



C&A Global Sustainability Report 2015 – GRI Index

Indicator	Location	UN Global Compact Principles	Comments
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General Standard Disclosures

G4-1	Statement from the most senior decision-maker of the organisation.	Words from our leadership	
G4-2	Description of key impacts, risks, and opportunities.	Words from our leadership Sustainability Strategy Materiality	

Organisational Profile

G4-3	Name of the organisation.	About C&A		
G4-4	Primary brands, products, and/or services.	About C&A C&A Europe C&A Brazil C&A Mexico C&A China		
G4-5	Location of the organisation's headquarters	About C&A		
G4-6	Operating countries	About C&A		
G4-7	Nature of ownership and legal form	About C&A		
G4-8	Markets served	About C&A		
G4-9	Scale of the organisation	About C&A		
G4-10	Workforce	About C&A Equality and diversity		
G4-11	Percentage of workforce covered by collective bargaining agreements	Equality and diversity	3, 4, 5 and 6	In 2015 we did not collect this information at a global level. In Brazil this figure is 95%, Mexico 100%, China - 0%. In Europe we do not collect this information.
G4-12	The supply chain	Sustainable Supply		
G4-13	Significant changes related to the organisation's size, structure, ownership or supply chain during the reporting period	How we report		
G4-14	Use of precautionary principle	Product quality and safety		
G4-15	Economic, environmental and social charters and principles endorsed	Stakeholder engagement		
G4-16	Memberships and advocacy organisations	Stakeholder engagement		

Identified material aspects and boundaries

G4-17	Entities included in financial statements or equivalent documents, and coverage in the sustainability report	N/A		C&A does not disclose financial statements on a global level. We publish financial statements where national regulation requires this.
G4-18	Process for defining report content	Materiality		
G4-19	Material aspects	Materiality		
G4-20	Aspect Boundaries with the organisation	Materiality		
G4-21	Aspect Boundaries outside of the organisation	Materiality		

Indicator		Location	UN Global Compact Principles	Comments
G4-22	Restatements of information provided in previous reports	How we report		This is Our first global sustainability report, therefore we have not restated information from previous reports by Brazil and Europe
G4-23	Significant changes in Scope and Aspect Boundaries from previous reports	How we report		This year all retail markets are included

Stakeholder engagement

G4-24	Stakeholders engaged by the organisation	Stakeholder engagement		
G4-25	Basis for identifying stakeholders	Stakeholder engagement		
G4-26	Approach to stakeholder engagement	Stakeholder engagement		
G4-27	Key topics and concerns raised through stakeholder engagement, and response	Stakeholder engagement		

Report profile

G4-28	Reporting period	How we report		
G4-29	Date of previous report	How we report		
G4-30	Reporting cycle	How we report		
G4-31	Contact point	Contact us		
G4-32	In accordance option	How we report		
G4-33	Assurance policy	External review		This report is not externally assured, but independently reviewed by Forum for the Future

Governance

G4-34	Governance structure of the organisation	Governance		
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Ethics and integrity

G4-56	The organisation's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics	Ethics	1 and 2	
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Specific Standard Disclosures

Category: Environment

Aspect: Materials

G4-DMA		More sustainable cotton Other raw materials Circular economy Clean environment in our operations		
G4-EN1	Materials used	Sustainable materials More sustainable cotton Other raw materials		<p>We do not currently collect data on all materials across our businesses by weight or volume used, or the proportion of renewable and non-renewable materials. However, significant data on our main raw materials is disclosed in the indicated chapters.</p> <p>This data is collected by C&A Brazil: Non Renewable - 124 tonnes Renewable - 948 tonnes</p>

