

## **Sustainability Data Sheet 2004-2005**

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# Heineken

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# International

## 0. Preface

This report contains an overview of the Heineken sustainability performance set up according to the Sustainability Reporting Guidelines of the Global Reporting Initiative (version 2002). It contains references to the Heineken Annual Report 2005 and to the Heineken Sustainability Report 2004-2005. Where information is not included in these two publications, the available information is provided in this document. Information provided in the data sheet has been subject to internal validation and has not been subject to external verification.

## 1. Vision & Strategy

### **1.1. Statement of the organisation's vision and strategy regarding its contribution to sustainable development**

Sustainability Report 2004-2005, pages C1 and 01

### **1.2. Statement from the CEO (or equivalent senior manager) describing key elements of the report**

Sustainability Report 2004-2005, pages C1 and 01

## 2. Profile

### **2.1. Name of reporting organisation.**

Sustainability Report, page 79, Annual Report, page 132

### **2.2. Major products and/or services, including brands if appropriate.**

Annual Report, pages 1, 18, 19, 126 and 127

### **2.3. Operational structure of the organisation.**

Annual Report, pages 4, 5, 16 and 17

### **2.4. Description of major divisions, operating companies, subsidiaries, and joint ventures.**

Annual Report, pages 103 and 104

### **2.5. Countries in which the organisation's operations are located.**

Annual Report, pages 103 and 104

### **2.6. Nature of ownership; legal form.**

Annual Report, page 120

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**2.7. Nature of markets served.**

Annual Report, pages 20 - 41

**2.8. Scale of the reporting organisation.**

Annual Report, pages 63, 78, 79 and 83

**2.9. List of stakeholders, key attributes of each, and relationship to the reporting organisation.**

Sustainability Report, pages 15, 17 and 18 (partly covered)

**2.10. Contact person(s) for the report, including e-mail and web addresses.**

Annual Report, page 132 and Sustainability Report, pages 11 and 79

**2.11. Reporting period (e.g., fiscal/calendar year) for information provided.**

Annual Report, pages 61-65 and Sustainability Report, front cover

**2.12. Date of most recent previous report.**

The Annual Report 2004 was published on 25 March 2005 and the previous Sustainability Report (2002-2003) on 20 September 2004. The Update 2004 was published on 17 August 2005.

**2.13. Boundaries of report (countries/regions, products/services, divisions/facilities/joint ventures/subsidiaries) and any specific limitations on the scope.**

Annual Report, pages 103-104 and Sustainability Report, pages 70-72 and 75-76

**2.14. Significant changes in size, structure, ownership, or products/services that have occurred since the previous report.**

Annual Report, page 80 and Sustainability Report, pages 75-76

**2.15. Basis for reporting on joint ventures, partially owned subsidiaries, leased facilities, outsourced operations, and other situations that can significantly affect comparability from period to period and/or between reporting organisations.**

Annual Report, pages 103-104 and Sustainability Report, pages 70-72

**2.16. Explanation of the nature and effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).**

Annual Report page 105 and following

**2.17. Decisions not to apply GRI principles or protocols in the preparation of the report.**

Decisions of this kind were not taken.

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**2.18. Criteria/definitions used in any accounting for economic, environmental, and social costs and benefits.**

Sustainability Report, pages 70-72. For our KPIs we have used the following definitions:

