https://www.nestle.com/csv/impact/respecting-human-rights/workers-livelihoods)Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance)PDF: [Nestlé’s UNGPRF Index of Answers 2019](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-ungprf-index-of-answers-2019.pdf)PDF: [The Nestlé Corporate Business Principles](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/corporate-business-principles-en.pdf) p9PDF: [The Nestlé Employee Relations Policy](https://www.nestle.com/asset-library/documents/library/documents/people/employee-relations-policy-en.pdf) p1PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf) p6PDF: [Nestlé Commitment on Labour Rights in Agricultural Supply Chains](https://www.nestle.com/asset-library/documents/library/documents/corporate_social_responsibility/nestle-commitment-labour-rights-agricultural-supply-chains.pdf)PDF: [*Nestlé Cocoa Plan*: Tackling Child Labour 2019 Report](https://www.nestle.com/sites/default/files/2019-12/nestle-tackling-child-labor-report-2019-en.pdf)  |
| Participation and leadership in wider efforts by employers’ organizations (international and national levels) to jointly address challenges related to labour standards in the countries of operation, possibly in a tripartite approach (business – trade union – government) | CSV: Delivering impact through *Farmer Connect* p26CSV: Respecting and promoting human rights p31CSV: Assess and address human rights impacts p32CSV: Protecting workers and children p33CSV: Promoting decent employment and diversity p36CSV: Opportunities for young people p37CSV: Empowering women p38CSV: Access to water, sanitation and hygiene p45Web: [Responsible sourcing](https://www.nestle.com/csv/raw-materials)Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts) Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [Protecting workers and children](https://www.nestle.com/csv/impact/respecting-human-rights/workers-livelihoods)Web: [Stakeholder engagement](https://www.nestle.com/csv/what-is-csv/stakeholder-engagement)Web: [Engaging with our people](https://www.nestle.com/csv/impact/employment-diversity/engaging-with-our-people)Web: [[[[[Empowering women](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)Web: [Partnerships and collective action](https://www.nestle.com/csv/what-is-csv/partnerships-alliances)Web: [UN Global Compact](https://www.nestle.com/csv/what-is-csv/partnerships-alliances/united-nations)PDF: [The Nestlé Corporate Business Principles](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/corporate-business-principles-en.pdf) PDF: [The Nestlé Employee Relations Policy](https://www.nestle.com/asset-library/documents/library/documents/people/employee-relations-policy-en.pdf) PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf) PDF: [Labour Rights in Agricultural Supply Chains: A Roadmap](http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf)PDF: [Nestlé Commitment on Labour Rights in Agricultural Supply Chains](https://www.nestle.com/asset-library/documents/library/documents/corporate_social_responsibility/nestle-commitment-labour-rights-agricultural-supply-chains.pdf)PDF: [*Nestlé Cocoa Plan*: Tackling Child Labour 2019 Report](https://www.nestle.com/sites/default/files/2019-12/nestle-tackling-child-labor-report-2019-en.pdf)PDF: [Nestlé’s UNGPRF Index of Answers 2019](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-ungprf-index-of-answers-2019.pdf) |
| Structural engagement with a global union, possibly via a Global Framework Agreement | CSV: Respecting and promoting human rights p31CSV: Promoting decent employment and diversity p36CSV: Water stewardship advocacy p43CSV: About this report p55Web: [Engaging with our people](https://www.nestle.com/csv/impact/employment-diversity/engaging-with-our-people)Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance)Web: [Partnerships and collective action](https://www.nestle.com/csv/what-is-csv/partnerships-alliances)Web: [UN Global Compact](https://www.nestle.com/csv/what-is-csv/partnerships-alliances/united-nations)PDF: [The Nestlé Corporate Business Principles](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/corporate-business-principles-en.pdf) PDF: [The Nestlé Employee Relations Policy](https://www.nestle.com/asset-library/documents/library/documents/people/employee-relations-policy-en.pdf) PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf) PDF: [Labour Rights in Agricultural Supply Chains: A Roadmap](http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf)PDF: [Nestlé Commitment on Labour Rights in Agricultural Supply Chains](https://www.nestle.com/asset-library/documents/library/documents/corporate_social_responsibility/nestle-commitment-labour-rights-agricultural-supply-chains.pdf)PDF: [*Nestlé Cocoa Plan*: Tackling Child Labour 2019 Report](https://www.nestle.com/sites/default/files/2019-12/nestle-tackling-child-labor-report-2019-en.pdf)PDF: [Nestlé’s UNGPRF Index of Answers 2019](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-ungprf-index-of-answers-2019.pdf) |
| Other established or emerging best practices | Web: [Our commitments](https://www.nestle.com/csv/impact) Web: [UN Global Compact](https://www.nestle.com/csv/what-is-csv/partnerships-alliances/united-nations) |

**Criterion 7: The COP describes effective *management systems* to integrate the labour principles**

*Indicate which of the following best practices are described in your COP:*

* Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

 *This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.*

* Risk and impact assessments in the area of labour
* Dialogue mechanism with trade unions to regularly discuss and review company progress in addressing labour standards
* Allocation of responsibilities and accountability within the organization
* Internal awareness-raising and training on the labour principles for management and employees
* Active engagement with suppliers to address labour-related challenges
* Grievance mechanisms, communication channels and other procedures (e.g., whistleblower mechanisms) available for workers to report concerns, make suggestions or seek advice, designed and operated in agreement with the representative organization of workers
* Other established or emerging best practices

*Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).*



We have developed a set of salient issues to help us maximize our impact and are training all our employees on human rights. By taking action to promote the rights of workers in our supply chains, we can transform the lives of the most vulnerable.

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| **Disclosure mapping** |
| **The following abbreviations are used for relevant content and documents:*** CSV – [**Creating Shared Value Progress Report 2019**](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-report-2019-en.pdf)
* Web: <https://www.nestle.com/csv>

**The following abbreviations are used for our** [**annual report**](https://www.nestle.com/investors/annual-report) **documents:****AR:** [**Annual Review 2019**](https://www.nestle.com/sites/default/files/2020-03/2019-annual-review-en.pdf)**CFS:** [**Consolidated Financial Statements of the Nestlé Group**](https://www.nestle.com/sites/default/files/2020-02/2019-financial-statements-en.pdf)**CGR:** [**Corporate Governance Report 2019**](https://www.nestle.com/sites/default/files/2019-07/corp-governance-half-yearly-report-2019-en_0.pdf) |
| **Best practice** | **Disclosure location** |
| Risk and impact assessments in the area of labour  | CSV: Focusing on our material issues p4CSV: Delivering impact through *Farmer Connect* p26CSV: Improving farmers’ diets p27CSV: Respecting and promoting human rights p31CSV: Assess and address human rights impacts p32CSV: Protecting workers and children p33CSV: About this report p55Web: [Our commitments](https://www.nestle.com/csv/impact) Web: [Delivering impact through *Farmer Connect*](https://www.nestle.com/csv/impact/rural-livelihoods/farm-economics)Web: [Responsible sourcing](https://www.nestle.com/csv/raw-materials)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts) Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [Protecting workers and children](https://www.nestle.com/csv/impact/respecting-human-rights/workers-livelihoods)Web: [Grievance mechanisms and remediation](https://www.nestle.com/csv/impact/employment-diversity/grievance-mechanisms)Web: [Workplace health and safety](https://www.nestle.com/csv/impact/employment-diversity/healthy-workplaces) PDF: [The Nestlé Corporate Business Principles](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/corporate-business-principles-en.pdf) PDF: [The Nestlé Employee Relations Policy](https://www.nestle.com/asset-library/documents/library/documents/people/employee-relations-policy-en.pdf) PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf) PDF: [Nestlé Commitment on Labour Rights in Agricultural Supply Chains](https://www.nestle.com/asset-library/documents/library/documents/corporate_social_responsibility/nestle-commitment-labour-rights-agricultural-supply-chains.pdf)PDF: [*Nestlé Cocoa Plan*: Tackling Child Labour 2019 Report](https://www.nestle.com/sites/default/files/2019-12/nestle-tackling-child-labor-report-2019-en.pdf) |
| Dialogue mechanism with trade unions to regularly discuss and review company progress in addressing labour standards | CSV: Protecting workers and children p33CSV: Promoting decent employment and diversity p36Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [Engaging with our people](https://www.nestle.com/csv/impact/employment-diversity/engaging-with-our-people)PDF: [The Nestlé Corporate Business Principles](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/corporate-business-principles-en.pdf) PDF: [The Nestlé Employee Relations Policy](https://www.nestle.com/asset-library/documents/library/documents/people/employee-relations-policy-en.pdf) PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf) PDF: [Labour Rights in Agricultural Supply Chains: A Roadmap](http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf)PDF: [Nestlé Commitment on Labour Rights in Agricultural Supply Chains](https://www.nestle.com/asset-library/documents/library/documents/corporate_social_responsibility/nestle-commitment-labour-rights-agricultural-supply-chains.pdf) |
| Allocation of responsibilities and accountability within the organisation | CSV: Reporting and governance p54Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance)PDF: [Nestlé’s UNGPRF Index of Answers 2019](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-ungprf-index-of-answers-2019.pdf) |
| Internal awareness-raising and training on labour principles for management and employees | CSV: Respecting and promoting human rights p31CSV: Assess and address human rights impacts p32CSV: Our culture of business ethics and integrity p34CSV: Workplace health and safety p39Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct)Web: [Promoting decent employment and diversity](https://www.nestle.com/csv/impact/employment-diversity)Web: [Engaging with our people](https://www.nestle.com/csv/impact/employment-diversity/engaging-with-our-people)Web: [[[[[[Empowering women](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)Web: [Workplace health and safety](https://www.nestle.com/csv/impact/employment-diversity/healthy-workplaces) PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf)  |
| Active engagement with suppliers to address labour-related challenges | CSV: Enhancing rural development and livelihoods p25–30CSV: Respecting and promoting human rights p31–35Web: [Engaging with our suppliers](https://www.nestle.com/csv/impact/water/supplier-engagement)Web: [Enhancing rural development and livelihoods](https://www.nestle.com/csv/impact/rural-livelihoods)Web: [Delivering impact through *Farmer Connect*](https://www.nestle.com/csv/impact/rural-livelihoods/farm-economics)Web: [Responsible sourcing](https://www.nestle.com/csv/raw-materials)Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts) Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [Protecting workers and children](https://www.nestle.com/csv/impact/respecting-human-rights/workers-livelihoods)Web: [Stakeholder engagement](https://www.nestle.com/csv/what-is-csv/stakeholder-engagement)PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf) PDF: [Labour Rights in Agricultural Supply Chains: A Roadmap](http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf)PDF: [GRI Content Index: Labor/Management relations](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-nestle-gri-content-index-2019.pdf#page=31) |
| Grievance mechanisms, communication channels and other procedures (e.g., whistleblower mechanisms) available for workers to report concerns, make suggestions or seek advice, designed and operated in agreement with the representative organization of workers | CSV: Our culture of business ethics and integrity p34CSV: Grievance mechanisms and remediation p35Web: [Responsible sourcing](https://www.nestle.com/csv/raw-materials)Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts) Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [Grievance mechanisms and remediation](https://www.nestle.com/csv/impact/employment-diversity/grievance-mechanisms)Web: [[[[[[Empowering women](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)Web: [Palm oil](https://www.nestle.com/csv/raw-materials/palm-oil)Web: [Hazelnuts](https://www.nestle.com/csv/raw-materials/hazelnuts)Web: [Fish and seafood](https://www.nestle.com/csv/raw-materials/fish-seafood)PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf) PDF: [Nestlé Commitment on Labour Rights in Agricultural Supply Chains](https://www.nestle.com/asset-library/documents/library/documents/corporate_social_responsibility/nestle-commitment-labour-rights-agricultural-supply-chains.pdf)PDF: [Responsible sourcing palm oil action plan](https://www.nestle.com/asset-library/documents/creating-shared-value/responsible-sourcing/palm-oil-action-plan-2018.pdf) |
| Other established or emerging best practices | CSV: Enhancing rural development and livelihoods p25–30CSV: Respecting and promoting human rights p31–35Web: [Promoting decent employment and diversity](https://www.nestle.com/csv/impact/employment-diversity)Web: [Responsible sourcing](https://www.nestle.com/csv/raw-materials)Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf)  |

