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### General standard disclosures



#### STRATEGY AND ANALYSIS

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<b>G4-1.</b> Provide a statement from the most senior decision-maker of the organisation (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organisation and the organisation's strategy for addressing sustainability.	<a href="#">Letter from the Chairman</a>	3, 4
	<a href="#">Annual Financial Statements</a>	
<b>G4-2.</b> Description of key impacts, risks and opportunities.	<a href="#">Annual Corporate Governance Report</a>	
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#### ORGANISATIONAL PROFILE

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<b>G4-3.</b> Name of the organisation	<a href="#">Cover</a>	1
<b>G4-4.</b> Primary brands, products, and services.	<a href="#">2</a>	9
<b>G4-5.</b> Location of organisation's headquarters	<a href="#">2</a>	9
<b>G4-6.</b> Report the number of countries where the organisation operates, and names of countries where either the organisation has significant operations or that are specifically relevant to the sustainability topics covered in the report.	<a href="#">2</a>	9
	<a href="#">Annual Corporate Governance Report</a>	
<b>G4-7.</b> Report the nature of ownership and legal form	<a href="#">1</a>	6
	<a href="#">2</a>	9
<b>G4-8.</b> Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	<a href="#">2.5 A)</a>	21, 22
	<a href="#">Annual Financial Statements</a>	
<b>G4-9.</b> Report the scale of the organisation including: total number of employees; total number of operations; net sales or net revenues; total capitalisation broken down in terms of debt and equity (for private sector organisations); and quantity of products or services provided.	<a href="#">2</a>	10
<b>G4-10.</b> <ul style="list-style-type: none"> <li>a. Total number of employees by employment contract and gender.</li> <li>b. Total number of permanent employees by contract type and gender.</li> <li>c. Total workforce by employees and supervised workers and by gender.</li> <li>d. Total workforce by region and gender.</li> <li>e. Report whether a substantial portion of the organisation's work is performed by workers who are legally recognised as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors.</li> <li>f. Report any significant variations in employment numbers.</li> </ul>	<a href="#">5.1</a>	44, 45
<b>G4-11.</b> Percentage of employees covered by collective bargaining agreements.	<a href="#">5.2</a>	47
<b>G4-12.</b> Description of the organisation's supply chain.	<a href="#">6.2</a>	58
<b>G4-13.</b> Significant changes during the reporting period regarding the organisation's size, structure, ownership or its supply chain.	<a href="#">2</a>	10

**ORGANISATIONAL PROFILE**

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<b>G4-14.</b> Report whether and how the precautionary approach or principle is addressed by the organisation.	<a href="#">8.1</a>	69
<b>G4-15.</b> List externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses.	<a href="#">Annual Corporate Governance Report</a>	
	<a href="#">2.2</a>	14, 15
	<a href="#">7.1</a>	61
<b>G4-16.</b> List memberships of associations and national or international advocacy organisations in which the organisation: - Holds a position on the governance body; - Participates in projects or committees; - Provides substantive funding beyond routine membership dues; and - Views membership as strategic.	<a href="#">7.4</a>	67

**IDENTIFIED ASPECTS AND BOUNDARIES**

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<b>G4-17.</b> a. List all entities included in the organisation's consolidated financial statements or equivalent documents. b. Report whether any entity included in the organisation's consolidated financial statements or equivalent documents is not covered by the report.	<a href="#">2</a>	9
<b>G4-18.</b> a. Explain the process for defining the report content and the Aspect Boundaries. b. Explain how the organisation has implemented the Reporting Principles for defining report Content.	<a href="#">Materiality of the Report</a>	78, 79
<b>G4-19.</b> List all the material Aspects identified in the process for defining report content.	<a href="#">Materiality of the Report</a>	81
<b>G4-20.</b> For each material Aspect, report the Aspect Boundary within the organisation	<a href="#">Materiality of the Report</a>	81
<b>G4-21.</b> For each material Aspect, report the Aspect Boundary outside the organisation.	<a href="#">Materiality of the Report</a>	81
<b>G4-22.</b> Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	<a href="#">8.3 A)</a>	74
<b>G4-23.</b> Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	-----	

**STAKEHOLDER ENGAGEMENT**

	CSR headings/ Other reports	Page
<b>G4-24.</b> Provide a list of stakeholder groups engaged by the organisation .	<a href="#">1</a>	7
<b>G4-25.</b> Report the basis for identification and selection of stakeholders with whom to engage.	The stakeholders have been selected according to the relevant criteria for the Company and its activities. <a href="#">1</a>	7
<b>G4-26.</b> Report the organisation's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	BME Establishes the frequency in relation to its main stakeholders, depending on business needs. BME has taken into account the expectation principles mentioned for these stakeholders in the preparation of the report. To do so, it has requested information and opinions from the managers of the Company with whom it has worked to define the report contents.	
<b>G4-27.</b> Report key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	The contents of the report respond to the expectation principles detailed for stakeholders. <a href="#">2.4 A</a>	20