<b>Thermal energy consumption</b>	the sum of the energy content of the fuels (natural gas, liquid fuels, biogas etc.) based on the lower heating value used to generate heat for production equipment and buildings (both directly and indirectly related to production, but excluding head offices) expressed in MJ
<b>Electricity consumption</b>	the sum of the electricity used for production equipment and buildings (both directly and indirectly related to production, but excluding head offices) expressed in kWh
<b>Water consumption</b>	the total water quantity (well water, city water, surface water etc.) that is taken in for production facilities (both directly and indirectly related to production, but excluding head offices) expressed in m <sup>3</sup>
<b>Non-recycled industrial waste quantity</b>	the amount of industrial waste excluding hazardous waste and aerobic sludge, that is disposed off (incineration or landfill) and that is not reused, expressed in kg
<b>Direct CO<sub>2</sub> emission</b>	the total emission of carbon dioxide from combustion equipment used to generate heat or electricity for production facilities (both directly and indirectly related to production) expressed in kg (it excludes fermentation CO <sub>2</sub> which is so-called short cycle CO <sub>2</sub> )
<b>Accident frequency</b>	an accident is an instantaneous, unplanned and undesired work-related event that resulted in death or personal injuries other than first aid (lost time case). The accident frequency is the number of accidents to production personnel per 100 FTEs (Full Time Equivalentents), so excluding head offices and distribution

**2.19. Significant changes from previous years in the measurement methods applied to key economic, environmental, and social information.**

Sustainability Report, pages 70-72

**2.20. Policies and internal practices to enhance and provide assurance about the accuracy, completeness, and reliability that can be placed on the sustainability report.**

Sustainability Report, page 66

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**2.21. Policy and current practice with regard to providing independent assurance for the full report.**

Annual Report, page 188 and Sustainability Report, pages 66-69

**2.22. Means by which report users can obtain additional information and reports about economic, environmental, and social aspects of the organisation's activities, including facility-specific information (if available).**

Annual Report, page 132 and Sustainability Report, page 11

## **3. Governance Structure and Management Systems**

**3.1. Governance structure of the organisation, including major committees under the board of directors that are responsible for setting strategy and for oversight of the organisation.**

Comply or Explain Report (see [www.heinekeninternational.com](http://www.heinekeninternational.com)), Annual Report, pages 4-7, 16 and 17 and Sustainability Report, pages 14-15

**3.2. Percentage of the board of directors that are independent, non-executive directors.**

Heineken NV has a Supervisory Board that consists of six members (all independent). The Executive Board has three members (see our Annual Report, pages 7 and 9).

**3.3. Process for determining the expertise board members need to guide the strategic direction of the organisation, including issues related to environmental and social risks and opportunities.**

Not covered.

**3.4. Board-level processes for overseeing the organisation's identification and management of economic, environmental, and social risks and opportunities.**

Annual Report, pages 46-50 and Sustainability Report, pages 14-15

**3.5. Linkage between executive compensation and achievement of the organisation's financial and non-financial goals (e.g., environmental performance, labour practices).**

Annual Report, page 101

**3.6. Organisational structure and key individuals responsible for oversight, implementation, and audit of economic, environmental, social, and related policies.**

Annual Report, pages 7 and 46, Sustainability Report, pages 14-15

**3.7. Mission and values statements, internally developed codes of conduct or principles, and policies relevant to economic, environmental, and social performance and the status of implementation.**

Sustainability Report, pages 8-11

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**3.8. Mechanisms for shareholders to provide recommendations or direction to the board of directors.**

Annual Report, page 121

## Stakeholder Engagement

**3.9. Basis for identification and selection of major stakeholders.**

Sustainability Report, pages 15, 17-18

**3.10. Approaches to stakeholder consultation reported in terms of frequency of consultations by type and by stakeholder group.**

Sustainability Report, pages 15, 17-18

**3.11. Type of information generated by stakeholder consultations.**

Sustainability Report, page pages 15, 17-18

**3.12. Use of information resulting from stakeholder engagements.**

Sustainability Report, page pages 15, 17-18

## Overarching Policies and Management Systems

**3.13. Explanation of whether and how the precautionary approach or principle is addressed by the organisation.**

No information available

**3.14. Externally developed, voluntary economic, environmental, and social charters, sets of principles, or other initiatives to which the organisation subscribes or which it endorses.**

Sustainability Report, pages 1, 40-42

**3.15. Principal memberships in industry and business associations, and/or national/international advocacy organisations.**

Heineken NV endorses the UN Global Compact and is a member / contributor of the following organisations:

