

● Appendices

Appendix 12: GRI index

KPN has reported in accordance with the GRI standards for our reporting period. KPN only included the GRI Topic Standards which are relevant to the organization.

GRI Standard	#	GRI Disclosure	Relevant section	Omission ¹
GRI 2: General Disclosures 2021				
1. The organization and its reporting practices				
	2-1	Organizational details	About this report (p. 196) General notes to the Consolidated Financial Statements (p. 113) Legal structure of the company (p. 61)	
	2-2	Entities included in the organization's sustainability reporting	Appendix 1: About this report (p. 196) Appendix 10: Environmental figures (p. 235)	
	2-3	Reporting period, frequency and contact point	Appendix 1: About this report (p. 196) Backcover (p. 0)	
	2-4	Restatements of information	General notes to the Consolidated Financial Statements (p. 113) Appendix 4: Non-financial information (p. 209) Appendix 10: Environmental figures (p. 235)	
	2-5	External assurance	Information on other (general) restatements are made at the place in the report where the restatement is mentioned Independent auditor's report on the audit of the country-by-country reporting included in the Integrated Annual Report 2023 (p. 186) Appendix 1: About this report (p. 196)	
2. Activities and workers				
	2-6	Activities, value chain and other business relationships	General information (p. 113) Our purpose and the world around us (p. 7) Delivered on the ambitions of our Accelerate to Grow strategy (p. 11) Our value for stakeholders: Customer value (p. 24) Our performance: Network infrastructure (p. 43) Central innovation (p. 33) Our transition to net-zero (p. 50) Our performance: Responsible supply chain (p. 57)	
	2-7	Employees	Our value for stakeholders: Employee value (p. 39) Appendix 9: Social figures (p. 232)	
	2-8	Workers who are not employees	Our value for stakeholders: Employee value (p. 39) Appendix 9: Social figures (p. 232)	
3. Governance				
	2-9	Governance structure and composition	Corporate governance (p. 61) Composition of the Board of Management (p. 81) Composition of the Supervisory Board (p. 85) Supervisory Board Report (p. 89)	
	2-10	Nomination and selection of the highest governance body	Corporate governance (p. 61) Supervisory Board Report (p. 89)	
	2-11	Chair of the highest governance body	Corporate governance (p. 61) Composition of the Board of Management (p. 81) Composition of the Supervisory Board (p. 85) Supervisory Board Report (p. 89)	
	2-12	Role of the highest governance body in overseeing the management of impacts	Corporate governance (p. 61) Compliance and risk (p. 71) Appendix 3: Materiality assessment (p. 201)	
	2-13	Delegation of responsibility for managing impacts	Corporate governance (p. 61)	

● Appendices

GRI Standard	#	GRI Disclosure	Relevant section	Omission ¹
	2-14	Role of the highest governance body in sustainability reporting	Corporate governance (p. 61) Appendix 3: Materiality assessment (p. 201)	
	2-15	Conflicts of interest	Corporate governance (p. 61) Supervisory Board Report (p. 89) Remuneration Report (p. 95) See for more information our IR website: https://ir.kpn.com/websites/kpn/English/7030/supervisory-board.html	
	2-16	Communication of critical concerns	Compliance and risk (p. 71)	The nature and number of critical concerns raised during 2023 cannot be communicated, as this concerns sensitive information.
	2-17	Collective knowledge of the highest governance body	Supervisory Board Report (p. 89)	
	2-18	Evaluation of the performance of the highest governance body	Corporate governance (p. 61) Supervisory Board Report (p. 89)	
	2-19	Remuneration policies	Composition of the Board of Management (p. 81) Composition of the Supervisory Board (p. 85) Remuneration Report (p. 95)	
	2-20	Process to determine remuneration	Corporate governance (p. 61) Composition of the Board of Management (p. 81) Supervisory Board Report (p. 89) Remuneration Report (p. 95)	
	2-21	Annual total compensation ratio	We monitor the ratio in annual total compensation for our employees in the main country of operation, the Netherlands. The basis for determining the ratio is the pension base salary, which includes all fixed components of the salary of our employees. For the calculation, we use the annualized salary as paid in the reporting year. This is not by definition a full time salary, part time salaries are also included. All bonuses paid during 2023 are included in the calculation, including the value of vested shares or phantom shares received by employees in the reporting year. For the reporting year 2023, the annual total compensation of the highest paid individual to the median annual total compensation is 61,56/1. The total annual compensation of the highest paid individual is predominately defined by incentives. Consequently this results in highly fluctuating total annual compensation year-on-year even though base payments remains unchanged. The annual total compensation of the highest paid individual increased with 39,4% in 2023 (compared with 2022) and the annual total compensation of the median increased with 2,3% in 2023 (compared with 2022). The ratio of the percentage increase of the highest paid individual to the increase of the median annual total compensation of 2023 is 17,39/1	
4. Strategy, policies and practices				
	2-22	Statement on sustainable development strategy	Introduction by the CEO (p. 4) Supervisory Board Report (p. 89)	
	2-23	Policy commitments	Our value for stakeholders: Employee value (p. 39) Our performance: Environmental performance (p. 50) Compliance and risk (p. 71) The most important charters, principles, or other initiatives to which KPN subscribes or which KPN endorses are: UN Global Compact, UN Declaration on Business and Human Rights, International Labor Organization, OECD Guidelines for Multinational Enterprises, Principles of the World Economic Forum, RE100. For our approach to EMF and more information and context, see: https://www.overons.kpn/en/kpn-in-the-netherlands/our-network/health For more information, see our Code of Conduct and the KPN SpeakUp Line: https://ir.kpn.com/websites/kpn/English/7050/code-of-conduct.html	