**Criterion 8: The COP describes effective monitoring and evaluation mechanisms of labour principles integration**

*Indicate which of the following best practices are described in your COP:*

* Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

 *This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.*

* System to track and measure performance based on standardized performance metrics
* Dialogues with the representative organization of workers to regularly review progress made and jointly identify priorities for the future
* Audits or other steps to monitor and improve the working conditions of companies in the supply chain, in line with principles of international labour standards
* Process to positively engage with the suppliers to address the challenges (i.e., partnership approach instead of corrective approach) through schemes to improve workplace practices
* Outcomes of integration of the Labour principles

 *To report main incidents involving the company, disclosure that your organization had no labour-related abuses in the past year satisfies this best practice where providing details may be counterproductive. Suggested GRI Indicators: LA4, HR4-7.*

* Other established or emerging best practices

*Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).*



We work with expert organizations like the Danish Institute for Human Rights, the Fair Labor Association, the International Cocoa Initiative, Verité, Issara Institute, Earthworm Foundation and ProForest. Together, we design and implement interventions.

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| --- |
| **Disclosure mapping** |
| **The following abbreviations are used for relevant content and documents:*** CSV – [**Creating Shared Value Progress Report 2019**](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-report-2019-en.pdf)
* Web: <https://www.nestle.com/csv>

**The following abbreviations are used for our** [**annual report**](https://www.nestle.com/investors/annual-report) **documents:****AR:** [**Annual Review 2019**](https://www.nestle.com/sites/default/files/2020-03/2019-annual-review-en.pdf)**CFS:** [**Consolidated Financial Statements of the Nestlé Group**](https://www.nestle.com/sites/default/files/2020-02/2019-financial-statements-en.pdf)**CGR:** [**Corporate Governance Report 2019**](https://www.nestle.com/sites/default/files/2019-07/corp-governance-half-yearly-report-2019-en_0.pdf) |
| **Best practice** | **Disclosure location** |
| System to track and measure performance based on standardized performance metrics | CSV: Our 2020 commitments and progress p5CSV: Delivering impact through *Farmer Connect* p26CSV: Implement responsible sourcing p28CSV: Responsible coffee sourcing p29CSV: Respecting and promoting human rights p31CSV: Assess and address human rights impacts p32CSV: Protecting workers and children p33CSV: Our culture of business ethics and integrity p34CSV: Empowering women p38CSV: Workplace safety and health p39CSV: Our key performance indicators p57–58Web: [Progress at a glance](https://www.nestle.com/csv/performance/kpi-summary) |
| Dialogues with the representative organization of workers to regularly review progress made and jointly identify priorities for the future | CSV: Protecting workers and children p33Web: [Engaging with our suppliers](https://www.nestle.com/csv/impact/water/supplier-engagement)Web: [Engaging with our people](https://www.nestle.com/csv/impact/employment-diversity/engaging-with-our-people)Web: [Stakeholder engagement](https://www.nestle.com/csv/what-is-csv/stakeholder-engagement) PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf) PDF: [Labour Rights in Agricultural Supply Chains: A Roadmap](http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf) |
| Audits or other steps to monitor and improve the working conditions of companies in the supply chain, in line with principles of international labour standards | CSV: Delivering impact through *Farmer Connect* p26CSV: Implement responsible sourcing p28CSV: Responsible coffee sourcing p29CSV: *Nestlé Cocoa Plan* p30CSV: Respecting and promoting human rights p31CSV: Assess and address human rights impacts p32CSV: Protecting workers and children p33CSV: Our culture of business ethics and integrity p34Web: [Delivering impact through *Farmer Connect*](https://www.nestle.com/csv/impact/rural-livelihoods/farmer-needs)Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [Protecting workers and children](https://www.nestle.com/csv/impact/respecting-human-rights/workers-livelihoods)Web: [Coffee](https://www.nestle.com/csv/raw-materials/coffee)Web: [Cocoa](https://www.nestle.com/csv/raw-materials/nestle-cocoa-plan)Web: [Palm oil](https://www.nestle.com/csv/raw-materials/palm-oil)Web: [Sugar](https://www.nestle.com/csv/raw-materials/sugar)PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf) PDF: [Labour Rights in Agricultural Supply Chains: A Roadmap](http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf)PDF: [Nestlé Commitment on Labour Rights in Agricultural Supply Chains](https://www.nestle.com/asset-library/documents/library/documents/corporate_social_responsibility/nestle-commitment-labour-rights-agricultural-supply-chains.pdf)PDF: [*Nestlé Cocoa Plan*: Tackling Child Labour 2019 Report](https://www.nestle.com/sites/default/files/2019-12/nestle-tackling-child-labor-report-2019-en.pdf)PDF: [Responsible sourcing palm oil action plan](https://www.nestle.com/asset-library/documents/creating-shared-value/responsible-sourcing/palm-oil-action-plan-2018.pdf) |
| Process to positively engage with the suppliers to address the challenges (i.e., partnership approach instead of corrective approach) through schemes to improve workplace practices | CSV: Delivering impact through *Farmer Connect* p26CSV: Implement responsible sourcing p28CSV: Responsible coffee sourcing p29CSV: Nestlé Cocoa Plan p30CSV: Respecting and promoting human rights p31CSV: Assess and address human rights impacts p32CSV: Protecting workers and children p33CSV: Our culture of business ethics and integrity p34Web: [Delivering impact through *Farmer Connect*](https://www.nestle.com/csv/impact/rural-livelihoods/farmer-needs)Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [Protecting workers and children](https://www.nestle.com/csv/impact/respecting-human-rights/workers-livelihoods)Web: [Engaging with our people](https://www.nestle.com/csv/impact/employment-diversity/engaging-with-our-people)Web: [Stakeholder engagement](https://www.nestle.com/csv/what-is-csv/stakeholder-engagement)Web: [Partnerships and collective action](https://www.nestle.com/csv/what-is-csv/partnerships-alliances)Web: [Coffee](https://www.nestle.com/csv/raw-materials/coffee)Web: [Cocoa](https://www.nestle.com/csv/raw-materials/nestle-cocoa-plan)Web: [Palm oil](https://www.nestle.com/csv/raw-materials/palm-oil)Web: [Sugar](https://www.nestle.com/csv/raw-materials/sugar)PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf) PDF: [Labour Rights in Agricultural Supply Chains: A Roadmap](http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf)PDF: [Nestlé Commitment on Labour Rights in Agricultural Supply Chains](https://www.nestle.com/asset-library/documents/library/documents/corporate_social_responsibility/nestle-commitment-labour-rights-agricultural-supply-chains.pdf)PDF: [*Nestlé Cocoa Plan:* Tackling Child Labour 2019 Report](https://www.nestle.com/sites/default/files/2019-12/nestle-tackling-child-labor-report-2019-en.pdf)PDF: [Responsible sourcing palm oil action plan](https://www.nestle.com/asset-library/documents/creating-shared-value/responsible-sourcing/palm-oil-action-plan-2018.pdf) |
| Outcomes of integration of the Labour principles | CSV: Delivering impact through *Farmer Connect* p26CSV: Implement responsible sourcing p28CSV: Responsible coffee sourcing p29CSV: *Nestlé Cocoa Plan* p30CSV: Respecting and promoting human rights p31CSV: Assess and address human rights impacts p32CSV: Protecting workers and children p33CSV: Our culture of business ethics and integrity p34CSV: Our key performance indicators p57–58Web: [Delivering impact through *Farmer Connect*](https://www.nestle.com/csv/impact/rural-livelihoods/farmer-needs)Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)Web: [Our salient human rights issues](https://www.nestle.com/csv/impact/respecting-human-rights/salient-human-rights-issues)Web: [Protecting workers and children](https://www.nestle.com/csv/impact/respecting-human-rights/workers-livelihoods)Web: [Stakeholder engagement](https://www.nestle.com/csv/what-is-csv/stakeholder-engagement)Web: [Partnerships and collective action](https://www.nestle.com/csv/what-is-csv/partnerships-alliances)Web: [Coffee](https://www.nestle.com/csv/raw-materials/coffee)Web: [Cocoa](https://www.nestle.com/csv/raw-materials/nestle-cocoa-plan)Web: [Palm oil](https://www.nestle.com/csv/raw-materials/palm-oil)Web: [Sugar](https://www.nestle.com/csv/raw-materials/sugar)Web: [Hazelnuts](https://www.nestle.com/csv/raw-materials/hazelnuts)Web: [Progress at a glance](https://www.nestle.com/csv/performance/kpi-summary)PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf) PDF: [Labour Rights in Agricultural Supply Chains: A Roadmap](http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf)PDF: [Nestlé Commitment on Labour Rights in Agricultural Supply Chains](https://www.nestle.com/asset-library/documents/library/documents/corporate_social_responsibility/nestle-commitment-labour-rights-agricultural-supply-chains.pdf)PDF: [*Nestlé Cocoa Plan*: Tackling Child Labour 2019 Report](https://www.nestle.com/sites/default/files/2019-12/nestle-tackling-child-labor-report-2019-en.pdf)PDF: [Responsible sourcing palm oil action plan](https://www.nestle.com/asset-library/documents/creating-shared-value/responsible-sourcing/palm-oil-action-plan-2018.pdf)PDF: [GRI Content Index: Labor/Management relations](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-nestle-gri-content-index-2019.pdf#page=31) |
| Other established or emerging best practices | Web: [Creating Shared Value in action](https://www.nestle.com/stories)  |