- Association for the Sustainable Use and Recovery of Resources in Europe (ASURRE)
- Brewers of Europe (BOE)
- Centre for Information on Beverage Alcohol (CBA)
- Confédération des Industries Agro-Alimentaires de l'EU (CIAA)
- European Academy of Business in Society (EABIS)
- European Business Ethics Network (EBEN)
- The European Organisation for Packaging and the Environment (EUROPEN)
- Global Reporting Initiative (GRI)
- Global Coalition on HIV/AIDS
- International Council on Alcohol and Addictions (ICAA)
- International Center for Alcohol Policies (ICAP)
- International Harm Reduction Association

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- International Chamber of Commerce (ICC)
- Stichting Maatschappij en Onderneming (SMO)
- World Business Council for Sustainable Development (WBCSD)

**3.16. Policies and/or systems for managing upstream and downstream impacts.**  
Sustainability Report, pages 33 and 40-42

**3.17. Reporting organisation's approach to managing indirect economic, environmental, and social impacts resulting from its activities.**  
Sustainability Report, page 60

**3.18. Major decisions during the reporting period regarding the location of, or changes in, operations.**  
Annual Report, page 80

**3.19. Programmes and procedures pertaining to economic, environmental, and social performance.**  
Sustainability Report, page 60

**3.20. Status of certification pertaining to economic, environmental, and social management systems.**  
Sustainability Report, page 30

## 4. GRI Content Index

**4.1. A table identifying location of each element of the GRI Report Content, by section and indicator.**

The present document serves this purpose. A summary can be found on pages XX - XX of our Sustainability Report

## Economic Performance Indicators

### Direct Economic Impacts: customers

#### EC1. Net sales

Annual Report, pages 63, 78, 79 and 83

#### EC2. Geographic breakdown of markets

Annual Report, pages 20 – 40, 78 and 79

### Direct Economic Impacts: suppliers

#### EC3. Costs of all goods, materials and services purchased

Annual Report, pages 61 and 82

#### EC4. Percentage of contracts that were paid in accordance with agreed terms, excluding agreed penalty arrangements

This information is not available

#### *Additional indicator*

#### EC11. Supplier breakdown by organisation and country

This information is not available

### Direct Economic Impacts: Employees

#### EC5. Total payroll and benefits (including wages, pension, other benefits and redundancy payments) broken down by country or region

Annual report, page 83 (no regional breakdown of personnel expenses); indicator partly covered

### Direct Economic Impacts: Providers of Capital

#### EC6. Distributions to providers of capital broken down by interest on debt and borrowings, and dividends on all classes of shares, with any arrears of preferred dividends to be disclosed

Annual Report, pages 96, 98, 120 – 122

#### EC7. Increase/decrease in retained earnings at end of period

Annual Report, page 115

### Direct Economic Impacts: Public Sector

#### EC8. Total sum of taxes of all types paid broken down by country

An overview of income tax expense for Heineken N.V. can be found on page 84 of our Annual Report. The amount stated in the Annual Report includes local income tax paid by consolidated operating companies. It excludes other local and national taxes such as

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excise duties and VAT. Data on these indirect taxes, as well as a breakdown per country is not publicly available. The reporting indicator is hence partly covered.

**EC9. Subsidies received broken down by country or region**

This information is not available

**E10. Donations to community, civil society, and other groups broken down in terms of cash and in-kind donations per type of group.**

Sustainability Report, page 61

*Additional indicator*

**EC12. Total spent on non-core business infrastructure development**

Our total spent is incorporated in EC10. For an example of a project within the scope of this indicator, please see pages 58-59 of our Sustainability Report. Indicator partly covered.

**Indirect economic impact**

**EC13. The organisation's indirect economic impact**

Sustainability Report, page 60-61

## Environmental Performance Indicators

### Materials

#### **EN 1. Total materials use other than water, by type**

This has been published in Sustainability Report 2002 – 2003. This figure does not change much due to the constant beer recipes.