● Appendices

GRI Standard	#	GRI Disclosure	Relevant section	Omission ¹
	2-24	Embedding policy commitments	Corporate governance (p. 61) Tax and regulations (p. 66) Compliance and risk (p. 71) Supervisory Board Report (p. 89)	
	2-25	Processes to remediate negative impacts	Our value for stakeholders: Customer value (p. 24) Our value for stakeholders: Employee value (p. 39) Our performance: Environmental performance (p. 50) Appendix 8: List of top risks (p. 221)	
	2-26	Mechanisms for seeking advice and raising concerns	Our value for stakeholders: Customer value (p. 24) Compliance and risk (p. 71) Employees can seek advice and report violations on ethical and lawful behavior by contacting the KPN Helpdesk Security, Compliance and Integrity. All reports made to this helpdesk are registered. Reports on possible violations of the KPN Code of Conduct or subcodes (which include all company policy on ethical and lawful behavior) are registered by the KPN Helpdesk Security, Compliance and Integrity. In 2023, 1,537 reports on possible violations have been registered. In 136 occasions, these were followed by corrective measures. KPN does not register the number of complaints about breaches of the company Code or other ethical issues at the helpdesks, social media and esg@kpn.com For the Code and more information on anonymous reporting, see: https://ir.kpn.com/websites/kpn/English/7050/code-of-conduct.html	
	2-27	Compliance with laws and regulations	Bribery and corruption (p. 78) We had no significant monetary fines or non-monetary sanctions for non-compliance with environmental laws and regulations. Also we had no significant monetary fines for non-compliance with laws and regulations concerning the provision and use of products and services. We had a EUR 380,000 monetary fines for non-compliance with other laws and regulations, however no other non-monetary sanctions. There were 5 legal actions for anti-competitive behavior, anti-trust and monopoly practices, 0 incidents of non-compliance concerning marketing communications and 1 legal action for non-compliance with customer information regulation.	
	2-28	Membership associations	Our most important memberships are: ETNO, Green Grid, Mobility Management Task Force, UN Global Compact, ITU, NL Digital, ECP For more information and the most recent overview of memberships, see: https://www.overons.kpn/en/kpn-in-the-netherlands/sustainability/working-together For information on trade organizations, see: Appendix 3: Materiality assessment (p. 201)	
	2-29	Approach to stakeholder engagement	Appendix 3: Materiality assessment (p. 201) KPN does not engage with stakeholders exclusively as part of the report preparations process, although all stakeholders input is considered to be of potential value to the report. KPN wants to know what topics stakeholders deem important and actively respond to their rising demands.	
	2-30	Collective bargaining agreements	Our value for stakeholders: Employee value (p. 39) Appendix 9: Social figures (p. 232)	

Material topics

GRI 3: Material Topics 2021

3-1	Process to determine material topics	Appendix 3: Materiality assessment (p. 201)
3-2	List of material topics	Appendix 3: Materiality assessment (p. 201)

