

TOWARDS >

SUSTAINABILITY

SUSTAINABILITY REPORT

UPDATE 2004



Heineken
NV

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> FOREWORD

Last year, we published 'Towards Sustainability' – a sustainability report covering 2002 and 2003. The report was well received, winning the prestigious Dutch ACC Award for best sustainability report produced by a Dutch listed company. Heineken was also voted most transparent company by the Dutch Association of Investors for Sustainable Development (VBDO).

In the report, we announced our intention to produce a full sustainability report every two years, issuing an update in intervening years to summarize important developments and achievements relating to our sustainability agenda. This is the first of these updates. It contains information about our environmental and

social performance during 2004, with particular focus on areas that are a high priority for our business.

I believe our achievements in 2004 keep us in line with our commitment to continuous improvement concerning sustainability. Our overall performance has improved; while new programmes and controls are now in place to sustain this positive trend. But your views on our performance matter too. They provide us with valuable insights into what stakeholders expect from Heineken. So, please keep us informed about what you think, for example by responding through our website. Challenge us. Help us to stay relevant to the communities in which we operate.

Thony Ruys



Chairman of the Executive Board of Heineken N.V.

> INTRODUCTION

Our full sustainability report for 2002 and 2003 outlines our commitment to improve performance over the next few years. The areas where we aim to make further progress, and the specific actions we intend to take, are summarised below:

Economic sustainability

- Implementation of a stakeholder management system
- Introduction and roll out of our Code of Business Conduct

Environmental sustainability

- A reduction in the number of breweries using more than seven hectolitres of water to produce one hectolitre of beer – our agreed water consumption limit
- A reduction in the number of breweries discharging untreated waste water
- Completion of our waste water treatment plant construction by, or before, 2012
- Improvements in waste recycling

- A reduction in the specific energy consumption of 15% on 2002 levels by 2010
- A reduction in specific CO₂ emissions to 11.2 kg per hectolitre of beer by 2006
- More accurate reporting of CO₂ emissions

Social sustainability

- Better employee engagement and involvement in company activities
- A reduction in accident frequency to 2.2 per 100 FTEs by 2006
- A reduction in accident severity to 40 working days lost per 100 FTEs by 2006
- Worldwide implementation of our policy on beer promotion women across all business units under the direct responsibility of Heineken
- Raised awareness of the alcohol policy of Heineken in our new operating companies

Our update for 2004 focuses primarily on these commitments. It also covers areas where performance has changed significantly year on year on the basis of our annual surveys on environmental and social issues.



> ECONOMIC SUSTAINABILITY

Information about our financial performance is provided in our Annual Report 2004. This section focuses specifically on stakeholder engagement and the Heineken Code of Business Conduct.

Stakeholder management

The year 2004 saw the completion of our new stakeholder assessment and management tool. Developed in co-operation with Nyenrode Business University, this enables operating companies to identify key stakeholder groups and record their attitudes and influences in order to create a concise stakeholder map. Available to our operating companies from 2005, it will help us to develop more effective stakeholder engagement strategies at a local level.

Code of Business Conduct

In December 2004, the Executive Board approved the Heineken Code of Business Conduct and the Heineken Code of Whistle Blowing. Both are now published on-line at www.heinekeninternational/responsibility.

The Code of Business Conduct sets out Company rules on compliance with local laws and regulations, fraud prevention, business gifts, corruption, conflicts of interest and supply chain responsibility. You can read more about supply chain issues in the Social sustainability section of this update.

Our approach to business conduct provides a general framework for behaviour, which should be adapted to meet local business conditions and cultures. This allows operating companies to develop codes and methodologies that meet local requirements in their style, format and language. These local variations are checked for consistency with the framework code by our Business Conduct Review Committee.

Implementation of local codes is also closely monitored and controlled. All operating companies are required to identify any functions considered to present a heightened risk when judged against the Code, and ensure that proper training is provided in order to mitigate these risks. They must also keep all their employees fully informed about the Code.

Operating companies are also required to define response strategies to meet infringements of the Code and clearly identify possible sanctions. They must all prepare annual reports explaining how the Code is functioning and how it is being maintained. These internal reports are subject to both internal and external audit, while implementation plans are also subject to approval by the Business Conduct Review Committee.

Code of Whistle Blowing

The Executive Board has also approved the Heineken Code of Whistle Blowing; a measure designed to allow employees to report any incidence of serious wrongdoing or mismanagement, including infringements of the Code of Business Conduct, without fear of reprisal or any other detrimental consequences.

The Code outlines three ways in which employees can report on an incident:

- to the line manager with direct responsibility for the incident
- to a locally appointed Trusted Representative
- via an external help line, allowing them to safeguard their anonymity should they wish so.