***Robust Environmental Management Policies & Procedures***

**Criterion 9: The COP describes robust *commitments, strategies or policies* in the area of environmental stewardship**

*Indicate which of the following best practices are described in your COP:*

* Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

 *This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.*

* Reference to relevant international conventions and other international instruments (e.g. Rio Declaration on Environment and Development)

 *While the 10 Global Compact principles are based on international conventions, organisations are encouraged to reference these documents explicitly to show detailed understanding of the Global Compact principles’ underlying meaning.*

* Reflection on the relevance of environmental stewardship for the company

 *In making that determination, the company should consider (1) if it has potentially significant environmental impacts and (2) whether such impact could substantively influence the assessments and decisions of the organisation’s stakeholders.*

* Written company policy on environmental stewardship
* Inclusion of minimum environmental standards in contracts with suppliers and other relevant business partners
* Specific commitments and goals for specified years
* Other established or emerging best practices

*Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).*



 Our ambition is to strive for zero environmental impact in our operations. We have public commitments to use responsibly sourced ingredients and renewable resources, operate more efficiently, eliminate waste and manage water responsibly.

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| **Disclosure mapping** |
| **The following abbreviations are used for relevant content and documents:*** CSV **–** [**Creating Shared Value Progress Report 2019**](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-report-2019-en.pdf)
* Web: <https://www.nestle.com/csv>

**The following abbreviations are used for our** [**annual report**](https://www.nestle.com/investors/annual-report) **documents:****AR:** [**Annual Review 2019**](https://www.nestle.com/sites/default/files/2020-03/2019-annual-review-en.pdf)**CFS: [Consolidated Financial Statements of the Nestlé Group](https://www.nestle.com/sites/default/files/2020-02/2019-financial-statements-en.pdf)****CGR:** [**Corporate Governance Report 2019**](https://www.nestle.com/sites/default/files/2019-07/corp-governance-half-yearly-report-2019-en_0.pdf) |
| **Best practice** | **Disclosure location** |
| Reference to relevant international conventions and other international instruments (e.g. Rio Declaration on Environment and Development) | CSV: Acting on climate change p46CSV: Proactive engagement on climate change p48CSV: About this report p55Web: [Acting on climate change](https://www.nestle.com/csv/impact/climate-change)Web: [Proactive engagement on climate change](https://www.nestle.com/csv/impact/climate-change/long-term-engagement)Web: [Contributing to the global goals](https://www.nestle.com/csv/what-is-csv/contribution-global-goals)Web: [UN Global Compact](https://www.nestle.com/csv/what-is-csv/partnerships-alliances/united-nations)PDF: [Materiality and the Sustainable Development Goals](https://www.nestle.com/sites/default/files/asset-library/documents/creating-shared-value/materiality-and-sdgs.pdf) |
| Reflection on the relevance of environmental stewardship for the company | CSV: For the planet p40CSV: Caring for water p41CSV: Acting on climate change p46CSV: Safeguarding the environment p49Web: [Caring for water](https://www.nestle.com/csv/impact/water)Web: [Acting on climate change](https://www.nestle.com/csv/impact/climate-change)Web: [Safeguarding the environment](https://www.nestle.com/csv/impact/environment)PDF: [Nestlé Policy on Environmental Sustainability](https://www.nestle.com/asset-library/documents/library/documents/environmental_sustainability/nestl%C3%A9%20policy%20on%20environmental%20sustainability.pdf) |
| Written company policy on environmental stewardship | CSV: For the planet p40CSV: Caring for water p41CSV: Acting on climate change p46CSV: Safeguarding the environment p49Web: [Caring for water](https://www.nestle.com/csv/impact/water)Web: [Acting on climate change](https://www.nestle.com/csv/impact/climate-change)Web: [Safeguarding the environment](https://www.nestle.com/csv/impact/environment)PDF: [Nestlé Policy on Environmental Sustainability](https://www.nestle.com/asset-library/documents/library/documents/environmental_sustainability/nestl%C3%A9%20policy%20on%20environmental%20sustainability.pdf)PDF: [Nestlé Corporate Business Principles](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/corporate-business-principles-en.pdf) p12 |
| Inclusion of minimum environmental standards in contracts with suppliers and other relevant business partners | CSV: Engaging with our suppliers p44Web: [Engaging with our suppliers](https://www.nestle.com/csv/impact/water/supplier-engagement)PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf) PDF: [Nestlé Policy on Environmental Sustainability](https://www.nestle.com/asset-library/documents/library/documents/environmental_sustainability/nestl%C3%A9%20policy%20on%20environmental%20sustainability.pdf) |
| Specific commitments and goals for specified years | CSV: Our 2020 commitments and progress p5Web: [Our commitments](https://www.nestle.com/csv/impact) |
| Other established or emerging best practices  | Web: [Our commitments](https://www.nestle.com/csv/impact) |

**Criterion 10: The COP describes effective *management systems* to integrate the environmental principles**

*Indicate which of the following best practices are described in your COP:*

* Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

 *This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.*

* Environmental risk and impact assessments
* Assessments of lifecycle impact of products, ensuring environmentally sound management policies
* Allocation of responsibilities and accountability within the organisation
* Internal awareness-raising and training on environmental stewardship for management and employees
* Grievance mechanisms, communication channels and other procedures (e.g. whistleblower mechanisms) for reporting concerns or seeking advice regarding environmental impacts
* Other established or emerging best practices

*Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).*



This year we are disclosing the risks of climate change in line with TCFD. We collaborate with WBCSD to create sector best practice for addressing TCFD. In 2018, we launched the Caring for Water global initiative enabling AWS certification.

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| **Disclosure mapping** |
| **The following abbreviations are used for relevant content and documents:*** CSV – [**Creating Shared Value Progress Report 2019**](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-report-2019-en.pdf)
* Web: <https://www.nestle.com/csv>

**The following abbreviations are used for our** [**annual report**](https://www.nestle.com/investors/annual-report) **documents:****AR:** [**Annual Review 2019**](https://www.nestle.com/sites/default/files/2020-03/2019-annual-review-en.pdf)**CFS:** [**Consolidated Financial Statements of the Nestlé Group**](https://www.nestle.com/sites/default/files/2020-02/2019-financial-statements-en.pdf)**CGR:** [**Corporate Governance Report 2019**](https://www.nestle.com/sites/default/files/2019-07/corp-governance-half-yearly-report-2019-en_0.pdf) |
| **Best practice** | **Disclosure location** |
| Environmental risk and impact assessments  | CSV: Focusing on our material issues p4CSV: For the planet p40CSV: Caring for water p41CSV: Water stewardship advocacy p43CSV: Acting on climate change p46CSV: Safeguarding the environment p49CSV: Promoting sustainable consumption p52CSV: Protecting natural capital p53Web: [Caring for water](https://www.nestle.com/csv/impact/water)Web: [Water stewardship advocacy](https://www.nestle.com/csv/impact/water/policy-stewardship)Web: [Engaging with our suppliers](https://www.nestle.com/csv/impact/water/supplier-engagement)Web: [Acting on climate](https://www.nestle.com/csv/impact/climate-change)Web: [Climate change leadership](https://www.nestle.com/csv/impact/climate-change/climate-change)Web: [Safeguarding the environment](https://www.nestle.com/csv/impact/environment)Web: [Promoting sustainable consumption](https://www.nestle.com/csv/impact/environment/information-dialogue)Web: [Protecting natural capital](https://www.nestle.com/csv/impact/environment/natural-capital) |
| Assessments of lifecycle impact of products, ensuring environmentally sound management policies | CSV: Caring for water p41CSV: Acting on climate change p46CSV: Safeguarding the environment p49CSV: Reducing food loss and waste p51CSV: Promoting sustainable consumption p52Web: [Caring for water](https://www.nestle.com/csv/impact/water)Web: [Acting on climate change](https://www.nestle.com/csv/impact/climate-change)Web: [Safeguarding the environment](https://www.nestle.com/csv/impact/environment)Web: [Improving packaging performance](https://www.nestle.com/csv/impact/environment/packaging)Web: [Reducing food loss and waste](https://www.nestle.com/csv/impact/environment/waste-and-recovery)Web: [Promoting sustainable consumption](https://www.nestle.com/csv/impact/environment/information-dialogue)  |
| Allocation of responsibilities and accountability within the organization | CSV: Caring for water p41CSV: Acting on climate change p46CSV: Safeguarding the environment p49CSV: Reporting and governance p54Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance)Web: [Caring for water](https://www.nestle.com/csv/impact/water)Web: [Acting on climate change](https://www.nestle.com/csv/impact/climate-change)Web: [Safeguarding the environment](https://www.nestle.com/csv/impact/environment)PDF: [Nestlé Policy on Environmental Sustainability](https://www.nestle.com/asset-library/documents/library/documents/environmental_sustainability/nestl%C3%A9%20policy%20on%20environmental%20sustainability.pdf) PDF: [Nestlé Corporate Business Principles](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/corporate-business-principles-en.pdf) p12 |
| Internal awareness-raising and training on environmental stewardship for management and employees | Web: [Effective water treatment](https://www.nestle.com/csv/impact/water/water-treatment)Web: [Reducing food loss and waste](https://www.nestle.com/csv/impact/environment/waste-and-recovery)PDF: [Nestlé Policy on Environmental Sustainability](https://www.nestle.com/asset-library/documents/library/documents/environmental_sustainability/nestl%C3%A9%20policy%20on%20environmental%20sustainability.pdf) p1 and p3 |
| Grievance mechanisms, communication channels and other procedures (e.g. whistleblower mechanisms) for reporting concerns or seeking advice regarding environmental impacts | CSV: Grievance mechanisms and remediation p35CSV: Our culture of business ethics and integrity p34Web: [Grievance mechanisms and remediation](https://www.nestle.com/csv/impact/employment-diversity/grievance-mechanisms)Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct) |