#### **EN2. Percentage of material used that are wastes (processed or unprocessed) from sources external to the reporting organisation**

Not applicable for malt, beer or soft drinks. The use of recycled materials in packaging has not been addressed.

### Energy

#### **EN3. Direct energy use segmented by primary source.**

Sustainability Report, pages 27-28 and 77-78

#### **EN4. Indirect energy use.**

Sustainability Report, pages 27-28 and 77-78

#### *Additional indicators*

#### **EN17. Initiatives to use renewable energy sources and to increase energy efficiency.**

Sustainability Report, page 28

#### **EN18. Energy consumption footprint (i.e. annualised lifetime energy requirements) of major products**

No data available.

#### **EN19. Other indirect (upstream/downstream) energy use and implications, such as organisational travel, product lifecycle management, and use of energy-intensive materials.**

No data available.

### Water

#### **EN5. Total water use.**

Sustainability Report, pages 29, 77-78

#### *Additional indicators*

#### **EN20. Water sources and related ecosystems/habitats significantly affected by use of water.**

The impact by our breweries on water sources and related ecosystems/habitats is not material.

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**EN21. Annual withdrawals of ground and surface water as a percent of annual renewable quantity of water available from the sources.**

Sustainability Report, pages 28-29 and 77-78

**EN22. Total recycling and reuse of water.**

No data available.

**Biodiversity**

**EN6. Location and size of land owned, leased, or managed in biodiversity-rich habitats.**

Not applicable: our breweries are not located in biodiversity rich habitats.

**EN7. Description of the major impacts on biodiversity associated with activities and/or products and services in terrestrial, freshwater, and marine environments.**

No data available.

*Additional indicators*

**EN23. Total amount of land owned, leased, or managed for production activities or extractive use.**

No data available.

**EN24. Amount of impermeable surface as a percentage of land purchased or leased**

No data available.

**EN25. Impacts of activities and operations on protected and sensitive areas.**

Not applicable: our breweries do not have activities and operations on protected and sensitive areas.

**EN26. Changes to natural habitats resulting from activities and operations and percentage of habitat protected or restored.**

Not applicable: our breweries do not have activities and operations on natural habitats.

**EN27. Objectives, programmes, and targets for protecting and restoring native ecosystems and species in degraded areas.**

No data available.

**EN28. Number of IUCN Red List species with habitats in areas affected by operations.**

No data available.

**EN29. Business units currently operating or planning operations in or around protected or sensitive areas.**

Not applicable: our breweries do not have or planning operations in or around protected or sensitive areas.

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## **Emissions, Effluents, and Waste**

**EN8. Greenhouse gas emissions.**  
Sustainability Report, pages 27-28 and 77-78

**EN9. Use and emissions of ozone-depleting substances.**  
Sustainability Report, pages 30 and 77-78

**EN10. NO<sub>x</sub>, SO<sub>x</sub>, and other significant air emissions by type.**  
Sustainability Report, pages 30 and 77-78

**EN11. Total amount of waste by type and destination.**  
Sustainability Report, pages 30 and 77-78

**EN12. Significant discharges to water by type.**  
Sustainability Report, pages 30 and 77-78

**EN13. Significant spills of chemicals, oils, and fuels in terms of total number and total volume.**  
Sustainability Report, pages 30 and 77-78

## *Additional indicators*

**EN30. Other relevant indirect greenhouse gas emissions.**  
Sustainability Report, pages 30 and 77-78

**EN31. All production, transport, import, or export of any waste deemed “hazardous” under the terms of the Basel Convention Annex I, II, III, and VIII.**  
Sustainability Report, pages 30 and 77-78

**EN32. Water sources and related ecosystems/habitats significantly affected by discharges of water and runoff.**  
No data available.

## **Suppliers**

### *Additional indicator*

**EN33. Performance of suppliers relative to environmental components of programmes and procedures described in response to Governance Structure and Management Systems section (Section 3.16).**

In 2005, 57% of our operating companies included environmental performance in supplier and contractor selection and 45% have a system in place to evaluate and address environmental performance of suppliers and contractors. 6% of our operating companies have indicated that the environmental performance of a supplier has led to termination of one or more contracts.

