

GRI INDEX 2019

1. ORGANIZATIONAL PROFILE

102-1	Name of the organization	Profile: 3 Colophon
102-2	Activities, brands, products, and services	Profile: 3 Business & Markets: 8-11
102-3	Location of the organization's headquarters	Colophon / Cover
102-4	Number of countries operating	Profile: 3 TKH Worldwide: 4 Consolidated entities: 192-195
102-5	Nature of ownership and legal form	Corporate governance: 80
102-6	Markets served	Profile: 3 TKH Worldwide: 4 7 vertical Markets: 11 Business & Markets: 8-11 Developments & Results: 29-38 Section: 99-125 Financial statements: 163-164
102-7	Scale of the reporting organization	Talent Empowerment: 42-49 Financial statements: 163-164
102-8	Information on employees and other workers	Talent Empowerment: 42-49 Financial statements: 163-164
102-9	Supply chain	TKH in the supply chain: 24 Value creation: 26-27
102-10	Significant changes to the organization and its supply chain	Sustainability statement & Reporting system: 198-203
102-11	Precautionary Principle or approach	Risk management: 86-94
102-12	External initiatives	Being Responsible: 50-58 Sustainability statement & Reporting system: 198-203
102-13	Memberships of associations	Stakeholders dialogue: 20-21 Sustainability statement & Reporting system: 198-203

2. STRATEGY

102-14	Statement from senior decision-maker	Message from the CEO: 6-7
102-15	Risks and uncertainties	Risk management: 86-94

3. ETHICS AND INTEGRITY

102-16	Values, principles, standards, and norms of behavior	Talent Empowerment: 42-49 Being Responsible: 50-58 Corporate Governance: 80-85 Risk management: 86-94 Sustainability statement & Reporting system: 198-203
102-17	Mechanisms for advice and concerns about ethics	Talent Empowerment: 42-49 Being Responsible: 50-58 Corporate Governance: 80-85 Risk management: 86-94 Sustainability statement & Reporting system: 198-203

4. GOVERNANCE

102-18	Governance structure	Corporate Governance: 80-85 Risk management: 86-94
102-19	Delegating authority	Corporate Governance: 80-85 Risk management: 86-94
102-20	Executive-level responsibility for economic, environmental and social topics	Talent Empowerment: 42-49 Being Responsible: 50-58 Corporate Governance: 80-85 Sustainability statement & Reporting system: 198-203
102-21	Consulting stakeholders on economic, environmental and social topics	Stakeholders: 20-21 Sustainability statement & Reporting system: 198-203
102-22	Composition of the highest governance body and its committees	Corporate Governance: 80-85 Report Supervisory Board: 63-71 Sustainability statement & Reporting system: 198-203
102-23	Chair of the highest governance body	Members Supervisory Board: 62 Corporate Governance: 80-85
102-24	Nominating and selecting the highest governance body	Corporate Governance: 80-85
102-25	Conflict of interest	Corporate Governance: 80-85
102-26	Role of highest governance body in setting purpose, values and strategy	Talent Empowerment: 42-49 Corporate Governance: 80-85
102-27	Collective knowledge of highest governance body	Report Supervisory Board: 63-71 Corporate Governance: 80-8
102-28	Evaluating the highest governance body's performance	Report Supervisory Board: 63-71 Corporate Governance: 80-85
102-29	Identifying and managing economic, environmental and social impacts	Being Responsible: 50-58 Risk management: 86-94 Sustainability statement & Reporting system: 198-203
102-30	Effectiveness of risk management processes	Risk management: 86-94
102-31	Review of economic, environmental and social topics	Being Responsible: 50-58 Sustainability statement & Reporting system: 198-203
102-32	Highest governance body's role in sustainability reporting	Sustainability statement & Reporting system: 198-203
102-33	Communicating critical concerns	Talent Empowerment: 42-49 Being Responsible: 50-58 Risk management: 86-94 Sustainability statement & Reporting system: 198-203
102-34	Nature and total number of critical concerns	Being Responsible: 50-58 Risk management: 86-94 Sustainability statement & Reporting system: 198-203
102-35	Remuneration policies	Remuneration report: 72-79 Corporate Governance: 80-85