Indicator	Location	UN Global Compact Principles	Comments
Aspect: Energy			
G4-DMA		Clean environment in our operations	7, 8 and 9
G4-EN3	Energy consumption	Clean environment in our operations	7, 8 and 9
G4-EN5	Energy intensity	Clean environment in our operations	7, 8 and 9
G4-EN6	Reduction of energy consumption	Clean environment in our operations	7, 8 and 9
Aspect: Water			
G4-DMA		Clean environment in our operations	7, 8 and 9
G4-EN8	Total water withdrawal by source	Clean environment in our operations	7, 8 and 9
G4-EN9	Water sources significantly affected by water withdrawal	Clean environment in our operations	7, 8 and 9
Aspect: Emissions			
G4-DMA		Clean environment in our operations	7, 8 and 9
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	Clean environment in our operations	7, 8 and 9
G4-EN16	Energy indirect GHG emissions (Scope 2)	Clean environment in our operations	7, 8 and 9
G4-EN17	Other indirect GHG emissions (Scope 3)	Clean environment in our operations	7, 8 and 9
G4-EN18	GHG emissions intensity	Clean environment in our operations	7, 8 and 9
G4-EN19	Reduction of GHG emissions	Clean environment in our operations	7, 8 and 9
Aspect: Effluents and Waste			
G4-DMA		Clean environment	7, 8 and 9
G4-EN23	Total weight of waste by type and disposal method	Clean environment	7, 8 and 9
G4-EN24	Total number and volume of significant spills	Clean environment	7, 8 and 9
G4-EN25	Hazardous waste transported, exported, imported	Clean environment Clean environment in our supply chain	7, 8 and 9
			No significant spills were reported during the period.
Aspect: Products and Services			
G4-DMA		Circular economy Product quality and safety	
G4-EN28	Percentage of reclaimed products	Circular economy Product quality and safety	
Aspect: Compliance (Environment)			
G4-DMA		Clean environment	
G4-EN29	Fines and sanctions for non-compliance with environmental regulations	N/A	C&A Brazil received one fine (R\$1355,70) for having no corrective action plan in place in one store as well as 8 warnings mainly for wrong waste segregation.
Aspect: Transport			
G4-DMA		Clean environment in our operations	
G4-EN30	Significant impacts from transporting goods, products, materials and the workforce	Clean environment	Impacts are detailed in our carbon and water footprints

Aspect: Supplier Environmental Assessment

G4-DMA		Clean environment in our supply chain		
G4-EN32	New suppliers screened for environmental criteria	Clean environment in our supply chain		
G4-EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	Clean environment		Impacts are detailed in our carbon and water footprints

Category: Labour

Aspect: Employment

G4-DMA		Engaging employees Equality and diversity		
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	N/A		We do not currently report this data at a global level, but are working to standardise how we collect this information and hope to report it in future.
G4-LA3	Return to work and retention rates after parental leave, by gender	N/A		We do not currently report this data at a global level, but are working to standardise how we collect this information and hope to report it in future.
G4-LA6	"Injuries, injury rate (IR), occupational diseases rate (ODR), lost day rate (LDR), absentee rate (AR) and work-related fatalities"	N/A		We do not currently report this data at a global level, but are working to standardise how we collect this information and hope to report it in future.

Aspect: Training and Education

G4-DMA		Engaging employees Equality and diversity		
G4-LA9	Training for employees	N/A		We do not currently report all of this data at a global level, but are working to standardise how we collect this information and hope to report it in future.
G4-LA10	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Engaging employees Equality and diversity		We do not currently report all of this data at a global level, but are working to standardise how we collect this information and hope to report it in future.
G4-LA11	Employees receiving regular performance and career development reviews	N/A		We do not currently report all of this data at a global level, but are working to standardise how we collect this information and hope to report it in future.

Aspect: Equal Remuneration for Women and Men

G4-DMA		Engaging employees		
G4-LA13	Ratio of salary of female to male employees	Engaging employees		We do not currently report this data.

Aspect: Diversity and Equal Opportunity

G4-DMA		Governance Equality and diversity		
G4-LA12	Breakdown of employees and governance bodies by gender			We do not currently report all of this data at a global level, but are working to standardise how we collect this information and hope to report it in future.

Aspect: Equal Remuneration for Women and Men

G4-DMA		Engaging employees		
G4-LA13	Ratio of salary of female to male employees	Engaging employees		We do not currently report this data.

Aspect: Diversity and Equal Opportunity

G4-DMA		Engaging employees		
G4-LA12	Breakdown of employees and governance bodies by gender	Governance Equality and diversity		We do not currently report all of this data at a global level, but are working to standardise how we collect this information and hope to report it in future.

Aspect: Supplier Assessment for Labour Practices

G4-DMA		Safe and fair labour		
G4-LA14	Percentage of new suppliers screened for labour criteria	Safe and fair labour	3, 4, 5 and 6	
G4-LA15	Significant actual and potential negative impacts for labour practices in the supply chain and actions taken	Safe and fair labour	3, 4, 5 and 6	

Aspect: Labour Practices Grievance Mechanisms

G4-DMA		Ethics Safe and fair labour Engaging employees		
G4-LA16	Number of grievances about labour practices filed through formal mechanisms	Ethics Safe and fair labour Engaging employees		We do not currently report this data at a global level

Category: Human Rights

Aspect: Investment

G4-DMA		Ethics Engaging employees		
H4-HR2	Hours of employee training on human rights	Engaging employees	1 and 2	

Aspect: Non-discrimination

G4-DMA		Ethics Equality and diversity		
G4-HR3	Number of incidents of discrimination and actions taken	Ethics Safe and fair labour Equality and diversity	1 and 2	Due to data collection limitations we report this information just for Europe, Brazil and Mexico regions.