Cases with an international dimension, or which involve senior management, are referred to an Integrity Committee, based at our Corporate Office. The Committee advises the Executive Board on any actions to be taken, following the issue of an internal report. Members of the Executive Board are accountable to the Chairman of the Supervisory Board for their adherence to the Code.

All operating companies must fully implement the Code of Business Conduct and the Code of Whistle Blowing by the end of 2005. In most cases operating companies will do so by comparing their current rules with the Code and adapting them accordingly. We will report on progress made in implementing the Codes in the Sustainability Report for 2004 and 2005.

> ENVIRONMENTAL SUSTAINABILITY

Beer production increased by over 19 million hectolitres in 2004 to a total of almost 105 million hectoliters. This primarily reflects the acquisition of Brau Union, as well as the consolidation of breweries in Chili and Argentina. Malt production increased from 516 to 579 thousand tonnes over the year, following increased production at Albert Maltings and the consolidation of the new maltings in Romania. The production of soft drinks has increased to above 8 million hectolitres, also mainly as a result of the Brau Union acquisition.

Water and wastewater

Water consumption at our breweries increased slightly by 1% to 5.5 hectolitre per hectolitre of beer. This increase is a breach with the trend over previous years and means that we did not meet our target of 5.3 hectolitre per hectolitre of beer for 2004. The increase was caused by consolidation of our new breweries; without which water consumption would have remained stable at 5.4 hectolitre per hectolitre of beer.

Thirty of our sites did not comply with a water limit of 7 hectolitres per hectolitre of beer in 2004, compared with 23 sites the previous year. This was due primarily to the consolidation of newly acquired breweries in Africa (Egypt) and South America (Chili, Argentina). These breweries will have to make concerted efforts to meet the Heineken water consumption limit. In contrast, our sites at Paramaribo (Surinam), Nassau (Bahamas) and Stara Zagora (Bulgaria) lowered their water consumption below this limit for the first time.

Water consumption at maltings decreased further,

by 7% to 3.9 m³ per tonne of malt, and we have comfortably met our target of 4.8 m³ per tonne of malt for 2004. One notable achievement was at Stara Zagora (Bulgaria), where a cooling system using water was replaced by an air-cooled system, reducing water consumption significantly.

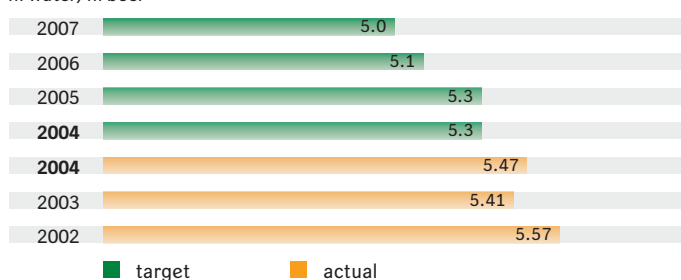
Despite an increase in the number of breweries, the quantity of organic load in effluent leaving production units and discharged to surface water decreased by 6% to 21.2 thousand tonnes in 2004. This is the result of an increased quantity of wastewater being treated in either our own treatment plants or in municipal facilities (in 2004 22% of our breweries discharged their waste water untreated to surface water, compared with 32% in 2003). As part of our wastewater treatment plant building programme, construction of waste water treatment plants in Kaduna (Nigeria) and Pointe Noire (Congo) commenced during 2004, and the decision made to build a treatment plant in Panama City. The Kaduna and Pointe Noire plants will come into operation during 2005.

Energy

Thermal energy consumption at our breweries declined further to 114 MJ per hectolitre of beer in 2004. This improvement was due mainly to the installation of a new, energy efficient brew house at Warka (Poland) and energy recovery at 's Hertogenbosch (Netherlands). Yet, the recorded improvement was insufficient to meet our target of 111 MJ per hectolitre of beer for the year.