102-36	Proces for determining remuneration	Remuneration report: 72-79 Corporate Governance: 80-85
102-37	Stakeholders' involvement in remuneration	Remuneration report: 72-79 Corporate Governance: 80-85
102-38	Annual total compensation ratio	Remuneration report: 72-79 Financial statements: 165

5. STAKEHOLDER ENGAGEMENT

102-40	List of stakeholder groups	Stakeholders: 20-21 Sustainability statement & Reporting system: 198-203
102-41	Collective bargaining agreements	Talent Empowerment: 46
102-42	Identifying and selecting stakeholders	Stakeholders: 20-21 Sustainability statement & Reporting system: 198-203
102-43	Approach to stakeholder engagement	Stakeholders: 20-21 Sustainability statement & Reporting system: 198-203
102-44	Key topics and concerns raised	Stakeholders: 20-21 Sustainability statement & Reporting system: 198-203

6. REPORTING PRACTICE

102-45	Entities included in the consolidated financial statements	Consolidated entities: 192-195 Sustainability statement & Reporting system: 198-203
102-46	Defining report content and topic Boundaries	Sustainability statement & Reporting system: 198-203
102-47	List of material topics	Materiality matrix: 20
102-48	Restatements of information	Sustainability statement & Reporting system: 198-203
102-49	Changes in reporting	Sustainability statement & Reporting system: 198-203
102-50	Reporting period	Sustainability statement & Reporting system: 198-203
102-51	Date of most recent report	Colophon / cover
102-52	Reporting cycle	Sustainability statement & Reporting system: 198-203
102-53	Contact point for questions regarding the report	Sustainability statement & Reporting system: 198-203
102-54	Claims of reporting in accordance with the GRI Standards	Sustainability statement & Reporting system: 198-203
102-55	GRI content index	GRI-index: website
102-56	External assurance	Sustainability statement & Reporting system: 198-203

TOPIC SPECIFIC STANDARDS

FINANCIAL OBJECTIVES

201	Management approach disclosures	Explanation of the material subject and the corresponding boundary	Value creation: 26-27 Strategy: 12-16
		The management approach and its components	Materiality matrix: 20 Sustainability statement & Reporting system: 198-203
		Evaluation of the management approach	Developments & Results: 29-59
201-1	Direct economic value generated or distributed		Developments & Results: 29-41

RESPONSIBLE TAX POLICY

201	Management approach disclosures	Explanation of the material subject and the corresponding boundary	Materiality matrix: 20
		The management approach and its components	Being Responsible: 56-58
		Evaluation of the management approach	Being Responsible: 56-58
201-4	Tax paid per region		Being Responsible: 56-58 Financial statements: 167

INNOVATION AND TECHNOLOGIES

203	Management approach disclosures	Explanation of the material subject and the corresponding boundary	Strategy: 12-16 Materiality matrix: 20
		The management approach and its components	Developments & Results: 29-59
		Evaluation of the management approach	Being Responsible: 53-54 Section: 99-125
203-1	At least 15% turnover from innovations that were introduced 2 previous years		Developments & Results: 29-59 Being Responsible: 50-58

INTEGRITY / GENERAL ORGANIZATION PRINCIPLES

205	Management approach disclosures	Explanation of the material subject and the corresponding boundary	Materiality matrix: 20 Risk management: 86-94
		The management approach and its components	Developments & Results: 29-59 Sustainability statement & Reporting system: 198-203
		Evaluation of the management approach	Developments & Results: 29-59 Risk management: 86-94 Sustainability statement & Reporting system: 198-203
205-3	Confirmed incidents of corruption and actions taken		Being Responsible: 54-56 Risk management: 86-94

