GRI Content

	Content	Description	Page	Omission	Con	ntent	Description	Page	Omission
Essential Disclosur	′es							There were no	
	102-1	Name of the organization	25		102	2-10	Significant changes to the organization and its supply chain	significant changes in the capital structure	
	102-2	Activities, brands, products, and services	26					and supply chain. Our operations in Costa	
	102-3	Location of headquarters	26					adhere to the 1992 Rio Declaration and follow	
GRI 102: GENERAL	102-4	Location of operations	10 and 26		102)2-11	Precautionary Principle or approach	the precautionary	
	102-5	Ownership and legal form	25					principle by complying with the applicable	,
	102-6	Markets served	27		GRI 102: GENERAL			regulation.	
DISCLOSURES	102-7	Scale of the organization	25		DISCLOSURES)2-12	External initiatives	50	
2016			62		2016 102	2-13	Membership of associations	50	
			All employees have permanent and		102	2-14	Statement from senior decision-maker	3	
		Information on employees and other	full-time contracts.		102	2-15	-	3	
	102-8	workers	Only trainees have temporary contracts. The organization does		102	2-16	Values, principles, standards, and norms of behavior	48	
			not outsource its key activities.		102	102-18Governance structure	17		
-	102-9	Supply chain	69		102	2-40	List of stakeholder groups	22	
					102	2-41	Collective bargaining agreements	0%, there is no union.	

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	102-42	Identifying and selecting stakeholders	22	
	102-43	Approach to stakeholder engagement	22	
	102-44	Key topics and concerns raised	21	
	102-45	Entities included in the consolidated financial statements	25	
	102-46	Defining report content and topic Boundaries	79	
	102-47	List of material topics	21	
GRI 102: GENERAL DISCLOSURES 2016	102-48	Restatements of information	As a result of the G:35 corporate social responsibility certification audit process of 2017, Corporate Volunteering was included in the company's materiality assessment.	
	102-49	Changes in reporting	None	
	102-50	Reporting period	79	
	102-51	Date of most recent report	79	
	102-52	Reporting cycle	79	
	102-53	Contact point for questions regarding the report	79	
	102-54	Claims of reporting in accordance with the GRI Standards	79	
	102-55	GRI content index	82 to 87	
	102-56	External assurance	Este informe no ha sido verificado.	

	Content	Description	Page	Omission
Material Issues				
Support for Social	Organizatio	ons and Schools		
GRI 103: -	103-1	Explanation of the material topic and its Boundary	35	
MANAGEMENT APPROACH	103-2	The management approach and its components	35	
2016	103-3	Evaluation of the management approach	35	
GRI 413: LOCAL COMMUNITIES 2016	413-1	Operations with local community engagement, impact assessments, and development programs	36	
Prevention and Fig	ht Against (Corruption		
GRI 103: -	103-1	Explanation of the material topic and its Boundary	47	
MANAGEMENT APPROACH	103-2	The management approach and its components	47	
2016	103-3	Evaluation of the management approach	47	
GRI 102: GENERAL -	102-16	Values, principles, standards, and norms of behavior	48	
DISCLOSURES	102-17	Mechanisms for advice and concerns about ethics	48	
	102-25	Conflicts of interest	49	
GRI 205: ANTI- CORRUPTION 2016	205-2	Communication and training about anti-corruption policies and procedures	49	

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d Managem	ent to Mitigate Crisis Situations		
103-1	Explanation of the material topic and its Boundary	53	
103-2	The management approach and its components	53	
103-3	Evaluation of the management approach	53	
102-11	Precautionary Principle or approach	54	
102-15	Key impacts, risks, and opportunities	54	
ersonal and	l Professional Life		
103-1	Explanation of the material topic and its Boundary	57	
103-2	The management approach and its components	57	
103-3	Evaluation of the management approach	57	
102-8	Information on employees and other workers	57	
401-1	New employee hires and employee turnover	62	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	62	
	d Managem 103-1 103-2 103-3 102-11 102-15 ersonal and 103-1 103-2 103-3 102-8 401-1	A Management to Mitigate Crisis Situations103-1Explanation of the material topic and its Boundary103-2The management approach and its components103-3Evaluation of the management approach102-11Precautionary Principle or approach102-15Key impacts, risks, and opportunitiesersonal and Professional Life103-2The management approach and its Boundary103-1Explanation of the material topic and its Boundary103-2The management approach and its components103-3Evaluation of the material topic and its Boundary103-4Information on employees and other workers401-1New employee hires and employee turnover401-2Benefits provided to full-time employees that are not provided to	d Management to Mitigate Crisis Situations103-1Explanation of the material topic and its Boundary53103-2The management approach and its components53103-3Evaluation of the management approach53102-11Precautionary Principle or approach54102-15Key impacts, risks, and opportunities54103-1Explanation of the material topic and its Boundary57103-2The management approach and its components57103-1Explanation of the material topic and its Boundary57103-2The management approach and its components57103-3Evaluation of the management approach57103-3Information on employees and other workers57401-1New employee hires and employee turnover62401-2Benefits provided to full-time employees that are not provided to fourtied to62

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GRI 404: TRAINING AND EDUCATION	404-2	Programs for upgrading employee skills and transition assistance programs	62	
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2017