**Criterion 11: The COP describes effective *monitoring and evaluation mechanisms* for environmental stewardship**

*Indicate which of the following best practices are described in your COP:*

* Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

 *This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.*

* System to track and measure performance based on standardized performance metrics
* Leadership review of monitoring and improvement results
* Process to deal with incidents
* Audits or other steps to monitor and improve the environmental performance of companies in the supply chain
* Outcomes of integration of the environmental principles

*To report main incidents involving the company, disclosure that your organization had no environmental incidents in the past year satisfies this best practice. Suggested GRI Indicators: EN 1-3, 5-6, 8, 10, 13, 16, 18-20, 26-27.*



* Other established or emerging best practices

*Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).*

In 2019, we retained our place in CDP’s annual Climate A list in recognition of our actions during the last year to cut emissions, mitigate climate risks and develop the low-carbon economy.

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| **Disclosure mapping** |
| **The following abbreviations are used for relevant content and documents:*** CSV – [**Creating Shared Value Progress Report 2019**](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-report-2019-en.pdf)
* Web: <https://www.nestle.com/csv>

**The following abbreviations are used for our** [**annual report**](https://www.nestle.com/investors/annual-report) **documents:****AR:** [**Annual Review 2019**](https://www.nestle.com/sites/default/files/2020-03/2019-annual-review-en.pdf)**CFS:** [**Consolidated Financial Statements of the Nestlé Group**](https://www.nestle.com/sites/default/files/2020-02/2019-financial-statements-en.pdf)**CGR:** [**Corporate Governance Report 2019**](https://www.nestle.com/sites/default/files/2019-07/corp-governance-half-yearly-report-2019-en_0.pdf) |
| **Best practice** | **Disclosure location** |
| System to track and measure performance based on standardized performance metrics | CSV: Improving water efficiency p42CSV: Water stewardship advocacy p43CSV: Engaging with our suppliers p44CSV: Acting on climate change p46CSV: Climate change leadership p47CSV: Proactive engagement on climate change p48CSV: Safeguarding the environment p49CSV: Reducing food loss and waste p51CSV: Promoting sustainable consumption p52CSV: Promoting natural capital p53CSV: About this report p55CSV: Our key performance indicators p57–58Web: [Improving water efficiency](https://www.nestle.com/csv/impact/water/water-efficiency)Web: [Water stewardship advocacy](https://www.nestle.com/csv/impact/water/policy-stewardship)Web: [Effective water treatment](https://www.nestle.com/csv/impact/water/water-treatment)Web: [Engaging with our suppliers](https://www.nestle.com/csv/impact/water/supplier-engagement)Web: [Climate change leadership](https://www.nestle.com/csv/impact/climate-change/climate-change)Web: [Safeguarding the environment](https://www.nestle.com/csv/impact/environment)Web: [Improving packaging performance](https://www.nestle.com/csv/impact/environment/packaging)Web: [Reducing food loss and waste](https://www.nestle.com/csv/impact/environment/waste-and-recovery)Web: [Promoting sustainable consumption](https://www.nestle.com/csv/impact/environment/information-dialogue)Web: [Protecting natural capital](https://www.nestle.com/csv/impact/environment/natural-capital)Web: [Progress at a glance](https://www.nestle.com/csv/performance/kpi-summary)PDF: [GRI Content Index: Environmental Standard Series](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-nestle-gri-content-index-2019.pdf#page=21)  |
| Leadership review of monitoring and improvement results | CSV: Reporting and governance p54Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance)Web: [Improving water efficiency](https://www.nestle.com/csv/impact/water/water-efficiency)PDF: [The Nestlé Policy on Environmental Sustainability](https://www.nestle.com/asset-library/documents/library/documents/environmental_sustainability/nestl%C3%A9%20policy%20on%20environmental%20sustainability.pdf) |
| Process to deal with incidents | Web: [Acting on climate change](https://www.nestle.com/csv/impact/climate-change)Web: [Climate change leadership](https://www.nestle.com/csv/impact/climate-change/climate-change)Web: [Safeguarding the environment](https://www.nestle.com/csv/impact/environment) |
| Audits or other steps to monitor and improve the environmental performance of companies in the supply chain | CSV: Focusing on our material issues p4CSV: Our 2020 commitments and progress p5CSV: Water stewardship advocacy p43CSV: Safeguarding the environment p49CSV: About this report p55CSV: Independent assurance statement p56CSV: Our key performance indicators p57–58Web: [Water stewardship advocacy](https://www.nestle.com/csv/impact/water/policy-stewardship)PDF: [GRI Content Index: Environmental Standard Series](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-nestle-gri-content-index-2019.pdf#page=21) [Nestlé’s answers to CDP questionnaires](https://www.nestle.com/sites/default/files/2020-01/nestle-answers-cdp-climate-2019.pdf) |
| Outcomes of integration of the environmental principles | CSV: Improving water efficiency p42CSV: Water stewardship advocacy p43CSV: Engaging with our suppliers p44CSV: Acting on climate change p46CSV: Climate change leadership p47CSV: Proactive engagement on climate change p48CSV: Safeguarding the environment p49CSV: Reducing food loss and waste p51CSV: Promoting sustainable consumption p52CSV: Promoting natural capital p53CSV: About this report p55CSV: Our key performance indicators p57–58Web: [Improving water efficiency](https://www.nestle.com/csv/impact/water/water-efficiency)Web: [Water stewardship advocacy](https://www.nestle.com/csv/impact/water/policy-stewardship)Web: [Effective water treatment](https://www.nestle.com/csv/impact/water/water-treatment)Web: [Engaging with our suppliers](https://www.nestle.com/csv/impact/water/supplier-engagement)Web: [Climate change leadership](https://www.nestle.com/csv/impact/climate-change/climate-change)Web: [Safeguarding the environment](https://www.nestle.com/csv/impact/environment)Web: [Improving packaging performance](https://www.nestle.com/csv/impact/environment/packaging)Web: [Reducing food loss and waste](https://www.nestle.com/csv/impact/environment/waste-and-recovery)Web: [Promoting sustainable consumption](https://www.nestle.com/csv/impact/environment/information-dialogue)Web: [Protecting natural capital](https://www.nestle.com/csv/impact/environment/natural-capital)Web: [Progress at a glance](https://www.nestle.com/csv/performance/kpi-summary)PDF: [GRI Content Index: Environmental Standard Series](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-nestle-gri-content-index-2019.pdf#page=21) [Nestlé’s answers to CDP questionnaires](https://www.nestle.com/sites/default/files/2020-01/nestle-answers-cdp-climate-2019.pdf) |
| Other established or emerging best practices  | PDF: [GRI Content Index: Environmental Standard Series](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-nestle-gri-content-index-2019.pdf#page=21)[Nestlé’s answers to CDP questionnaires](https://www.nestle.com/sites/default/files/2020-01/nestle-answers-cdp-climate-2019.pdf) |

***Robust Anti-Corruption Management Policies & Procedures***

 *Criteria and best practices under Anti-Corruption implementation have been modified to reflect the* [*Anti-Corruption Reporting Guidance.*](http://www.unglobalcompact.org/docs/issues_doc/Anti-Corruption/UNGC_AntiCorruptionReporting.pdf) *Best practices reflect specific reporting elements of the guidance, either Basic (numbers starting with B) or desired (numbers starting with D).*

**Criterion 12: The COP describes robust *commitments, strategies or policies* in the area of anti-corruption**

*Indicate which of the following best practices are described in your COP:*

* Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

 *This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.*

* Publicly stated formal policy of zero-tolerance of corruption (D1)
* Commitment to be in compliance with all relevant anti-corruption laws, including the implementation of procedures to know the law and monitor changes(B2)
* Statement of support for international and regional legal frameworks, such as the UN Convention against Corruption (D2)
* Detailed policies for high-risk areas of corruption (D4)
* Policy on anti-corruption regarding business partners (D5)
* Other established or emerging best practices

*Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).*



We've made a public commitment to ensure a culture of integrity across the Group. Our company values guide our efforts, while our Corporate Business Principles and Code of Business Conduct clearly set out our responsibilities.