Material sustainable topic - impact assessment

● Appendices

GRI Standard	#	GRI Disclosure	Relevant section	Omission ¹
Circular economy	3-3	Management of material topics	Connecting everyone in the Netherlands to a sustainable future (p. 20) Our performance: Environmental performance (p. 50) Corporate governance (p. 61) See: https://www.overons.kpn/downloads/KPN-Environmental-Policy.pdf Appendix 3: Materiality assessment (p. 201) Appendix 4: Non-financial information (p. 209) Appendix 8: List of top risks (p. 221) Appendix 10: Environmental figures (p. 235)	
	Own indicator	% reuse and recycling	Appendix 10: Environmental figures (p. 235)	
	Own indicator	Circular B2B Services	Appendix 4: Non-financial information (p. 209)	
Own indicator	Circular Transition Indicator	Our performance: Environmental performance (p. 50)		
Cybersecurity, data & information protection	3-3	Management of material topics	Connecting everyone in the Netherlands to a sustainable future (p. 20) Our value for stakeholders: Customer value (p. 24) Our performance: Environmental performance (p. 50) Our performance: Safeguarded security and privacy (p. 46) Corporate governance (p. 61) Appendix 3: Materiality assessment (p. 201) Appendix 4: Non-financial information (p. 209) Appendix 8: List of top risks (p. 221)	
GRI 418: Customer Privacy 2016	Own indicator	Technical employees who are SecurX certified	Appendix 4: Non-financial information (p. 209)	
	Own indicator	SME KPN EEN customers that activates safe internet	Appendix 4: Non-financial information (p. 209)	
Climate Change	3-3	Management of material topics	Connecting everyone in the Netherlands to a sustainable future (p. 20) Our performance: Environmental performance (p. 50) Corporate governance (p. 61) See: https://www.overons.kpn/downloads/KPN-Environmental-Policy.pdf Appendix 3: Materiality assessment (p. 201) Appendix 4: Non-financial information (p. 209) Appendix 8: List of top risks (p. 221) Appendix 10: Environmental figures (p. 235)	
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	Our performance: Environmental performance (p. 50)	
	305-2	Energy indirect (Scope 2) GHG emissions	Our performance: Environmental performance (p. 50)	
	305-3	Other indirect (Scope 3) GHG emissions	Our performance: Environmental performance (p. 50)	
Working conditions in the value chain	3-3	Management of material topics	Corporate governance (p. 61) Our performance: Responsible supply chain (p. 57) See: https://www.overons.kpn/downloads/KPN_Supplier_Code_of_Conduct_2022.pdf Appendix 3: Materiality assessment (p. 201) Appendix 8: List of top risks (p. 221)	
	Own indicator	% high risk Tier I, Tier II and Tier III suppliers audited	Appendix 4: Non-financial information (p. 209)	
	Own indicator	% realized improvements on corrective action plans	Appendix 4: Non-financial information (p. 209)	
	Own indicator	% of spend coverage on suppliers have EcoVadis and/or CDP scores	Appendix 4: Non-financial information (p. 209)	
	Working conditions of our own workforce	3-3	Management of material topics	Our value for stakeholders: Employee value (p. 39) Connecting everyone in the Netherlands to a sustainable future (p. 20) Employee participation (p. 65) Human rights in the value chain (p. 60) Appendix 3: Materiality assessment (p. 201) Appendix 8: List of top risks (p. 221)