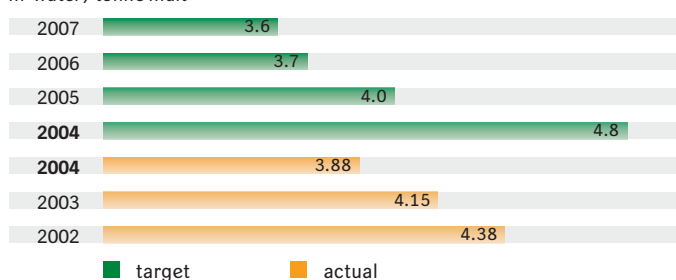
Specific water consumption by breweries

hl water/hl beer



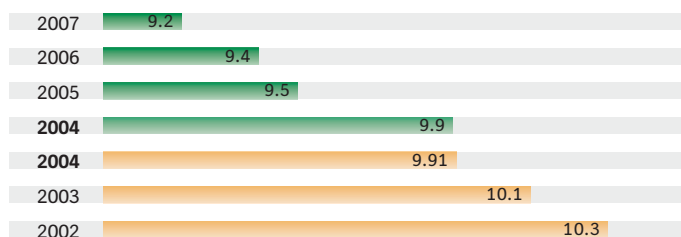
Specific water consumption by maltings

m³ water/tonne malt



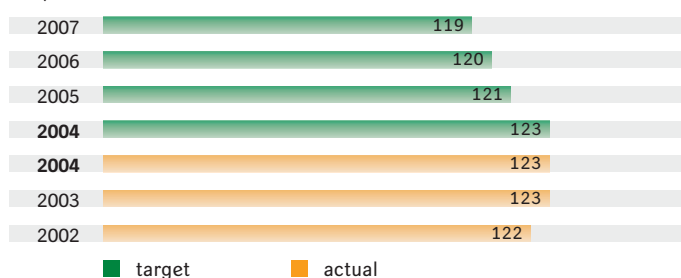
Specific electricity consumption by breweries

kWh/hl beer



Specific electricity consumption by maltings

kWh/tonne malt



For our maltings, energy consumption was 2940 MJ per tonne of malt; an increase of 1% on 2003 caused by the consolidation of new maltings, without which consumption would actually have fallen by 2%. Reductions made through energy saving projects at Chirpan (Bulgaria), Rimavska Sobota (Slovakia) and other locations were offset by increases relating to consolidation, and consequently our target of 2932 MJ per tonne of malt was not achieved.

Electricity used by our breweries continued to fall in 2004, by 2% to 9.9 kWh per hectolitre of beer, primarily as the result of savings made at Shanghai (China) where increased production allowed us to operate plant continuously; and at Hurbanovo (Slovakia) where packaging lines performed more efficiently and a new water treatment plant came into operation. Our target for electricity consumption at breweries of 9.9 kWh per hectolitre of beer was met.

At maltings, electricity consumption remained stable, at 123 kWh per ton of malt, matching our target of 123 kWh per tonne of malt for the year.

Looking ahead, we have set ambitious targets for thermal energy and electricity consumption at our breweries and maltings over the next few years. In the long term, we aim to reduce overall energy consumption (thermal energy and electricity) by 15% of 2002 figures by or before 2010. To date we have achieved a 5% reduction.

Carbon dioxide emissions

Total carbon dioxide emissions from the combustion of fossil fuels (direct emissions) increased from 751 thousand tons in 2003 to 916 thousands tonnes in 2004. This reflected an increase in thermal energy consumption. Total direct carbon dioxide emissions from breweries remained stable at 7.7 kg per hectolitre of beer.

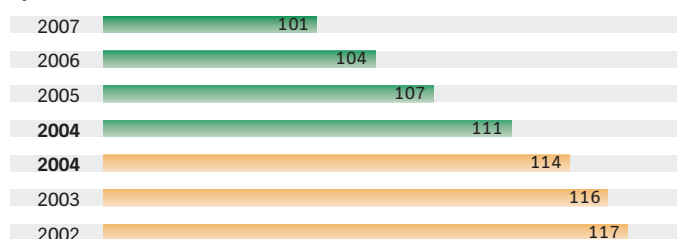
Many of our new breweries operate in countries where a relative high quantity of electricity is generated from renewable sources. As a result, indirect carbon dioxide emissions (from the purchase of electricity) decreased by 26% to 3.3 kg per hectolitre of beer.

The overall target for carbon dioxide emissions (direct and indirect) of 11.7 kg per hectolitre of beer was met comfortably. Our aim over the next year is to achieve a further reduction, primarily through improvements in direct carbon dioxide emissions.

The effect of refrigerant losses on the ozone layer, expressed in terms of R11 equivalents, fell by 19% to 1,050 kg in 2004. The main contributor to this effect was our brewery in St. Petersburg (Russia). Here for the first time losses were based on actual refills rather than estimates. At our Vieux Fort (St. Lucia) brewery applied refrigerant was replaced with a less harmful alternative, which also reduced ozone depletion.