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| **Disclosure mapping** |
| **The following abbreviations are used for relevant content and documents:*** CSV **–** [**Creating Shared Value Progress Report 2019**](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-report-2019-en.pdf)
* Web: <https://www.nestle.com/csv>

**The following abbreviations are used for our** [**annual report**](https://www.nestle.com/investors/annual-report) **documents:****AR:** [**Annual Review 2019**](https://www.nestle.com/sites/default/files/2020-03/2019-annual-review-en.pdf)**CFS:** [**Consolidated Financial Statements of the Nestlé Group**](https://www.nestle.com/sites/default/files/2020-02/2019-financial-statements-en.pdf)**CGR:** [**Corporate Governance Report 2019**](https://www.nestle.com/sites/default/files/2019-07/corp-governance-half-yearly-report-2019-en_0.pdf) |
| **Best practice** | **Disclosure location** |
| Publicly stated formal policy of zero-tolerance of corruption (D1) | CSV: Reporting and governance p55Web: [Ethical business](https://www.nestle.com/csv/what-is-csv/ethical-business)PDF: [Code of Business Conduct](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/code_of_business_conduct_en.pdf)PDF: [The Nestlé Corporate Business Principles](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/corporate-business-principles-en.pdf) p10PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf) p13 |
| Commitment to be in compliance with all relevant anti-corruption laws, including the implementation of procedures to know the law and monitor changes (B2) | CSV: Creating Shared Value p3CSV: Our culture of business ethics and integrity p34CSV: Reporting and governance p54Web: [Our approach](https://www.nestle.com/csv/what-is-csv)Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct)Web: [Ethical business](https://www.nestle.com/csv/what-is-csv/ethical-business)PDF: [Code of Business Conduct](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/code_of_business_conduct_en.pdf)PDF: [The Nestlé Corporate Business Principles](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/corporate-business-principles-en.pdf) p10PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf) p13 |
| Statement of support for international and regional legal frameworks, such as the UN Convention against Corruption (D2) | CSV: Creating shared value p3CSV: Our culture of business ethics and integrity p34CSV: Reporting and governance p54Web: [Our approach](https://www.nestle.com/csv/what-is-csv)Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct)Web: [Ethical business](https://www.nestle.com/csv/what-is-csv/ethical-business)Web: [Contributing to the global goals](https://www.nestle.com/csv/what-is-csv/contribution-global-goals)PDF: [Code of Business Conduct](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/code_of_business_conduct_en.pdf)PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf) p13PDF: [Materiality and the Sustainable Development Goals](https://www.nestle.com/sites/default/files/asset-library/documents/creating-shared-value/materiality-and-sdgs.pdf)  |
| Detailed policies for high-risk areas of corruption (D4) | PDF: [Labour Rights in Agricultural Supply Chains: A Roadmap](http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf)PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf) |
| Policy on anti-corruption regarding business partners (D5) | Web: [Ethical business](https://www.nestle.com/csv/what-is-csv/ethical-business)Web: [Grievance mechanisms and remediation](https://www.nestle.com/csv/impact/employment-diversity/grievance-mechanisms)PDF: [Labour Rights in Agricultural Supply Chains: A Roadmap](http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf)PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf) |

**Criterion 13: The COP describes effective *management systems* to integrate the anti-corruption principle**

*Indicate which of the following best practices are described in your COP:*

* Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

 *This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.*

* Support by the organization’s leadership for anti-corruption (B4)
* Carrying out risk assessment of potential areas of corruption (D3)
* Human Resources procedures supporting the anti-corruption commitment or policy, including communication to and training for all employees (B5 + D8)
* Internal checks and balances to ensure consistency with the anti-corruption commitment (B6)
* Actions taken to encourage business partners to implement anti-corruption commitments (D6)
* Management responsibility and accountability for implementation of the anti-corruption

commitment or policy (D7)

* Communications (whistleblowing) channels and follow-up mechanisms for reporting concerns or seeking advice (D9)
* Internal accounting and auditing procedures related to anticorruption (D10)
* Other established or emerging best practices

*Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).*



Recognizing that issues can arise, we aim to ensure that our policies and standards for combating bribery and corruption are clear and well communicated. We set out our position on these in our Code of Business Conduct, Appendix on Anti-Corruption.

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| **Disclosure mapping** |
| **The following abbreviations are used for relevant content and documents:*** CSV – [**Creating Shared Value Progress Report 2019**](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-report-2019-en.pdf)
* Web: <https://www.nestle.com/csv>

**The following abbreviations are used for our** [**annual report**](https://www.nestle.com/investors/annual-report) **documents:****AR:** [**Annual Review 2019**](https://www.nestle.com/sites/default/files/2020-03/2019-annual-review-en.pdf)**CFS:** [**Consolidated Financial Statements of the Nestlé Group**](https://www.nestle.com/sites/default/files/2020-02/2019-financial-statements-en.pdf)**CGR:** [**Corporate Governance Report 2019**](https://www.nestle.com/sites/default/files/2019-07/corp-governance-half-yearly-report-2019-en_0.pdf) |
| **Best practice** | **Disclosure locations** |
| Support by the organisation’s leadership for anti-corruption (B4) | CSV: Creating Shared Value p3CSV: Our culture of business ethics and integrity p34CSV: Reporting and governance p54Web: [Our approach](https://www.nestle.com/csv/what-is-csv)Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct)Web: [Ethical business](https://www.nestle.com/csv/what-is-csv/ethical-business)PDF: [Code of Business Conduct](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/code_of_business_conduct_en.pdf)PDF: [The Nestlé Corporate Business Principles](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/corporate-business-principles-en.pdf) p10PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf) p13 |
| Carrying out risk assessment of potential areas of corruption (D3) | Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)PDF: [Labour Rights in Agricultural Supply Chains: A Roadmap](http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf)PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf) |
| Human Resources procedures supporting the anti-corruption commitment or policy, including communication to and training for all employees (B5 + D8) | CSV: Assess and address human rights impacts p32CSV: Our culture of business ethics and integrity p34Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct)PDF: [GRI Content Index: Anti-corruption](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-nestle-gri-content-index-2019.pdf#page=18) |
| Internal checks and balances to ensure consistency with the anti-corruption commitment (B6) | CSV: Assess and address human rights impacts p32CSV: Our culture of business ethics and integrity p34CSV: Grievance mechanisms and remediation p35Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct)Web: [Ethical business](https://www.nestle.com/csv/what-is-csv/ethical-business)Web: [Grievance mechanisms and remediation](https://www.nestle.com/csv/impact/employment-diversity/grievance-mechanisms)PDF: [GRI Content Index: Anti-corruption](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-nestle-gri-content-index-2019.pdf#page=18) |
| Actions taken to encourage business partners to implement anti-corruption commitments (D6) | Web: [Ethical business](https://www.nestle.com/csv/what-is-csv/ethical-business)PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf)PDF: [GRI Content Index: Anti-corruption](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-nestle-gri-content-index-2019.pdf#page=18) |
| Management responsibility and accountability for implementation of the anti-corruption commitment or policy (D7) | CSV: Creating Shared Value p3CSV: Our culture of business ethics and integrity p34CSV: Reporting and governance p54Web: [Our approach](https://www.nestle.com/csv/what-is-csv)Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct)Web: [Ethical business](https://www.nestle.com/csv/what-is-csv/ethical-business)Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance)PDF: [Code of Business Conduct](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/code_of_business_conduct_en.pdf)PDF: [The Nestlé Corporate Business Principles](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/corporate-business-principles-en.pdf) p10PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf) p13PDF: [GRI Content Index: Anti-corruption](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-nestle-gri-content-index-2019.pdf#page=18)  |
| Communications (whistleblowing) channels and follow-up mechanisms for reporting concerns or seeking advice (D9) | CSV: Our culture of business ethics and integrity p34CSV: Grievance mechanisms and remediation p35Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct)Web: [Ethical business](https://www.nestle.com/csv/what-is-csv/ethical-business)Web: [Grievance mechanisms and remediation](https://www.nestle.com/csv/impact/employment-diversity/grievance-mechanisms)PDF: [GRI Content Index: Anti-corruption](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-nestle-gri-content-index-2019.pdf#page=18) |
| Internal accounting and auditing procedures related to anti-corruption (D10) | CSV: Assess and address human rights impacts p32CSV: Our culture of business ethics and integrity p34CSV: Grievance mechanisms and remediation p35CSV: About this report p55Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct)Web: [Ethical business](https://www.nestle.com/csv/what-is-csv/ethical-business)Web: [Grievance mechanisms and remediation](https://www.nestle.com/csv/impact/employment-diversity/grievance-mechanisms)PDF: [GRI Content Index: Anti-corruption](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-nestle-gri-content-index-2019.pdf#page=18) |

**Criterion 14: The COP describes effective *monitoring and evaluation mechanisms* for the integration of anti-corruption**

*Indicate which of the following best practices are described in your COP:*

Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

 *This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.*

Leadership review of monitoring and improvement results (D12) Process to deal with incidents (D13)

Public legal cases regarding corruption (D14)

Use of independent external assurance of anti-corruption programmes (D15) Outcomes of integration of the anti-corruption principle

 *Outcomes of assessments of potential corruption (D3) and mechanisms for seeking advice /reporting (D9). Procedures supporting anti-corruption policy. Disclosure that your organization had no incidents suffices where providing details is counterproductive. GRI indicators SO2-4.*

Other established or emerging best practices

*Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).*



 CARE is our compliance audit program, which monitors and evaluates topics like anti-corruption in accordance with our culture of business ethics and integrity. CARE Audit Protocol was launched in 2018 and its progression can be seen in the table on page 34 of the [Creating Shared Value Progress Report 2019](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-report-2019-en.pdf).