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**EN14. Significant environmental impacts of principal products and services.**  
No data available.

**EN15. Percentage of the weight of products sold that is reclaimable at the end of the products' useful life and percentage that is actually reclaimed.**  
No data available.

### **Compliance**

**EN16. Incidents of and fines for non-compliance with all applicable international declarations/conventions/treaties, and national, sub-national, regional, and local regulations associated with environmental issues.**  
Sustainability Report, page 30

### **Transport**

#### *Additional indicator*

**EN34. Significant environmental impacts of transportation used for logistical purposes.**  
No data available.

#### *Additional indicator*

**EN35. Total environmental expenditures by type.**  
No data available.

## Social Performance Indicators

### *Labour Practices and Decent Work*

#### Employment

**LA1. Breakdown of workforce, where possible, by region/country, status (employee/non-employee), employment type (full time/part time), and by employment contract (indefinite or permanent/fixed term or temporary). Also identify workforce retained in conjunction with other employers (temporary agency workers or workers in co-employment relationships), segmented by region/country.**

2005	Full time w. avg %	Part time w. avg %
Africa & Middle East	97,5%	2,5%
Americas	99,6%	0,4%
Asia Pacific	99,9%	0,1%
Central & Eastern Europe	97,6%	2,4%
Western Europe	94,7%	5,3%

2005	Fixed w. avg %	Temporary w. avg %
Africa & Middle East	88,9%	11,1%
Americas	89,4%	10,6%
Asia Pacific	90,5%	9,5%
Central & Eastern Europe	95,8%	4,2%
Western Europe	83,2%	16,8%

2005	Female	Male
Africa & Middle East	12,4%	87,6%
Americas	5,9%	94,1%
Asia Pacific	13,5%	86,5%
Central & Eastern Europe	20,1%	79,9%
Western Europe	26,2%	73,8%

2005	Agency Personnel w. avg %	Day Workers w. avg %	Total number of employees
Africa & Middle East	10,6%	2,7%	52.644
Americas	22,7%	10,6%	11.606
Asia Pacific	29,9%	0,5%	5.614
Central & Eastern Europe	20,2%	13,9%	1.037
Western Europe	1,6%	0,3%	18.604
	5,0%	0,0%	15.785

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## LA2. Net employment creation and average turnover segmented by region/country.

Avg turnover rate		Voluntary	
# empl.	w. avg%	# Empl.	w. avg %
8.832	17%	3.898	7,4%

  

Involuntary		Natural	
# empl.	w. avg%	# Empl.	w. avg %
3895	7,4%	1.818	3.5%

	Avg turnover rate	Voluntary
Africa & Middle East	14,1%	4,8%
Americas	13,6%	4,5%
Asia Pacific	14,0%	5,6%
Central & Eastern Europe	26,6%	13,8%
Western Europe	14,0%	3,0%

	Involuntary	Natural
Africa & Middle East	9,6%	2,0%
Americas	7,0%	0,3%
Asia Pacific	4,4%	2,6%
Central & Eastern Europe	7,5%	6,7%
Western Europe	6,0%	1,8%

### *Additional indicator*

**LA12. Employee benefits beyond those legally mandated**  
No data available.

### **Labour/Management Relations**

**LA3. Percentage of employees represented by independent trade union organisations or other bona fide employee representatives broken down geographically OR percentage of employees covered by collective bargaining agreements broken down by region/country.**

Total	36%
Africa & Middle East	38,8%
Americas	41,1%
Asia Pacific	15,5%
Central & Eastern Europe	43,9%
Western Europe	34,0%

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**LA4. Policy and procedures involving information, consultation, and negotiations with employees over changes in the reporting organisation's operations (e.g. restructuring).**