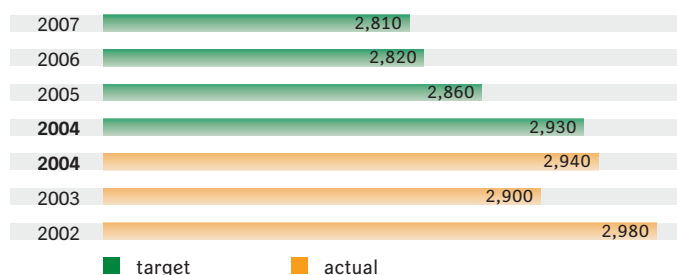
Specific thermal energy consumption by breweries

MJ/hl beer



Specific thermal energy consumption by maltings

MJ/tonne malt



By-products and waste

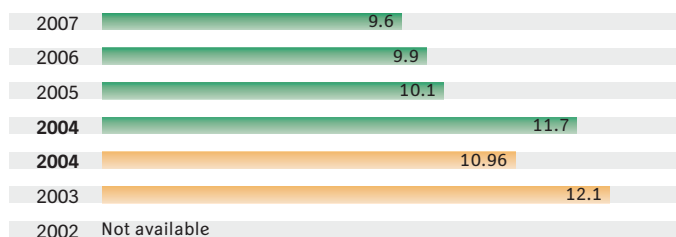
In 2004, industrial waste levels fell by 13% compared with the previous year to a figure of 0.95 kg per hectolitre of beer for non-recycled industrial waste. This was well below our target of 1.1 kg per hectolitre of beer, mainly because of measures taken at Ama (Nigeria) where we commenced thermal recycling of brewer’s grains, and at Lagos (Nigeria) where we increased volumes of recycled brewer’s grains and glass.

We aim to reduce non-recycled industrial waste to 0.7 kg per hectoliter of beer over the next few years. Our target is an ambitious one and will require sustained effort from our production units.

In 2004, we recorded total produced quantities (recycled and non-recycled) of by-products, packaging and industrial waste for the first time – allowing us to report on the level of recycling of different streams with greater accuracy. In 2004, 95% of by-products, packaging and industrial waste has been discharged for recycling. For wastewater sludge, the recycling total was lower at 64%. The quantity of non-recycled hazardous waste remained constant despite increased production levels.

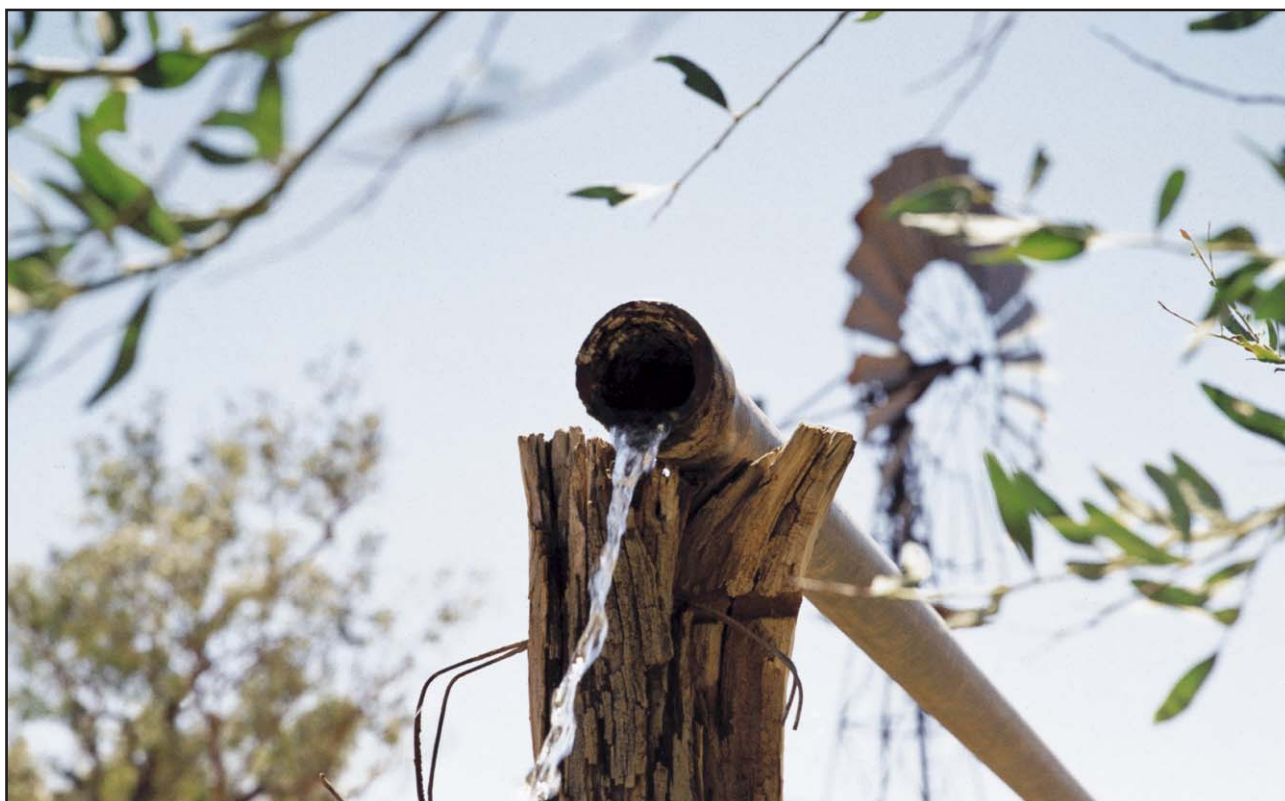
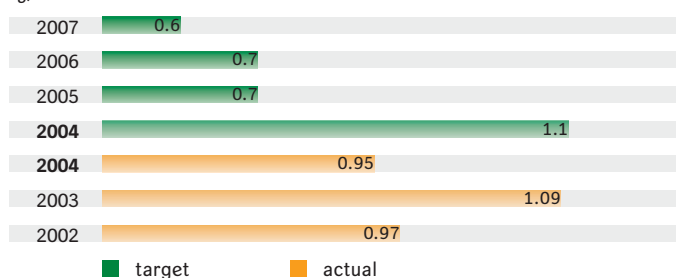
Direct and indirect CO₂ emission