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| **Disclosure mapping** |
| **The following abbreviations are used for relevant content and documents:*** CSV – [**Creating Shared Value Progress Report 2019**](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-report-2019-en.pdf)
* Web: <https://www.nestle.com/csv>

**The following abbreviations are used for our** [**annual report**](https://www.nestle.com/investors/annual-report) **documents:****AR:** [**Annual Review 2019**](https://www.nestle.com/sites/default/files/2020-03/2019-annual-review-en.pdf)**CFS:** [**Consolidated Financial Statements of the Nestlé Group**](https://www.nestle.com/sites/default/files/2020-02/2019-financial-statements-en.pdf)**CGR:** [**Corporate Governance Report 2019**](https://www.nestle.com/sites/default/files/2019-07/corp-governance-half-yearly-report-2019-en_0.pdf) |
| **Best practice** | **Disclosure location** |
| Leadership review of monitoring and improvement results (D12) | CSV: Assess and address human rights impacts p32CSV: Our culture of business ethics and integrity p34CSV: Grievance mechanisms and remediation p35Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct)Web: [Ethical business](https://www.nestle.com/csv/what-is-csv/ethical-business)Web: [Grievance mechanisms and remediation](https://www.nestle.com/csv/impact/employment-diversity/grievance-mechanisms)PDF: [GRI Content Index: Anti-corruption](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-nestle-gri-content-index-2019.pdf#page=18) |
| Process to deal with incidents (D13) | CSV: Our culture of business ethics and integrity p34CSV: Grievance mechanisms and remediation p35Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct)Web: [Ethical business](https://www.nestle.com/csv/what-is-csv/ethical-business)Web: [Grievance mechanisms and remediation](https://www.nestle.com/csv/impact/employment-diversity/grievance-mechanisms)PDF: [GRI Content Index: Anti-corruption](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-nestle-gri-content-index-2019.pdf#page=18) |
| Public legal cases regarding corruption(D14) | Web: [Ethical business](https://www.nestle.com/csv/what-is-csv/ethical-business)PDF: [GRI Content Index: Anti-corruption](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-nestle-gri-content-index-2019.pdf#page=18) |
| Use of independent external assurance of anti-corruption programmes (D15) | CSV: About this report p56 |
| Outcomes of integration of the anticorruption principle | CSV: Our culture of business ethics and integrity p34CSV: Our key performance indicators p57–58Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct)Web: [Ethical business](https://www.nestle.com/csv/what-is-csv/ethical-business)Web: [Our approach](https://www.nestle.com/csv/what-is-csv)Web: [Progress at a glance](https://www.nestle.com/csv/performance/kpi-summary)PDF: [Code of Business Conduct](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/code_of_business_conduct_en.pdf)PDF: [The Nestlé Corporate Business Principles](https://www.nestle.com/asset-library/documents/library/documents/corporate_governance/corporate-business-principles-en.pdf) p10PDF: [Nestlé Responsible Sourcing Standard](https://www.nestle.com/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf) p13PDF: [GRI Content Index: Anti-corruption](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-nestle-gri-content-index-2019.pdf#page=18)  |

***Taking Action in Support of Broader UN Goals and Issues***

*****"Broader UN Goals and Issues" refers to an array of global issues - based on the most acute or chronic global challenges - including:*

*Peace & Security*

*Sustainable Development Goals*

*Human Rights*

*Children's Rights*

*Gender Equality*

*Health*

*Education*

*Humanitarian Assistance*

*Migration*

*Food Security*

*Sustainable Ecosystems and Biodiversity*

*Climate Change Mitigation and Adaptation*

*Water Security and Sanitation*

*Employment and Decent Working Conditions*

*Anti-Corruption*

*For a list of further Global Issues that are relevant to the work of the UN as well as business, please refer to business.un.org*

**Criterion 15: The COP describes core business contributions to *UN goals and issues***

*Indicate which of the following best practices are described in your COP:*

* Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

 *This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.*

* Align core business strategy with one or more relevant UN goals/issues
* Develop relevant products and services or design business models that contribute to UN goals/issues
* Adopt and modify operating procedures to maximize contribution to UN goals/issues
* Other established or emerging best practices

*Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).*



We map our material issues against the Sustainable Development Goals (SDGs). All 36 CSV commitments correspond to SDGs. They are embedded in our three global initiatives: *Nestlé for Healthier Kids*, *Nestlé Needs YOUth* and *Caring for Water*. Nestlé is founding patron of the UNGC Action Platform.

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| **Disclosure mapping** |
| **The following abbreviations are used for relevant content and documents:*** CSV – [**Creating Shared Value Progress Report 2019**](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-report-2019-en.pdf)
* Web: <https://www.nestle.com/csv>

**The following abbreviations are used for our** [**annual report**](https://www.nestle.com/investors/annual-report) **documents:****AR:** [**Annual Review 201**](https://www.nestle.com/sites/default/files/2020-03/2019-annual-review-en.pdf)**9****CFS:** [**Consolidated Financial Statements of the Nestlé Group**](https://www.nestle.com/sites/default/files/2020-02/2019-financial-statements-en.pdf)**CGR:** [**Corporate Governance Report 2019**](https://www.nestle.com/sites/default/files/2019-07/corp-governance-half-yearly-report-2019-en_0.pdf) |
| **Best practice** | **Disclosure location**  |
| Align core business strategy with one or more relevant UN goals/issues | CSV: Our 2020 commitments and progress p5Web: [Our commitments](https://www.nestle.com/csv/impact)Web: [UN Global Compact](https://www.nestle.com/csv/what-is-csv/partnerships-alliances/united-nations) Web: [Contributing to the global goals](https://www.nestle.com/csv/what-is-csv/contribution-global-goals)PDF: [Materiality and the Sustainable Development Goals](https://www.nestle.com/sites/default/files/asset-library/documents/creating-shared-value/materiality-and-sdgs.pdf)  |
| Develop relevant products and services or design business models that contribute to UN goals/issues | CSV: Our 2020 commitments and progress p5CSV: Offering tastier and healthier choices p7CSV: Inspiring people to lead healthier lives p13CSV: Building, sharing and applying nutrition knowledge p21CSV: Enhancing rural development and livelihoods p25CSV: Respecting and promoting human rights p31CSV: Promoting decent employment and diversity p36CSV: Caring for water p41CSV: Acting on climate change p46CSV: Safeguarding the environment p49Web: [Our commitments](https://www.nestle.com/csv/impact)Web: [Offering tastier and healthier choices](https://www.nestle.com/csv/impact/tastier-healthier)Web: [Inspiring people to lead healthier lives](https://www.nestle.com/csv/impact/healthier-lives)Web: [Building, sharing and applying nutrition knowledge](https://www.nestle.com/csv/impact/nutrition-knowledge)Web: [Enhancing rural development and livelihoods](https://www.nestle.com/csv/impact/rural-livelihoods)Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Promoting decent employment and diversity](https://www.nestle.com/csv/impact/employment-diversity)Web: [Caring for water](https://www.nestle.com/csv/impact/water)Web: [Acting on climate change](https://www.nestle.com/csv/impact/climate-change)Web: [Safeguarding the environment](https://www.nestle.com/csv/impact/environment)Web: [UN Global Compact](https://www.nestle.com/csv/what-is-csv/partnerships-alliances/united-nations) Web: [Contributing to the global goals](https://www.nestle.com/csv/what-is-csv/contribution-global-goals)PDF: [Materiality and the Sustainable Development Goals](https://www.nestle.com/sites/default/files/asset-library/documents/creating-shared-value/materiality-and-sdgs.pdf)  |
| Adopt and modify operating procedures to maximize contribution to UN goals/issues | CSV: Offering tastier and healthier choices p7CSV: Inspiring people to lead healthier lives p13CSV: Building, sharing and applying nutrition knowledge p21CSV: Enhancing rural development and livelihoods p25CSV: Respecting and promoting human rights p31CSV: Promoting decent employment and diversity p36CSV: Caring for water p41CSV: Acting on climate change p46CSV: Safeguarding the environment p49Web: [Offering tastier and healthier choices](https://www.nestle.com/csv/impact/tastier-healthier)Web: [Inspiring people to lead healthier lives](https://www.nestle.com/csv/impact/healthier-lives)Web: [Enhancing rural development and livelihoods](https://www.nestle.com/csv/impact/rural-livelihoods)Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Promoting decent employment and diversity](https://www.nestle.com/csv/impact/employment-diversity)Web: [Caring for water](https://www.nestle.com/csv/impact/water)Web: [Acting on climate change](https://www.nestle.com/csv/impact/climate-change)Web: [Safeguarding the environment](https://www.nestle.com/csv/impact/environment)Web: [Contributing to the global goals](https://www.nestle.com/csv/what-is-csv/contribution-global-goals)PDF: [Materiality and the Sustainable Development Goals](https://www.nestle.com/sites/default/files/asset-library/documents/creating-shared-value/materiality-and-sdgs.pdf)  |

**Criterion 16: The COP describes strategic social investments and philanthropy**

*Indicate which of the following best practices are described in your COP:*

* Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

 *This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.*

* Pursue social investments and philanthropic contributions that tie in with the core competencies or operating context of the company as an integrated part of its sustainability strategy
* Coordinate efforts with other organizations and initiatives to amplify—and not negate or unnecessarily duplicate—the efforts of other contributors
* Take responsibility for the intentional and unintentional effects of funding and have due regard for local customs, traditions, religions, and priorities of pertinent individuals and groups
* Other established or emerging best practice

*Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).*



Creating Shared Value is about ensuring long-term sustainable value creation for shareholders while tackling societal issues at the same time. Companies that create shared value demonstrate that business can be a force for good.