CO₂ AND ENERGY REDUCTION

305	Management approach disclosures	Explanation of the material subject and the corresponding boundary	Materiality matrix: 20 Sustainability statement & Reporting system: 198-203
		The management approach and its components	Value creation: 26-27 Sustainability statement & Reporting system: 198-203
		Evaluation of the management approach	Being Responsible: 51-53
305-1	Energy consumption within the organization		Being Responsible: 51-53
305-4	Reduction of energy consumption		Being Responsible: 51-53
305-5	Reduction of GHG emissions		Being Responsible: 51-53 Sustainability statement & Reporting system: 198-203

RAW MATERIAL USE AND WASTE REDUCTION

306	Management approach disclosures	Explanation of the material subject and the corresponding boundary	Materiality matrix: 20 Sustainability statement & Reporting system: 198-203
		The management approach and its components	Value creation: 26-27 Sustainability statement & Reporting system: 198-203
		Evaluation of the management approach	Being Responsible: 51-53
306-2	At least 50% of waste is recycled		Being Responsible: 51-53
306-3	A maximum of 5% of purchased material is waste		Being Responsible: 51-53 Sustainability statement & Reporting system: 198-203

EDUCATION AND TRAINING

404	Management approach disclosures	Explanation of the material subject and the corresponding boundary	Materiality matrix: 20 Sustainability statement & Reporting system: 198-203
		The management approach and its components	Value creation: 26-27 Sustainability statement & Reporting system: 198-203
		Evaluation of the management approach	Talent Empowerment: 47-48
404-1	Average hours of training per year per employee		Talent Empowerment: 47-48

HEALTH AND SAFETY

403	Management approach disclosures	Explanation of the material subject and the corresponding boundary	Materiality matrix: 20 Sustainability statement & Reporting system: 198-203
		The management approach and its components	Value creation: 26-27 Sustainability statement & Reporting system: 198-203
		Evaluation of the management approach	Talent Empowerment: 48-49
403-2	Number of accidents resulting with at least 1 day of absence		Talent Empowerment: 48-49
403-2	Total absenteeism compared to the number of FTEs		Talent Empowerment: 48-49

DIVERSITY

405	Management approach disclosures	Explanation of the material subject and the corresponding boundary	Materiality matrix: 20 Corporate Governance: 80-85
		The management approach and its components	Talent Empowerment: 45-46 Report Supervisory Board: 66-67 Corporate Governance: 80-85
		Evaluation of the management approach	Talent Empowerment: 45-46 Report Supervisory Board: 66-67 Corporate Governance: 80-85
405-1	Diversity of governance bodies and employees		Talent Empowerment: 45-46 Report Supervisory Board: 66-67 Corporate Governance: 80-85

SUPPLIERS SOCIAL ASSESSMENT

414	Management approach disclosures	Explanation of the material subject and the corresponding boundary	Materiality matrix: 20
		The management approach and its components	Being Responsible: 56 Risk management: 86-94 Sustainability statement & Reporting system: 198-203
		Evaluation of the management approach	Being Responsible: 56 Sustainability statement & Reporting system: 198-203
414-1	Supplier screening policy		Being Responsible: 56

COMMUNITY INVESTMENTS

415	Management approach disclosures	Explanation of the material subject and the corresponding boundary	Materiality matrix: 20
		The management approach and its components	Value creation: 26-27
		Evaluation of the management approach	Being Responsible: 58
415-1	Amount of sponsoring as % net profit before non-recurring revenues and expenses		Being Responsible: 58

IT SECURITY AND PRIVACY

418	Management approach disclosures	Explanation of the material subject and the corresponding boundary	Materiality matrix: 20
		The management approach and its components	Value creation: 26-27 Being Responsible: 55
		Evaluation of the management approach	Being Responsible: 55 Risk management: 86-94
418-1	Substantiated complaints regarding breaches of customer privacy and losses of customer data		Being Responsible: 55 Risk management: 86-94