Kg CO₂/hl



Specific non-recycled industrial waste production

kg/hl beer



> SOCIAL SUSTAINABILITY

Alcohol

In our Sustainability Report for 2002 and 2003 we declared our intention to continue the implementation of various elements of our Alcohol Policy over the next two years: specifically the rules and guidelines governing Responsible Commercial Communication and our Alcohol & Work programme. We also aim to extend and develop programmes designed to promote responsible drinking and help prevent alcohol abuse.

Responsible commercial communications

All operating companies have nominated a coordinator, responsible for agreeing implementation activities and timescales. Introduction presentations, prepared in cooperation with Corporate Brands, have been given to management teams and commercial managers; while workshops involving distributors and other partners have been organized at regional and national levels.

In addition, an online training tool has been distributed to commercial staff in our operating companies to help them understand the rules and guidelines and to prepare reports for audit purposes.

In our Sustainability Report for 2002 and 2003 we reported that 70% (estimated on a hectolitre basis) of our operating companies had provided training on the rules and guidelines to their commercial teams. During 2004, senior management in all operating companies have used the online training tool. In 2005, initial training will be completed and follow-up refresher courses launched.

Alcohol & work

Over the last year, content of the Alcohol & work programme has been updated and the introduction and refresher courses discussed during our HR conference. Implementation of the programme over the next two years will be carried out through the HR function.

The programme has been evaluated during 2004, so that training and support material can be revised accordingly. Best practice developed in countries

where implementation is complete are being shared throughout the company.

Consumer information

In November 2004, we announced our intention to include the 'Enjoy Heineken Responsibly' (EHR) message on our product labels – along with factual information, useful tips about responsible drinking and the url of a EHR website. Back labels for the Heineken brand are already being redesigned as part of the silver label project and 'EHR' information has been incorporated into this project. The same information will be included on secondary packaging for cans and bottles.

The first bottles carrying the message were put into circulation on East Coast markets in the USA during December 2004, supported by the EHR website. Local websites were also launched in other countries, including Ireland, and more countries will do likewise soon.



In 2006 the website will be made available in Spanish, French, Italian, Dutch and German, and further localized versions may also be launched if appropriate.

Amstel will follow the same path as Heineken. After evaluation, other regional and national brands may do likewise.

Employee engagement

Managing employee engagement is high on the agenda within the organisation. In order to quantify and qualify our efforts in this area, we consistently and structurally measure our employee engagement through surveys. Measurement will help management to identify areas of improvement and to initiate appropriate activities that will guarantee the required improvement.

In 2004, Heineken started various projects to further shape the way in which Heineken wants to improve employee engagement worldwide. In our 2005 report we will produce the results of these projects.

Safety in production

We deeply regret the fact that four work-related fatalities occurred during 2004, two of which were employees and two contractors. A further fatality unrelated to work occurred when an employee was killed whilst attempting to avoid armed robbery in Papua New Guinea.

The number disabilities resulting from work-related incidents falls significantly, from fifteen in 2003 to two this year: one at Kaduna (Nigeria) the other at Badr (Egypt); both the result of falls from height. It is still unclear whether this sharp reduction is the result of an improved focus on safety.

Our global average accident frequency during production continued to decrease in 2004, though not as markedly as in previous years. This is due to the acquisition of operating units with relatively high accident rates. Our breweries in Sub Sahara Africa have achieved better safety results, primarily due to a greater focus on safety and better use of Personal Protective Equipment in the region.

Units in our European region came close to achieving our safety target, although this overall progress does not show in our published results due to bad results from a few large units and the acquisition of under-performing units. Results in Latin America and Caribbean are notably worse than those recorded in other regions.

The lower overall accident frequency can be attributed mainly to an increase in new employees following acquisitions. The production workforce grew by 15.3% from 19,697 to 22,728, while the number of accidents increased by 7.2% from 679 to 728 (7.2%). Despite this increase, the number of lost days and the accident severity have decreased.