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| **Disclosure mapping** |
| **The following abbreviations are used for relevant content and documents:*** CSV – [**Creating Shared Value Progress Report 2019**](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-report-2019-en.pdf)
* Web: <https://www.nestle.com/csv>

**The following abbreviations are used for our** [**annual report**](https://www.nestle.com/investors/annual-report) **documents:****AR:** [**Annual Review 201**](https://www.nestle.com/sites/default/files/2020-03/2019-annual-review-en.pdf)**9****CFS:** [**Consolidated Financial Statements of the Nestlé Group**](https://www.nestle.com/sites/default/files/2020-02/2019-financial-statements-en.pdf)**CGR:** [**Corporate Governance Report 2019**](https://www.nestle.com/sites/default/files/2019-07/corp-governance-half-yearly-report-2019-en_0.pdf) |

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| **Best practice** | **Disclosure locations**  |
| Pursue social investments and philanthropic contributions that tie in with the core competencies or operating context of the company as an integrated part of its sustainability strategy | CSV: Supporting breastfeeding p18CSV: Delivering impact through *Farmer Connect* p26CSV: Improving farmers’ diets p27CSV: Responsible coffee sourcing p29CSV: Assess and address human rights impacts p32CSV: Protecting workers and children p33CSV: Opportunities for young people p37CSV: Empowering women p38CSV: Caring for water p41CSV: Engaging with our suppliers p44CSV: Safeguarding the environment p49CSV: Reducing food loss and waste p51CSV: Protecting natural capital p53Web: [Supporting breastfeeding](https://www.nestle.com/csv/impact/healthier-lives/baby-milk)Web: [Enhancing rural development and livelihoods](https://www.nestle.com/csv/impact/rural-livelihoods)Web: [Opportunities for young people](https://www.nestle.com/csv/impact/employment-diversity/youth-employment)Web: [Empowering women](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)Web: [Caring for water](https://www.nestle.com/csv/impact/water)Web: [Engaging with our suppliers](https://www.nestle.com/csv/impact/water/supplier-engagement)Web: [Safeguarding the environment](https://www.nestle.com/csv/impact/environment)Web: [Reducing food loss and waste](https://www.nestle.com/csv/impact/environment/waste-and-recovery)Web: [Protecting natural capital](https://www.nestle.com/csv/impact/environment/natural-capital)Web: [Coffee](https://www.nestle.com/csv/raw-materials/coffee)Web: [Cocoa](https://www.nestle.com/csv/raw-materials/nestle-cocoa-plan)Web: [Palm oil](https://www.nestle.com/csv/raw-materials/palm-oil)Web: [Stakeholder engagement](https://www.nestle.com/csv/what-is-csv/stakeholder-engagement)Web: [Partnerships and collective action](https://www.nestle.com/csv/what-is-csv/partnerships-alliances) |
| Coordinate efforts with other organizations and initiatives to amplify—and not negate or unnecessarily duplicate—the efforts of other contributors | Web: [Stakeholder engagement](https://www.nestle.com/csv/what-is-csv/stakeholder-engagement)Web: [Partnerships and collective action](https://www.nestle.com/csv/what-is-csv/partnerships-alliances) |
| Take responsibility for the intentional and unintentional effects of funding and have due regard for local customs, traditions, religions, and priorities of pertinent individuals and groups | Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts) |

**Criterion 17: The COP describes advocacy and public policy engagement**

*Indicate which of the following best practices are described in your COP:*

* Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

 *This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.*

* Publicly advocate the importance of action in relation to one or more UN goals/issues
* Commit company leaders to participate in key summits, conferences, and other important public policy interactions in relation to one or more UN goals/issues
* Other established or emerging best practices

*Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).*



### The Global Advocacy Committee is responsible for driving the process, considering business value, feasibility and benefit to society. These are: Nutrition and health; Mother and baby in infancy; Youth opportunities; Access to water; Food safety.

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| **Disclosure mapping** |
| **The following abbreviations are used for relevant content and documents:*** CSV – [**Creating Shared Value Progress Report 2019**](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-report-2019-en.pdf)
* Web: <https://www.nestle.com/csv>

**The following abbreviations are used for our** [**annual report**](https://www.nestle.com/investors/annual-report) **documents:****AR:** [**Annual Review 201**](https://www.nestle.com/sites/default/files/2020-03/2019-annual-review-en.pdf)**9****CFS:** [**Consolidated Financial Statements of the Nestlé Group**](https://www.nestle.com/sites/default/files/2020-02/2019-financial-statements-en.pdf)**CGR:** [**Corporate Governance Report 2019**](https://www.nestle.com/sites/default/files/2019-07/corp-governance-half-yearly-report-2019-en_0.pdf) |
| **Best practice** | **Disclosure location**  |
| Publicly advocate the importance of action in relation to one or more UN goals/issues | CSV: Micronutrient fortification p12CSV: Water stewardship advocacy p43CSV: Proactive engagement on climate change p48Web: [Micronutrient fortification](https://www.nestle.com/csv/impact/tastier-healthier/micronutrient-fortification)Web: [Water stewardship advocacy](https://www.nestle.com/csv/impact/water/policy-stewardship)Web: [Proactive engagement on climate change](https://www.nestle.com/csv/impact/climate-change/long-term-engagement)Web: [Stakeholder engagement](https://www.nestle.com/csv/what-is-csv/stakeholder-engagement)Web: [Partnerships and collective action](https://www.nestle.com/csv/what-is-csv/partnerships-alliances)  |
| Commit company leaders to participate in key summits, conferences, and other important public policy interactions in relation to one or more UN goals/issues | CSV: Micronutrient fortification p12CSV: Supporting breastfeeding p18CSV: Building, sharing and applying nutrition knowledge p21CSV: Sharing nutrition knowledge throughout life p22CSV: For the planet p40Web: [Building, sharing and applying nutrition knowledge](https://www.nestle.com/csv/impact/nutrition-knowledge)Web: [Sharing nutrition knowledge throughout life](https://www.nestle.com/csv/impact/nutrition-knowledge/nutrition-knowledge)Web: [Opportunities for young people](https://www.nestle.com/csv/impact/employment-diversity/youth-employment)Web: [Human rights impacts](https://www.nestle.com/csv/impact/respecting-human-rights/human-rights-impacts)Web: [Water stewardship advocacy](https://www.nestle.com/csv/impact/water/policy-stewardship)Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance) > The Nestlé Creating Shared Value CouncilWeb: [UN Global Compact](https://www.nestle.com/csv/what-is-csv/partnerships-alliances/united-nations) |
| Other established or emerging best practices | Nestlé are implementing the *Guide for Responsible Corporate Engagement in Climate Policy* developed by CDP, the UN Global Compact, Ceres, The Climate Group, the WWF and the World Resources Institute. (Web: [Proactive engagement on climate change](https://www.nestle.com/csv/impact/climate-change/long-term-engagement)) |

**Criterion 18: The COP describes partnerships and collective action**

*Indicate which of the following best practices are described in your COP:*

* Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

 *This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.*

* Develop and implement partnership projects with public or private organizations (UN entities,

government, NGOs, or other groups) on core business, social investments and/or advocacy

* Join industry peers, UN entities and/or other stakeholders in initiatives contributing to solving common challenges and dilemmas at the global and/or local levels with an emphasis on initiatives extending the company’s positive impact on its value chain
* Other established or emerging best practices

*Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).*



By building relationships with partners and like-minded stakeholders, we enable our people to contribute effectively. We need to pursue joint action to achieve sustainable results. See [Partnerships and collective action](https://www.nestle.com/csv/what-is-csv/partnerships-alliances).

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| **Disclosure mapping** |
| **The following abbreviations are used for relevant content and documents:*** CSV – [**Creating Shared Value Progress Report 2019**](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-report-2019-en.pdf)
* Web: <https://www.nestle.com/csv>

**The following abbreviations are used for our** [**annual report**](https://www.nestle.com/investors/annual-report) **documents:****AR:** [**Annual Review 201**](https://www.nestle.com/sites/default/files/2020-03/2019-annual-review-en.pdf)**9****CFS:** [**Consolidated Financial Statements of the Nestlé Group**](https://www.nestle.com/sites/default/files/2020-02/2019-financial-statements-en.pdf)**CGR:** [**Corporate Governance Report 2019**](https://www.nestle.com/sites/default/files/2019-07/corp-governance-half-yearly-report-2019-en_0.pdf) |
| **Best practice** | **Disclosure location**  |
| Develop and implement partnership projects with public or private organizations (UN entities, government, NGOs, or other groups) on core business, social investments and/or advocacy | CSV: For individuals and families p6–23CSV: For our communities p24–39CSV: For the planet p40–53Web: [Our commitments](https://www.nestle.com/csv/impact) (and all relevant sub-sections)Web: [Raw materials](https://www.nestle.com/csv/responsible-sourcing-raw-materials) (and all relevant sub-sections)Web: [Stakeholder engagement](https://www.nestle.com/csv/what-is-csv/stakeholder-engagement)Web: [Partnerships and collective action](https://www.nestle.com/csv/what-is-csv/partnerships-alliances) |
| Join industry peers, UN entities and/or other stakeholders in initiatives contributing to solving common challenges and dilemmas at the global and/or local levels with an emphasis on initiatives extending the company’s positive impact on its value chain | CSV: For our communities p24-39CSV: For the planet p40-53Web: [Our commitments](https://www.nestle.com/csv/impact) (and all relevant sub-sections)Web: [Raw materials](https://www.nestle.com/csv/responsible-sourcing-raw-materials) (and all relevant sub-sections)Web: [Stakeholder engagement](https://www.nestle.com/csv/what-is-csv/stakeholder-engagement)Web: [Partnerships and collective action](https://www.nestle.com/csv/what-is-csv/partnerships-alliances) |

***Corporate Sustainability Governance and Leadership***

**Criterion 19: The COP describes CEO commitment and leadership**

*Indicate which of the following best practices are described in your COP:*

* Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

 *This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.*

* CEO publicly delivers explicit statements and demonstrates personal leadership on sustainability and commitment to the UN Global Compact
* CEO promotes initiatives to enhance sustainability of the company’s sector and leads development of industry standards
* CEO leads executive management team in development of corporate sustainability strategy, defining goals and overseeing implementation
* Make sustainability criteria and UN Global Compact principles part of goals and incentive schemes for CEO and executive management team
* Other established or emerging best practices

*Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).*



The Board of Directors, Chairman, CEO and Executive Board are responsible for our role in society and CSV strategy. They are supported by internal management bodies such as the Nestlé in Society Board and Leadership Committees. See [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance).