Sustainability Report, page 54

*Additional indicator*

**LA13. Provision for formal worker representation in decision making or management, including corporate governance.**

No data available

**Health & Safety**

**LA5. Practices on recording and notification of occupational accidents and diseases, and how they relate to the ILO Code of Practice on Recording and Notification of Occupational Accidents and Diseases.**

Sustainability Report, pages 48-51

**LA6. Description of formal joint health and safety committees comprising management and worker representatives and proportion of workforce covered by any such committees.**

67% of our operating companies (covering 93% of our employees) report to have a Safety, Health and Environment Committee

**LA7. Standard injury, lost day, and absentee rates and number of work-related fatalities (including subcontracted workers).**

Sustainability Report, pages 48-51

**LA8. Description of policies or programmes (for the workplace and beyond) on HIV/AIDS.**

Sustainability Report, page 47-48, 10% of the operating companies have undertaken community projects in 2005; 12% have participated in World AIDS Day 2005.

*Additional indicators*

**LA14. Evidence of substantial compliance with the ILO Guidelines for Occupational Health Management Systems.**

No data available.

**LA15. Description of formal agreements with trade unions or other bona fide employee representatives covering health and safety at work and proportion of the workforce covered by any such agreements.**

59% of operating companies (covering 72% of employees) have reported formal agreements with trade unions covering health and safety at work.

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## Training and Education

**LA9. Average hours of training per year per employee by category of employee.** Sustainability Report, page 55. In total, an amount of € 18.6 million was spent on training of which € 1.1 million for senior management.

### Additional indicators

**LA16. Description of programmes to support the continued employability of employees and to manage career endings.**

Formal programme for training workers/ empl.		Formal programme for training mgt.	
% Opcos	% Employees	% Opcos	% Employees
84%	98%	76%	97%

  

Programmes to support the continued employability of empl.	
% Opcos	% Employees
61%	74%

**LA17. Specific policies and programmes for skills management or for lifelong learning.**

No data available. For a case study, see Sustainability Report page 46-47

## Diversity and Opportunity

**LA10. Description of equal opportunity policies or programmes, as well as monitoring systems to ensure compliance and results of monitoring.**

39% of operating companies report to have a specific policy on this issue; 35% have specific activities and 33% monitor this area.

**LA11. Composition of senior management and corporate governance bodies (including the board of directors), including female/male ratio and other indicators of diversity as culturally appropriate.**

Gender breakdown senior mgt.		Gender breakdown senior mgt.	
Female	Male	Foreigner	Local
12%	88%	20%	80%

## *Human Rights*

### **Strategy & Management**

#### **HR1. Description of policies, guidelines, corporate structure, and procedures to deal with all aspects of human rights relevant to operations, including monitoring mechanisms and results.**

94% of our operating companies (covering 91% of our employees) indicate that they have specific policies to secure equal terms and conditions of employment in recruitment and for promotion.

#### **HR2. Evidence of consideration of human rights impacts as part of investment and procurement decisions, including selection of suppliers/contractors.**

Besides the initiative taken on central level regarding the development and implementation of our Supplier Code (see Sustainability Report, page 33), 57% of our operating companies include environmental criteria in supplier and contract selection; 43% do so for forced and compulsory labour, 45% for child labour and 47% for other social issues.

#### **HR3. Description of policies and procedures to evaluate and address human rights performance within the supply chain and contractors, including monitoring systems and results of monitoring.**

45% of our operating companies evaluate and address performance by suppliers and contractors regarding the environment; 27% do so for forced and compulsory labour, 24% for child labour and 29% for other social issues.

### *Additional indicator*

#### **HR8. Employee training on policies and practices concerning all aspects of human rights relevant to operations.**

Not covered.

### **Non-discrimination**

#### **HR4. Description of global policy and procedures/programmes preventing all forms of discrimination in operations, including monitoring systems and results of monitoring.**

Sustainability Report, pages 10 and 52-54. 43% of our operating companies have a specific policy on non-discrimination and equal rights. 45% have concrete activities to support non-discrimination and 45% monitor this issue.