Around 18% of all accidents occurred at a relatively small number of plants, accounting for about 10% of the total number of operating units.

The number of contractor accidents increased again in 2004, a trend that requires urgent attention if it is to be halted during the next year.

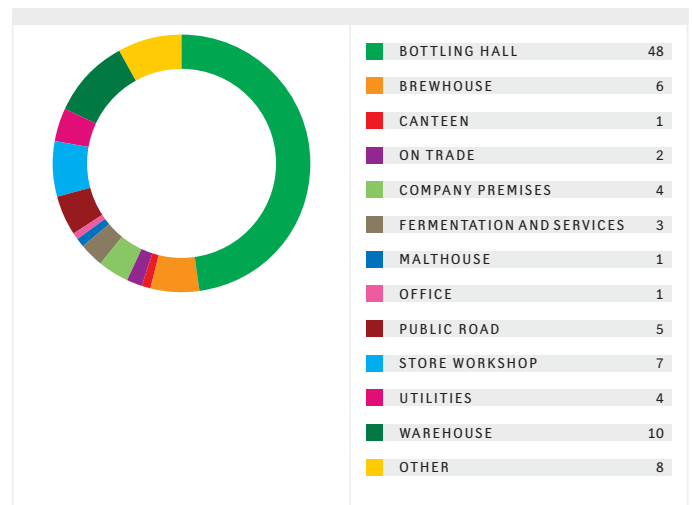
Our aim is still to achieve an accident frequency of 2.2 by 2006. This is ambitious, but based on targets set for 2004, it should be met; although several units will have to make considerable efforts to effectively reduce the number of accidents. A reduction in the severity of accidents is also important. Based on targets set this year, a severity of forty days lost per 100 FTE should be achieved.

Four breweries incurred fines in 2004: three in Europe as the result of accidents; one in North Africa when legal noise limits were exceeded.

Almost all our units have smoking policies in place. At ninety-nine plants smoking is allowed in designated areas only, while ten operate a complete smoking ban. Only three plants have no policy on smoking.

Following our past efforts to promote the use of personal protective equipment, almost all units now

Accidents per location
in %



Safety data on production units worldwide

Parameters absolute values	2002	2003	2004	2005	2006	2007
Fatalities of company personnel	2	0	2	–	–	–
Fatalities of contractor personnel	1	0	2	–	–	–
Permanent disability of company personnel	15	15	2	–	–	–
Fatalities of company personnel in commuting	2	1	1	–	–	–
Parameters absolute values						
Lost time accidents of company personnel	1,007	679	728	–	–	–
Lost time accidents of contractor personnel	48	82	90	–	–	–
Lost days of company personnel	16,073	16,244	15,730	–	–	–
Production Workforce (FTE)	19,852	19,697	22,728	–	–	–
Performance indicators average values						
	Achieved			Targets/Guides		
Accident frequency (per 100 FTE)	5.1	3.5	3.2	–	–	–
Targets accident frequency (per 100 FTE)	–	–	2.8	2.4	2.1	2.0

provide relevant induction training to new and temporary employees and also force them to use the equipment. As a result, lost time accidents have been reduced, especially in bottling halls, where accidents are still most likely to occur and where the highest number of production workers are deployed.

Health

Since 2003 it has been mandatory to report all fatalities occurring in operation companies at corporate level. The main driver behind this procedure, which was developed jointly by Corporate Policy Production & Control and Heineken Health Affairs, is to prevent future fatalities through detailed reporting, root cause analysis and knowledge sharing between operating companies. In 2004, seven fatalities were reported to the Heineken Health Affairs department (this includes the three fatalities of own staff reported above under 'Safety in production'), which acts as a focal point for information relating to fatalities in production and in our commercial activities.

Of the seven fatalities reported:

- five were directly or indirectly related to road traffic
- two of these were directly related to commuting, the other three happened while on site or travelling for business.

In addition to fatalities, we are also monitoring the incidence of non-fatal accidents, including lost day cases.

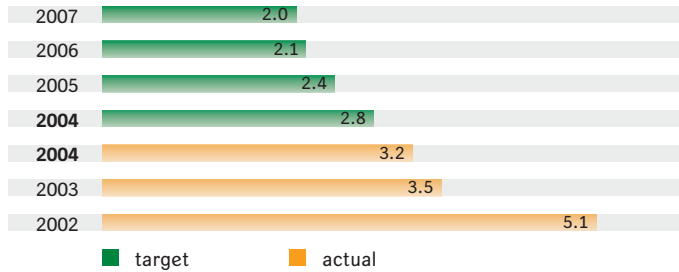
For our medical staff, most of whom operate in Sub Sahara Africa or Southeast Asia, the key concern is prevention – especially the prevention of work related illnesses caused by exposure to noxious substances or other agents. Along with public health issues, such as incidences of malaria or tuberculosis, work related illnesses are now also registered and reported on a quarterly basis. Muscular-skeletal injuries account for the majority of work related illnesses reported.