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| **Disclosure mapping** |
| **The following abbreviations are used for relevant content and documents:*** CSV – [**Creating Shared Value Progress Report 2019**](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-report-2019-en.pdf)
* Web: <https://www.nestle.com/csv>

**The following abbreviations are used for our** [**annual report**](https://www.nestle.com/investors/annual-report) **documents:****AR:** [**Annual Review 201**](https://www.nestle.com/sites/default/files/2020-03/2019-annual-review-en.pdf)**9****CFS: [Consolidated Financial Statements of the Nestlé Group](https://www.nestle.com/sites/default/files/2020-02/2019-financial-statements-en.pdf)****CGR:** [**Corporate Governance Report 2019**](https://www.nestle.com/sites/default/files/2019-07/corp-governance-half-yearly-report-2019-en_0.pdf) |
| **Best practice** | **Disclosure location**  |
| CEO publicly delivers explicit statements and demonstrates personal leadership on sustainability and commitment to the UN Global Compact | CSV: A message from our Chairman and CEO p2 Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Ethical business](https://www.nestle.com/csv/what-is-csv/ethical-business)Web: [Improving packaging performance](https://www.nestle.com/csv/impact/environment/packaging)Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance) > The Nestlé Corporate Business PrinciplesWeb: [UN Global Compact](https://www.nestle.com/csv/what-is-csv/partnerships-alliances/united-nations) |
| CEO promotes initiatives to enhance sustainability of the company’s sector and leads development of industry standards | CSV: A message from our Chairman and CEO p2 Web: [Providing nutritional information](https://www.nestle.com/csv/impact/healthier-lives/nutrition-information)Web: [Supporting breastfeeding](https://www.nestle.com/csv/impact/healthier-lives/baby-milk)Web: [Health-promoting food environments](https://www.nestle.com/csv/impact/healthier-lives/healthy-food-environments)Web: [Responsible sourcing](https://www.nestle.com/csv/raw-materials)Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Opportunities for young people](https://www.nestle.com/csv/impact/employment-diversity/youth-employment)Web: [Empowering women](https://www.nestle.com/csv/impact/employment-diversity/gender-balance)Web: [Ethical business](https://www.nestle.com/csv/what-is-csv/ethical-business)Web: [Proactive engagement on climate change](https://www.nestle.com/csv/impact/climate-change/long-term-engagement)Web: [Reducing food loss and waste](https://www.nestle.com/csv/impact/environment/waste-and-recovery)Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance) > The Nestlé Corporate Business PrinciplesWeb: [UN Global Compact](https://www.nestle.com/csv/what-is-csv/partnerships-alliances/united-nations) |
| CEO leads executive management team in development of corporate sustainability strategy, defining goals and overseeing implementation | CSV: A message from our Chairman and CEO p2Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance) |
| Make sustainability criteria and UN Global Compact principles part of goals and incentive schemes for CEO and executive management team | Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance) |

**Criterion 20: The COP describes Board adoption and oversight**

*Indicate which of the following best practices are described in your COP:*

* Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

 *This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.*

* Board of Directors (or equivalent) assumes responsibility and oversight for long-term corporate sustainability strategy and performance
* Board establishes, where permissible, a committee or assigns an individual board member with responsibility for corporate sustainability.
* Board (or committee), where permissible, approves formal reporting on corporate sustainability (Communication on Progress)
* Other established or emerging best practices

*Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).*



The Nestlé in Society Board is chaired by our CEO. It leads the strategic development and implementation of Creating Shared Value across our business, reverting to the Executive Board for input. It is supported by three leadership committees.

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| **Disclosure mapping** |
| **The following abbreviations are used for relevant content and documents:*** CSV – [**Creating Shared Value Progress Report 2019**](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-report-2019-en.pdf)
* Web: <https://www.nestle.com/csv>

**The following abbreviations are used for our** [**annual report**](https://www.nestle.com/investors/annual-report) **documents:****AR: [Annual Review 2019](https://www.nestle.com/sites/default/files/2020-03/2019-annual-review-en.pdf)****CFS:** [**Consolidated Financial Statements of the Nestlé Group**](https://www.nestle.com/sites/default/files/2020-02/2019-financial-statements-en.pdf)**CGR:** [**Corporate Governance Report 2019**](https://www.nestle.com/sites/default/files/2019-07/corp-governance-half-yearly-report-2019-en_0.pdf) |
| **Best practice** | **Disclosure location**  |
| Board of Directors (or equivalent) assumes responsibility and oversight for long-term corporate sustainability strategy and performance | CSV: A message from our Chairman and CEO p2Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance)  |
| Board establishes, where permissible, a committee or assigns an individual board member with responsibility for corporate sustainability. | Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance)  |
| Board (or committee), where permissible, approves formal reporting on corporate sustainability (Communication on Progress) | Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance)  |

**Criterion 21: The COP describes stakeholder engagement**

*Indicate which of the following best practices are described in your COP:*

Any relevant policies, procedures, and activities that the company **plans to** undertake to fulfill this criterion, including goals, timelines, metrics, and responsible staff

 *This option is for companies that have not yet begun to implement this criterion, but transparently and thoroughly disclose future plans to progress in this area in their COP.*

Publicly recognize responsibility for the company’s impacts on internal and external stakeholders

Define sustainability strategies, goals and policies in consultation with key stakeholders

*Regular stakeholder consultations in the area of human rights, labour, environment and anti-corruption. List of stakeholder groups engaged by the organization. Develop process for identifying key stakeholders and report on outcomes of consultation.*



Consult stakeholders in dealing with implementation dilemmas and challenges and invite them to take active part in reviewing performance

Establish channels to engage with employees and other stakeholders to hear their ideas and address their concerns, and protect ‘whistle-blowers’

Other established or emerging best practices

*Specify in under 255 characters, including spaces. Alternatively, indicate if your COP does not address this criterion but explains the reason for omission (e.g., criterion deemed immaterial, legal prohibitions, privacy, competitive advantage).*



Through meaningful engagement, our stakeholders have helped us improve and set the priorities for our CSV strategy. We also conduct a Nestlé Stakeholder Community survey, that aims to understand the views on the company’s issues and reputation management

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| **Disclosure mapping** |
| **The following abbreviations are used for relevant content and documents:*** CSV – [**Creating Shared Value Progress Report 2019**](https://www.nestle.com/sites/default/files/2020-03/creating-shared-value-report-2019-en.pdf)
* Web: <https://www.nestle.com/csv>

**The following abbreviations are used for our** [**annual report**](https://www.nestle.com/investors/annual-report) **documents:****AR:** [**Annual Review 201**](https://www.nestle.com/sites/default/files/2020-03/2019-annual-review-en.pdf)**9****CFS:** [**Consolidated Financial Statements of the Nestlé Group**](https://www.nestle.com/sites/default/files/2020-02/2019-financial-statements-en.pdf)**CGR:** [**Corporate Governance Report 2019**](https://www.nestle.com/sites/default/files/2019-07/corp-governance-half-yearly-report-2019-en_0.pdf) |
| **Best practice** | **Disclosure location**  |
| Publicly recognize responsibility for the company’s impacts on internal and external stakeholders | CSV: A message from our Chairman and CEO p2CSV: Focusing on our material issues p4CSV: Providing nutritional information p14CSV: Respecting and promoting human rights p31Web: [Providing nutritional information](https://www.nestle.com/csv/impact/healthier-lives/nutrition-information)Web: [Enhancing rural development and livelihoods](https://www.nestle.com/csv/impact/rural-livelihoods)Web: [Responsible sourcing](https://www.nestle.com/csv/raw-materials)Web: [Respecting and promoting human rights](https://www.nestle.com/csv/impact/respecting-human-rights)Web: [Our culture of business ethics and integrity](https://www.nestle.com/csv/impact/respecting-human-rights/ethical-conduct)Web: [Engaging with our people](https://www.nestle.com/csv/impact/employment-diversity/engaging-with-our-people)Web: [Protecting natural capital](https://www.nestle.com/csv/impact/environment/natural-capital)Web: [Ethical business](https://www.nestle.com/csv/what-is-csv/ethical-business)Web: [Stakeholder engagement](https://www.nestle.com/csv/what-is-csv/stakeholder-engagement)Web: [Materiality](https://www.nestle.com/csv/what-is-csv/materiality) |
| Define sustainability strategies, goals and policies in consultation with key Stakeholders | CSV: Focusing on our material issues p4Web: [Stakeholder engagement](https://www.nestle.com/csv/what-is-csv/stakeholder-engagement)Web: [Materiality](https://www.nestle.com/csv/what-is-csv/materiality) |
| Consult stakeholders in dealing with implementation dilemmas and challenges and invite them to take active part in reviewing performance | Web: [Governance and policies](https://www.nestle.com/csv/what-is-csv/governance) Web: [Stakeholder engagement](https://www.nestle.com/csv/what-is-csv/stakeholder-engagement) |
| Establish channels to engage with employees and other stakeholders to hear their ideas and address their concerns, and protect ‘whistle-blowers’ | Web: [Engaging with our people](https://www.nestle.com/csv/impact/employment-diversity/engaging-with-our-people)Web: [Stakeholder engagement](https://www.nestle.com/csv/what-is-csv/stakeholder-engagement)Web: [Grievance mechanisms and remediation](https://www.nestle.com/csv/impact/employment-diversity/grievance-mechanisms) |