● Appendices

GRI Standard	#	GRI Disclosure	Relevant section	Omission ¹
	Own indicator	Employee score for engagement	Actively supporting employee well-being (p. 39)	
Network quality	3-3	Management of material topics	Connecting everyone in the Netherlands to a sustainable future (p. 20) Our performance: Network infrastructure (p. 43) Appendix 3: Materiality assessment (p. 201) Appendix 8: List of top risks (p. 221)	
	Own indicator	FtTH Footprint of the Netherlands, together with GP	Appendix 4: Non-financial information (p. 209)	
	Own indicator	# mobile sites modernized and 5G ready	Appendix 4: Non-financial information (p. 209)	
	Own indicator	% 5G coverage in NL	Appendix 4: Non-financial information (p. 209)	
	Own indicator	Service availability fixed internet	Appendix 4: Non-financial information (p. 209)	
	Own indicator	Service availability mobile	Appendix 4: Non-financial information (p. 209)	
Customer value	3-3	Management of material topics	Our value for stakeholders: Customer value (p. 24) Appendix 3: Materiality assessment (p. 201) Appendix 8: List of top risks (p. 221)	
	Own indicator	Net Promoter Score (NPS) - Business	Our value for stakeholders: Customer value (p. 24)	
	Own indicator	Net Promoter Score (NPS) - Consumer	Our value for stakeholders: Customer value (p. 24)	
	Own indicator	RepTrak	Reputation and recognition (p. 31)	
Sustainable ICT solutions & Product innovation	3-3	Management of material topics	Connecting everyone in the Netherlands to a sustainable future (p. 20) Our value for stakeholders: Customer value (p. 24) Central innovation (p. 33) Our performance: Environmental performance (p. 50) Appendix 3: Materiality assessment (p. 201) Appendix 8: List of top risks (p. 221)	
	Own indicator	Avoided emissions enabled for KPN customers using our ICT services	Connecting everyone in the Netherlands to a sustainable future (p. 20)	
Diversity within the own workforce	3-3	Management of material topics	Our value for stakeholders: Employee value (p. 39) Connecting everyone in the Netherlands to a sustainable future (p. 20) Compliance and risk (p. 71) Appendix 3: Materiality assessment (p. 201) Appendix 8: List of top risks (p. 221)	
	Own indicator	Overall % women at KPN	Our value for stakeholders: Employee value (p. 39)	
	Own indicator	% women subtop	Our value for stakeholders: Employee value (p. 39)	
	Own indicator	% women on KPN Boards	Our value for stakeholders: Employee value (p. 39)	
Business conduct	3-3	Management of material topics	Corporate governance (p. 61) Compliance and risk (p. 71) Tax and regulations (p. 66) Additional information on compliance and business ethics can be found on our website in subcode 2 - How we interact with third parties: https://ir.kpn.com/websites/kpn/English/7050/code-of-conduct.html Appendix 3: Materiality assessment (p. 201) Appendix 4: Non-financial information (p. 209) a: Tax definition (fair taxes) – see appendix 3: Materiality assessment definition TTC - appendix 14: Glossary and details in Tax contribution report b&c: impact & boundary and limitation: • See Tax profile and current tax position • Stakeholder engagement – Appendix 3: Materiality assessment ,	

Appendices

GRI Standard	#	GRI Disclosure	Relevant section	Omission ¹
			website tax strategy and principles and Stakeholder engagement and forward looking	
			<ul style="list-style-type: none"> Appendix 1: About this report (p. 196) – Dutch and Legacy investments (Germany, UK, US & Ireland) 	
	Own indicator	Employees trained to detect and prevent corruption	Compliance and risk (p. 71) We had 10,288 employees trained to detect and prevent corruption	
	Own indicator	Reports on violation of KPN Code of Conduct subcodes	There were 1,537 reports on violation of KPN CoC subcodes	
	Own indicator	Reported incidents concerning discrimination on aggression involving employees	Our value for stakeholders: Customer value (p. 24)	
Privacy for company's consumers and end-users	3-3	Management of material topics	Connecting everyone in the Netherlands to a sustainable future (p. 20) Our value for stakeholders: Customer value (p. 24) Our performance: Safeguarded security and privacy (p. 46) Appendix 3: Materiality assessment (p. 201) Appendix 8: List of top risks (p. 221)	
	418-1	Substantiated complaints regarding breaches of customer privacy	In 2023, we received 423 reported incidents concerning privacy and reported 55 data leaks concerning personal data to the Dutch Data Protection Authority (AP)	
	Own indicator	% of the Dutch population who believe their data is safe with KPN	Appendix 4: Non-financial information (p. 209) Our performance: Safeguarded security and privacy (p. 46)	
Material sustainable topic - financial assessment				
Own personnel	3-3	Management of material topics	Our value for stakeholders: Employee value (p. 39) Connecting everyone in the Netherlands to a sustainable future (p. 20) Employee participation (p. 65) Human rights in the value chain (p. 60) Appendix 3: Materiality assessment (p. 201) Appendix 8: List of top risks (p. 221)	
	Own indicator	Employee score for engagement	Actively supporting employee well-being (p. 39)	
	Own indicator	Overall % women at KPN	Diversity and inclusion (p. 41)	
	Own indicator	% women on KPN Boards	Diversity and inclusion (p. 41)	
Responsibility for supplier behavior	3-3	Management of material topics	Corporate governance (p. 61) Our performance: Responsible supply chain (p. 57) Our performance: Responsible supply chain (p. 57) See: https://www.overons.kpn/downloads/KPN_Supplier_Code_of_Conduct_2022.pdf Appendix 3: Materiality assessment (p. 201) Appendix 8: List of top risks (p. 221)	
	Own indicator	% high risk Tier I, Tier II and Tier III suppliers audited	Appendix 4: Non-financial information (p. 209)	
	Own indicator	% realized improvements on corrective action plans	Appendix 4: Non-financial information (p. 209)	
Security	3-3	Management of material topics	Connecting everyone in the Netherlands to a sustainable future (p. 20) Our value for stakeholders: Customer value (p. 24) Our performance: Environmental performance (p. 50) Our performance: Safeguarded security and privacy (p. 46) Corporate governance (p. 61) Appendix 3: Materiality assessment (p. 201) Appendix 4: Non-financial information (p. 209) Appendix 8: List of top risks (p. 221)	