Our medical staff continued their efforts to tackle malaria, tuberculosis and HIV/AIDS throughout 2004. Through our HIV/AIDS programme, employees and their next of kin are may be offered Anti retroviral drugs, voluntary testing and counselling. So far, 400 HIV positive cases have been identified in this way, with 202 of this number included in the treatment programme and 198 not yet requiring treatment. Information about the programme's effectiveness, including significant gains in life expectancy, have been shared with other multinational companies, governments and Non-Governmental Organisations (NGOs). HIV/AIDS programmes were also launched outside Africa, notably by the operating company in Surinam.

We believe that the introduction of long-lasting impregnated bed nets could play a significant part in the control of malaria, a condition that has profound impact on under-five mortality, especially in Sub Sahara Africa. Objections from the local population, mainly culturally driven, have delayed introduction

Safety Performance Indicators

Cases/100 FTE



of the nets and further efforts will be required to overcome these difficulties.

The outbreak of Avian Flu in South East Asia emphasised that external health factors, including sudden outbreaks of emerging diseases, can have a serious impact on our business. We issued guidelines to deal with such outbreaks in 2004, while employees working in affected areas were kept abreast of developments and health regulations. It is vitally important that we review global health trends regularly and remain vigilant to the threat of pandemic infections such as influenza.

Human rights

While the percentage of operating companies with specific policies in place to ensure non-discrimination in recruitment and career development remains unchanged at 94%; a significant proportion of companies introduced concrete control measures to tackle discrimination in 2004, pushing the total percentage up from 11% to 33%. A survey conducted in operating companies, the 'Opco Survey 2004' demonstrated that awareness of human rights is improving across the business, and that there were no serious incidents relating to human rights during the year.

As part of a new project to define Heineken's human rights obligations and responsibilities, the views of internal and external stakeholders will be canvassed during 2005.

Heineken in the community

Research shows that 57% of operating companies believe community involvement is very relevant. This is particularly true of larger production units outside Europe.

Expenditure on community involvement, including Heineken and our operating companies, increased from EUR 3.7 million in 2003 to EUR 5.2 million in 2004. A proportion of this increase can be attributed to a clearer definition of non-commercial sponsorships provided by the 2004 Survey.

Chain responsibility

In 2004, with input from Corporate Purchasing, an initiative was launched to investigate if, and how, Heineken should extend the environmental and social performance standards it demands from suppliers through contracts and other means. Recommendations are expected to be published during the second half of 2005 and will be published in our next full Sustainability Report.

Selling beer safely

During the year, we identified and assessed the health and safety risks faced by female promotional staff working in areas of South East Asia, including Cambodia. Recommendations about ways in which standards could be improved were compiled, and as a result, a pilot training programme was conducted. This programme will be evaluated in 2005 and any decisions about whether further action is required will be based on its conclusions.

WORLDWIDE ENVIRONMENTAL DATA OVERVIEW

Absolute figures Heineken Group and Breweries

Performance indicator	Unit	Heineken Group**			Breweries		
		2002	2003	2004	2002	2003	2004
Production	Mhl	–	–	–	77.6	85.6	104,8
Production	ktons	–	–	–	–	–	–
Water	Mm ³	47.7	50.6	62.3	43.2	46.3	57.3
Waste water	Mm ³	35.6	37.0	45.6	31.9	33.5	41.8
Electricity	GWh	892	962	1,150	800	865	1,040
Thermal energy	PJ	10.8	11.6	14.0	9.0	9.9	11.9
CO ₂ emissions (direct)	ktons	698	751	916	602	654	802
NO _x emissions	tons	663	1,594	3,140	591	1,500	2,960
SO _x emissions	tons	1,760	1,890	2,490	1,560	1,730	2,360
Organic load before treatment	ktons COD	99.2	106.6	127.4	95.5	102.7	122.4
Effluent organic load*	ktons COD	22.7	22.5	21.2	–	–	–
Effluent total nitrogen*	tons N	740	781	627	–	–	–
Effluent total phosphorous*	tons P	372	413	305	–	–	–
Effluent suspended solids*	ktons d.m.	4.78	4.61	4.22	–	–	–
Total hazardous waste	ktons	–	–	1.33	–	–	–
Non-recycled hazardous waste	ktons	0.74	0.60	0.60	–	–	–
Total waste water sludge	ktons d.m.	–	–	13.2	–	–	–
Non-recycled waste water sludge	ktons d.m.	5.00	4.81	4.72	–	–	–
Total co-products, packaging & industrial waste	ktons	–	–	2,080	–	–	–
Non-recycled industrial waste	ktons	76.4	94.4	100.5	–	–	–
NH ₃ in use	tons	621	681	863	–	–	–
NH ₃ losses	tons	73	70	105	–	–	–
HC based refrigerants in use	tons	34.4	35.1	38.7	–	–	–
HC based refrigerants lost	tons	9.6	12.3	12.7	–	–	–
	kg R11 equiv.	–	1,300	1,050	–	–	–
	ktons CO ₂ equiv.	–	–	26.3	–	–	–
Halons in use	tons	7.8	4.3	3.1	–	–	–
Complaints	number	119	139	84	–	–	–