### **Freedom of Association and Collective Bargaining**

#### **HR5. Description of freedom of association policy and extent to which this policy is universally applied independent of local laws, as well as description of procedures/programmes to address this issue.**

Sustainability Report, pages 10 and 52-54.

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## Child Labour

**HR6. Description of policy excluding child labour as defined by the ILO Convention 138 and extent to which this policy is visibly stated and applied, as well as description of procedures/programmes to address this issue, including monitoring systems and results of monitoring.**

Sustainability Report, pages 10 and 52-54

## Forced and Compulsory Labour

**HR7. Description of policy to prevent forced and compulsory labour and extent to which this policy is visibly stated and applied as well as description of procedures/programmes to address this issue, including monitoring systems and results of monitoring.**

This indicator is not material to our company. An alleged incident of debt bonding by a contractor was investigated together with local Trade Unions in 2005 and consequently dismissed.

## Disciplinary Practices

### *Additional indicators*

**HR9. Description of appeal practices, including, but not limited to, human rights issues.**

Sustainability Report, pages 18 and 54

**HR10. Description of non-retaliation policy and effective, confidential employee grievance system (including, but not limited to, its impact on human rights).**

Sustainability Report, page 18

## Security Practices

### *Additional indicators*

**HR11. Human rights training for security personnel.**

Not covered

## Indigenous Rights

### *Additional indicators*

**HR12. Description of policies, guidelines, and procedures to address the needs of indigenous people.**

12% of our operating companies have indicated that this issue is relevant in their

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operating context: they have developed and implemented policies in this area and undertake concrete activities to secure the rights of indigenous people.

**HR13. Description of jointly managed community grievance mechanisms/authority.**

No data available.

**HR14. Share of operating revenues from the area of operations that are redistributed to local communities.**

Sustainability Report, page 61-62

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## *Society*

### **Community**

**SO1. Description of policies to manage impacts on communities in areas affected by activities, as well as description of procedures / programmes to address this issue, including monitoring systems and results of monitoring.**

Sustainability Report, pages 59-63

#### *Additional indicator*

**SO4. Awards received relevant to social, ethical, and environmental performance.**

Heineken NV received the Dutch ACC Award for its Sustainability Report 2002-2003. In 2005, it was voted most transparent Dutch listed company by VBDO. In 2005, 27% of our operating companies received local awards for their social, ethical and / or environmental performance.

### **Bribery and corruption**

**SO2. Description of the policy, procedures/management systems, and compliance mechanisms for organisations and employees addressing bribery and corruption.**

Sustainability Report, pages 18-20. Please also see the Heineken Code of Business Conduct at our corporate website ([www.heinekeninternational.com/responsibility](http://www.heinekeninternational.com/responsibility))

### **Political Contributions**

**SO3. Description of policy, procedures/management systems, and compliance mechanisms for managing political lobbying and contributions.**

There is no central Heineken policy on making donations to political parties but for the provisions of our Code of Conduct regarding corruption. 10% of our operating companies make in-kind contributions to political parties (e.g. supply beer for a party conference). Two operating companies (Heineken USA and CCU in Chile) indicate that they give contributions in cash. These contributions usually take place in the form that political contributions made by employees are matched. The total value of in-kind and cash contributions to political parties in 2005 was € 256 thousand.

#### *Additional indicator*

**SO5. Amount of money paid to political parties and institutions whose prime function is to fund political parties or their candidates.**

See above under SO3.

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### Competition and Pricing

#### *Additional indicators*

#### **SO6. Court decisions regarding cases pertaining to anti-trust and monopoly regulations.**

During 2004-2005 no court decisions were rendered against Heineken group companies relating to anti-trust or monopoly regulations. Following the investigation of the European Commission in respect of the European brewing industry that started in 2000, in 2004 a fine of € 1 million has been imposed on Heineken by the European Commission for an infringement of EU competition rules in France. Currently, one case is pending, which concerns a case brought forward by the European Commission in respect of alleged anti-competitive behaviour of Heineken and a number of other Dutch brewers in The Netherlands in the period of the second half of the 1990's.