● Appendices

GRI Standard	#	GRI Disclosure	Relevant section	Omission ¹
	Own indicator	% of the Dutch population who believe their data is safe with KPN	Appendix 4: Non-financial information (p. 209)	
	Own indicator	Technical employees who are SecurX certified	Appendix 4: Non-financial information (p. 209)	
	Own indicator	SME KPN EEN customers that activates safe internet	Appendix 4: Non-financial information (p. 209)	
Other topics				
Circular economy	Own indicator	Collected equipment modems and TV settop boxes	Appendix 10: Environmental figures (p. 235)	
	Own indicator	Collected equipment mobile phones	Appendix 10: Environmental figures (p. 235)	
GRI 301: Materials 2016	301-1	Materials used by weight or volume	KPN is a service provider and not a production company. The materials consumed are therefore limited.	
	301-2	Recycled input materials used	Our performance: Environmental performance (p. 50)	
	301-3	Reclaimed products and their packaging materials	Our performance: Environmental performance (p. 50) Appendix 10: Environmental figures (p. 235)	
			This indicator supports Principles 8 and 9 of the UN Global Compact.	
GRI 302: Energy 2016	302-1	Energy consumption within the organization	Appendix 10: Environmental figures (p. 235)	
	302-2	Energy consumption outside of the organization	Appendix 10: Environmental figures (p. 235)	
	302-3	Energy intensity	Appendix 10: Environmental figures (p. 235)	
	302-4	Reduction of energy consumption	Appendix 10: Environmental figures (p. 235)	
GRI 303: Water and effluents 2018	303-3	Water withdrawal	Appendix 10: Environmental figures (p. 235). Only applies to third party freshwater.	
	303-4	Water discharge	Only applies to third-party water released to municipal water treatment facilities (same volume assumed as reported under 303-3).	
	303-5	Water consumption	Appendix 10: Environmental figures (p. 235)	
GRI 306: Waste 2020	306-3	Total volume non-hazardous materials & waste	Appendix 10: Environmental figures (p. 235)	
	306-3	Total volume hazardous materials & waste	Appendix 10: Environmental figures (p. 235)	
	Own indicator	Materials usage	Appendix 10: Environmental figures (p. 235)	
	Own indicator	Water consumption	Appendix 10: Environmental figures (p. 235)	
GRI 305: Emissions 2016	Own indicator	% reduction of energy consumption of KPN Group compared with 2010	Appendix 10: Environmental figures (p. 235)	
	Own indicator	Climate-neutral own operations	Our performance: Environmental performance (p. 50)	
	Own indicator	Energy consumed by KPN	Appendix 10: Environmental figures (p. 235)	
	Own indicator	Reduction of value chain CO ₂ e (scope 3) compared to base year 2015	Appendix 10: Environmental figures (p. 235)	
Working conditions in the value chain	Own indicator	# Grievances human rights	There were 0 reports concerning human rights violations involving an employee in our operations	