Aspect: Freedom of Association and Collective Bargaining

G4-DMA		Safe and fair labour Top safe and fair labour challenges in 2015 Protecting the most vulnerable		
G4-HR6	Operations and suppliers considered to have significant risk for incidents of forced or compulsory labour	Safe and fair labour Top safe and fair labour challenges in 2015 Protecting the most vulnerable	3, 4, 5 and 6	

Aspect: Security Practices

G4-DMA		Ethics Engaging employees		
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Indicator		Location	UN Global Compact Principles	Comments
G4-HR7	Security personnel trained in human rights policies and procedures	Engaging employees	1 and 2	We do not currently report this data at a global level

Aspect: Supplier Human Rights Assessment

G4-DMA		Ethics Safe and fair labour Top safe and fair labour challenges in 2015		
G4-HR10	Percentage of new suppliers screened for human rights criteria	Safe and fair labour	1 and 2	
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	Safe and fair labour	1 and 2	

Aspect: Human Rights Grievance Mechanisms

G4-DMA		Ethics Safe and fair labour		
G4-HR12	Number of grievances about human rights practices filed, addressed and resolved through formal mechanisms	Ethics	1 and 2	

Sub-Category: Society

Aspect: Anti-Corruption

G4-DMA		Ethics Safe and fair labour		
G4-SO3	Number and percentage of operations assessed for risks related to corruption	Safe and fair labour Ethics	10	We are working on a risk management and reporting system, that will ensure all violations of the code of Ethics or the Code of Conduct are reported in future. This will be implemented by the end of 2016. Currently this is the responsibility of security, HR or legal departments. Therefore no operations were formally assessed for risks related to corruption and no significant risks related to corruption were identified.
G4-SO4	Communication and training on anti-corruption policies and procedures	Safe and fair labour Ethics	10	
G4-SO5	Confirmed incidents of corruption and actions taken	Safe and fair labour Ethics	10	

Aspect: Pubic Policy

G4-DMA		Ethics		
G4-SO6	Monetary value of financial and in-kind political contributions made directly and indirectly by the organisation	N/A	10	No financial and in-kind political contributions were made directly or indirectly

Aspect: Anti-competitive Behaviour

G4-DMA		Ethics		
G4-SO7	Number of legal actions regarding anti-competitive, anti-trust and monopoly behaviour	Ethics		None

Aspect: Compliance (Social)

G4-DMA		Ethics		
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Indicator		Location	UN Global Compact Principles	Comments
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	N/A		No monetary fines or sanctions were received

Sub-Category: Product Responsibility

Aspect: Customer Health and Safety

G4-DMA		Product quality and safety		Narrative
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Product quality and safety		In C&A Brazil, 100% of products from the juvenile department were voluntarily assessed. 100% of products in China and Europe were assessed for health and safety improvements. In C&A Mexico this figure is 17%.
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	Product quality and safety		In total there were 78 incidents. C&A Brazil: 72 C&A China: 3 C&A Europe: 2 C&A Mexico: 1 Brazil updated the mechanical safety requirements, incidents were consequence of orders placed previous to the new guidelines.

Aspect: Product and Service Labelling

G4-PR5	Results of surveys measuring customer satisfaction	Enabling customers		
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Aspect: Marketing Communications

G4-DMA		Product quality and safety		
G4-PR6	Sale of banned or disputed products	Product quality and safety		C&A does not sell any banned or disputed products in any market
G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	Product quality and safety		There were 24 cases in total. 22 cases generated in Brazil were in relation to product advertising campaigns. E.g. a different product to what was available was advertised, or the price was different to that advertised, or not all colours were available etc. 2 cases in Mexico originated during inspection visits to two stores, the authority saw that there was no price label in some products.

Aspect: Customer Privacy

G4-DMA		Product quality and safety		
G4-PR8	Number of substantiated complaints received concerning breaches of customer privacy	Product quality and safety		There were two substantiated complaints in 2015 in Europe where legal proceedings were made against former C&A Online for unsolicited email advertising. In both cases we partly lost/won the court proceedings.

Aspect: Compliance (Product Responsibility)

G4-DMA		Product quality and safety		
G4-PR9	Monetary value of fines for non-compliance with laws and regulations concerning the provision and use of products and services	Product quality and safety		Total value of fines/penalties received: EUR€146,381 C&A China was issued one penalty in 2015 due to a label information mistake, which is RMB 4000 (€555). C&A Europe: €128,463 C&A Brazil: €17,362.91 (R\$ 75,400)