#### **SO7. Description of policy, procedures/management systems, and compliance mechanisms for preventing anti-competitive behaviour.**

Since several years, Heineken has an ongoing competition law compliance programme in place so as to ensure that Heineken employees comply with applicable competition legislation. The programme consists of presentations by expert lawyers as well as electronic training sessions. Management and certain other functions are required to sign an annual competition law compliance statement.

### *Product Responsibility*

#### **Customer Health and Safety**

**PR1. Description of policy for preserving customer health and safety during use of products and services, and extent to which this policy is visibly stated and applied, as well as description of procedures/programmes to address this issue, including monitoring systems and results of monitoring.**

90% of our operating companies (representing 96% of sales volume) indicate that they have such a policy; 63% (representing 83% of sales volume) have clearly communicated this system to customers and consumers.

#### *Additional indicators*

**PR4. Number and type of instances of non-compliance with regulations concerning customer health and safety, including the penalties and fines assessed for these breaches.**

In 2005, there were 37 instances of non-compliance with regulations concerning customer health and safety in four different countries. In 2004, there were 111 instances in two different countries.

**PR5. Number of complaints upheld by regulatory or similar official bodies to oversee or regulate the health and safety of products and services.**

This figure is included in the figure given above under PR5.

**PR6. Voluntary code compliance, product labels or awards with respect to social and/or environmental responsibility that the reporter is qualified to use or has received.**

49% of our operating companies (representing 79% of sales volume) adhere to an advertising code developed by their national beer industry trade association that is comparable to the Heineken Rules & Guidelines on Responsible Commercial Communication.

#### **Products and Services**

**PR2. Description of policy, procedures/management systems, and compliance mechanisms related to product information and labelling.**

80% of the operating companies report that this issue is relevant for them; 76% have formalised policies on product information and labelling, where the number of operating companies that carry out activities is higher (86%). Activities are monitored in of our operations and regularly reviewed in 76%.

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## *Additional indicators*

### **PR7. Number and type of instances of non-compliance with regulations concerning product information and labelling, including any penalties or fines assessed for these breaches.**

In 2005, there was one case of non-compliance with labelling regulations. This concerned a product from Pago (Austria). According to our information, the situation was corrected without any sanctions to the company.

### **PR8. Description of policy, procedures/management systems, and compliance mechanisms related to customer satisfaction, including results of surveys measuring customer satisfaction.**

There is no central policy for measuring customer and/or consumer satisfaction. Nonetheless, 69% of our operating companies (representing 80% of our sales volume) regularly measure customer and/or consumer satisfaction. This information is used to improve service and performance. There is no information available on the outcome of these measurements.

## **Advertising**

### *Additional indicators*

### **PR9. Description of policies, procedures/management systems, and compliance mechanisms for adherence to standards and voluntary codes related to advertising.**

In 2005, 33% of our operating companies (covering 62% of our employees) subscribed to local standards and voluntary codes related to advertising. For 2004, the percentage of operating companies was 24% (covering 52% of our employees)

### **PR10. Number and types of breaches of advertising and marketing regulations.**

There has been one breach reported in 2005. It concerned our company in New Caledonia. In 2004 there were four reported breaches: two in France, one in La Réunion and one in Romania.

## **Respect for Privacy**

### **PR3. Description of policy, procedures/management systems, and compliance mechanisms for consumer privacy.**

Heineken has access to little or no privacy-sensitive information on consumers apart from that obtained via brand competitions, consumer information lines or website visits. This information is not used actively and is never made available to third parties. Because our products are always traded via retailers, we have no involvement in direct marketing. This indicator is, therefore, not material to our business.



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*Additional indicator*

**PR11. Number of substantiated complaints regarding breaches of consumer privacy.**

As we do not sell our products directly to consumers and we do not systematically gather information on individual consumers, this indicator is not material to our business.