* Discharged to surface water

** No reports have been received from Salta (CCU Argentina), Rosenheim, Kulmbach, Plauen, Chemnitz and Bad Brambach (Brau Holding Germany)

Absolute figures Malting plants and Softdrink plants

Performance indicator	Unit	Malting plants			Softdrinks plants		
		2002	2003	2004	2002	2003	2004
Production	Mhl	–	–	–	6.3	6.7	8.2
Production	ktons	487	516	579	–	–	–
Water	Mm ³	2.1	2.1	2.2	2.4	2.2	2.8
Waste water	Mm ³	1.8	1.8	1.8	1.8	1.6	2.1
Electricity	GWh	60	64	71	32	34	43
Thermal energy	PJ	1.5	1.5	1.7	0.3	0.2	0.3
CO ₂ emissions (direct)	ktons	80	84	95	15	14	20
NOx emissions	tons	59	75	78	12	19	107
SOx emissions	tons	157	138	90	39	17	33
Organic load before treatment	ktons COD	2.0	2.2	3.0	1.6	1.7	2.1
Effluent organic load*	ktons COD	–	–	–	–	–	–
Effluent total nitrogen*	tons N	–	–	–	–	–	–
Effluent total phosphorous*	tons P	–	–	–	–	–	–
Effluent suspended solids*	ktons d.m.	–	–	–	–	–	–
Total hazardous waste	ktons	–	–	–	–	–	–
Non-recycled hazardous waste	ktons	–	–	–	–	–	–
Total waste-water sludge	ktons d.m.	–	–	–	–	–	–
Non-recycled waste-water sludge	ktons d.m.	–	–	–	–	–	–
Total co-products, packaging & industrial waste	ktons	–	–	–	–	–	–
Non-recycled industrial waste	ktons	–	–	–	–	–	–
NH ₃ in use	tons	–	–	–	–	–	–
NH ₃ losses	tons	–	–	–	–	–	–
HC based refrigerants in use	tons	–	–	–	–	–	–
HC based refrigerants lost	tons	–	–	–	–	–	–
	kg R11 equiv.	–	–	–	–	–	–
	ktons CO ₂ equiv.	–	–	–	–	–	–
Halons in use	tons	–	–	–	–	–	–
Complaints	number	–	–	–	–	–	–

* Discharged to surface water

Specific figures Breweries

		<i>Breweries</i>					
Performance indicator	Unit	2002	2003	2004	2005	2006	2007
Water	hl/hl	5.57	5.41	5.47	–	–	–
	hl/hl	–	–	5.3	5.3	5.1	5.0
Electricity	kWh/hl	10.3	10.1	9.91	–	–	–
	kWh/hl	–	–	9.9	9.5	9.4	9.2
Thermal energy	MJ/hl	117	116	114	–	–	–
	MJ/hl	–	–	111	107	104	101
Non-recycled industrial waste	kg/hl	0.97	1.09	0.95	–	–	–
	kg/hl	–	–	1.1	0.7	0.7	0.6
Direct CO ₂ emission	kg CO ₂ /hl	–	7.66	7.65	–	–	–
	kg CO ₂ /hl	–	–	7.4	7.0	6.8	6.6
Indirect CO ₂ emission	kg CO ₂ /hl	–	4.4	3.31	–	–	–
	kg CO ₂ /hl	–	–	4.3	3.1	3.1	3.0
Total CO ₂ emission	kg CO ₂ /hl	–	12.1	10.96	–	–	–
	kg CO ₂ /hl	–	–	11.7	10.1	9.9	9.6

Specific figures Malting plants

		<i>Malting plants</i>					
Performance indicator	Unit	2002	2003	2004	2005	2006	2007
Water	m ³ /ton	4.38	4.15	3.88	–	–	–
	m ³ /ton	–	–	4.8	4.0	3.7	3.6
Electricity	kWh/ton	122	123	123	–	–	–
	kWh/ton	–	–	123	121	120	119
Thermal energy	MJ/ton	2,980	2,900	2,940	–	–	–
	MJ/ton	–	–	2,930	2,860	2,820	2,810