● Appendices

GRI Standard	#	GRI Disclosure	Relevant section	Omission ¹
Working conditions of our workforce	Own indicator	# high risk suppliers	Appendix 4: Non-financial information (p. 209)	
	Own indicator	Contracted suppliers	Our performance: Responsible supply chain (p. 57)	
	Own indicator	Full-time domestic personnel	Social figures (p. 232)	
	Own indicator	Average training cost in EUR per FTE	Social figures (p. 232)	
	Own indicator	Overall % women at KPN	Diversity and inclusion (p. 41)	
	Own indicator	% women on KPN Boards	Our value for stakeholders: Employee value (p. 39)	
	Own indicator	People graduated from the apprenticeship project with poor labor market prospects	Our value for stakeholders: Employee value (p. 39)	
Sustainable ICT solutions & Product innovation	Own indicator	Partnering research centers and universities	Our valuable assets and resources (p. 22)	
	Own indicator	Partnering innovative startups and entrepreneurs	Our valuable assets and resources (p. 22)	
	Own indicator	KPN Ventures fund size	Our valuable assets and resources (p. 22)	
Taxes	207-1	Approach to tax	a-i: For our Tax strategy & principles, see: https://ir.kpn.com/websites/kpn/English/7070/tax-strategy-_policy.html a-ii: BoM statement & frequency - see Tax profile and current tax position and Statement by the Board of Management and Responsibility a-iii&iv: Regulatory compliance respectively business & ESG- see Tax profile and current tax position and website tax strategy and principles (https://ir.kpn.com/websites/kpn/English/7070/tax-strategy-_policy.html)	
GRI 207: Tax 2019	207-2	Tax governance, control, and risk management	a-i&ii: see Tax profile and current tax position and website tax strategy and principles (https://ir.kpn.com/websites/kpn/English/7070/tax-strategy-_policy.html) a-iii: tax risk appetite - see Tax profile and current tax position, 3. Define risk appetite and Appendix 8: List of top risks a-iv: evaluation tax governance by representative of the Board - see Tax profile Tax profile and current tax position b: tax integrity - see Tax profile and current tax position, c: tax assurance process - see Independent auditor's report on the audit of the country-by-country reporting included in the Integrated Annual Report 2023	
	207-3	Stakeholder engagement and management of concerns related to tax	i-ii-iii: tax authorities, advocacy on tax & other engagements - see Stakeholder engagement and forward looking and website tax strategy and principles (https://ir.kpn.com/websites/kpn/English/7070/tax-strategy-_policy.html)	
	207-4	Country-by-country reporting	See Appendix 11: Tax overview for continuing operations per country	
	201-4	Financial assistance received from government	See governmental allowances in Tax contribution report	
ESG Product Innovation	3-3	Management of material topics	Connecting everyone in the Netherlands to a sustainable future (p. 20) Central innovation (p. 33) Compliance and risk (p. 71) Appendix 3: Materiality assessment (p. 201)	
	Own indicator	Patent families in KPN portfolio	Central innovation (p. 33)	

● Appendices

GRI Standard	#	GRI Disclosure	Relevant section	Omission ¹
Marco-economic/geopolitics	3-3	Management of material topics	Value creation model and material topics (p. 16) Introduction by the CEO (p. 4) Regulation affects our business (p. 70) Appendix 3: Materiality assessment (p. 201)	
Economic performance	3-3	Management of material topics	Introduction by the CEO (p. 4) Strategy and key performances (p. 11) Our value for stakeholders: Shareholder value (p. 34) Corporate governance (p. 61)	
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	Strategy and key performances (p. 11) Our value for stakeholders: Shareholder value (p. 34)	
	201-2	Financial implications and other risks and opportunities due to climate change	Our performance: Environmental performance (p. 50) Compliance and risk (p. 71) Appendix 10: Environmental figures (p. 235) KPN discloses all material carbon emissions, climate governance and management approach, including the financial implications of risks regarding climate change and the costs of mitigating actions for the CDP (Carbon Disclosure Project). Find our 2023 disclosure at https://cdp.net/en	
	201-3	Defined benefit plan obligations and other retirement plans	Financial Statements (p. 106)	
	201-4	Financial assistance received from government	KPN does not receive significant financial assistance from the government.	
	Own indicator	Money spent on donations, sponsoring and community projects	Sponsorships (p. 31)	
Anti-corruption	3-3	Management of material topics	Compliance and risk (p. 71)	
GRI 205: Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	Compliance and risk (p. 71)	
	205-2	Communication and training about anti-corruption policies and procedures	Compliance and risk (p. 71)	
	205-3	Confirmed incidents of corruption and actions taken	Compliance and risk (p. 71) We identified 238 internal fraud cases	
	Own Indicator	Employees trained to detect and prevent corruption	Compliance and risk (p. 71) We had 10,288 employees trained to detect and prevent corruption	

¹ All topics described in the GRI are applicable or not material for our operations