## REPORT PROFILE

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<b>G4-28.</b> Reporting period [such as fiscal or calendar year] for information provided.	Year 2017	
<b>G4-29.</b> Date of most recent previous report [if any].	2017	
<b>G4-30.</b> Reporting cycle [such as annual, biennial].	Annual	
<b>G4-31.</b> Provide the contact point for questions regarding the report or its contents.	<a href="#">Addresses and contacts</a>	98-99
<b>G4-32.</b> <ul style="list-style-type: none"> <li>a. Report the 'in accordance' option the organisation has chosen.</li> <li>b. Report the GRI Content Index for the chosen option.</li> <li>c. Report the reference to the External Assurance Report, if the report has been externally assured.</li> </ul>	This report has been prepared in accordance with the Core option established in the GRI G4 Guidelines for the preparation of sustainability reports.	
<b>G4-33.</b> <ul style="list-style-type: none"> <li>a. Report the organisation's policy and current practice with regard to seeking external assurance for the report.</li> <li>b. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided.</li> <li>c. Report the relationship between the organisation and the assurance providers.</li> <li>d. Report whether the highest governance body or senior executives are involved in seeking assurance for the organisation's sustainability report.</li> </ul>	The Company has not requested external verification of its Corporate Social Responsibility Report.	

## GOVERNANCE

	CSR headings/ Other reports	Page
<b>G4-34.</b> Report the governance structure of the organisation, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	<a href="#">Annual Corporate Governance Report</a> <a href="#">2.5 A)</a>	21, 22
<b>G4-35.</b> Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	<a href="#">Annual Corporate Governance Report</a> <a href="#">2.5 A)</a>	24, 25
<b>G4-36.</b> Report whether the organisation has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body.	<a href="#">Annual Corporate Governance Report</a> <a href="#">2.5 A)</a>	24, 25
<b>G4-37.</b> Report processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to whom and any feedback processes.	The Board of Directors is informed of all issues of an economic, environmental and social nature that have arisen from the Company's dialogue with its stakeholders and the departments involved in their relationship with the latter	
<b>G4-38.</b> Report the composition of the highest governance body and its committees.	<a href="#">Annual Corporate Governance Report</a> <a href="#">2.5 A)</a>	21, 22
<b>G4-39.</b> Report whether the Chair of the highest governance body is also an executive officer [and, if so, his or her function within the organisation's management and the reasons for this arrangement].	<a href="#">Annual Corporate Governance Report</a>	
<b>G4-40.</b> Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members.	<a href="#">Annual Corporate Governance Report</a>	
<b>G4-41.</b> Report processes for the highest governance body to ensure conflicts of interest are avoided and managed. Report whether conflicts of interest are disclosed to stakeholders.	<a href="#">Annual Corporate Governance Report</a>	

GOVERNANCE		CSR headings/ Other reports	Page
<b>G4-42.</b>	Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organisation's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.	<a href="#">Annual Corporate Governance Report</a> <a href="#">Report on the Activities of the Board of Directors</a>	
<b>G4-43.</b>	Report the measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.	This Corporate Social Responsibility report has been prepared based on the materiality analysis previously performed in which the most relevant aspects of the company and its stakeholders have been identified, covering, among others, economic, social and environmental issues. It has been possible to improve the collective knowledge of the Board of Directors in relation to these issues by focusing the CSR Report on aspects relevant for BME.	
<b>G4-44.</b>	<ul style="list-style-type: none"> <li>a. Report the processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics. Report whether such evaluation is independent or not, and its frequency. Report whether such evaluation is a self-assessment.</li> <li>b. Report actions taken in response to evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics, including, as a minimum, changes in membership and organisational practice.</li> </ul>	<a href="#">Annual Corporate Governance Report</a> <a href="#">Report on the Activities of the Board of Directors</a> <a href="#">Report on the Activities of the Appointments and remuneration Committee</a>	
<b>G4-45.</b>	<ul style="list-style-type: none"> <li>a. Report the highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities. Include the highest governance body's role in the implementation of due diligence processes.</li> <li>b. Report whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental and social impacts, risks, and opportunities.</li> </ul>	<a href="#">Annual Corporate Governance Report</a> <a href="#">2.3 B]</a> <a href="#">2.5 B]</a>	19 26
<b>G4-46.</b>	Report the highest governance body's role in reviewing the effectiveness of the organisation's risk management processes for economic, environmental and social topics.	<a href="#">Annual Corporate Governance Report</a> <a href="#">2.3 B]</a> <a href="#">2.5 B]</a>	19 26
<b>G4-47.</b>	Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.	<a href="#">Annual Corporate Governance Report</a> <a href="#">Report on the Activities of the Board of Directors</a>	
<b>G4-48.</b>	Report the highest committee or position that formally reviews and approves the organisation's sustainability report and ensures that all material Aspects are covered.	The Board of Directors approves the annual Corporate Social Responsibility report.	
<b>G4-49.</b>	Report the process for communicating critical concerns to the highest governance body.	<a href="#">Annual Corporate Governance Report</a>	
<b>G4-50.</b>	Report the nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.	No significant concerns have been communicated to the Board of Directors therefore no mechanisms have been established to address them.	
<b>G4-51.</b>	<ul style="list-style-type: none"> <li>a. Report the remuneration policies for the highest governance body and senior executives.</li> <li>b. Report how performance criteria in the remuneration policy relate to the highest governance body's and senior executives' economic, environmental and social objectives.</li> </ul>	<a href="#">Annual Director Remuneration Report</a> <a href="#">Directors' remuneration policy</a>	
<b>G4-52.</b>	Report the process for determining remuneration. Report whether remuneration consultants are involved in determining remuneration and whether they are independent of management. Report any other relationships which the remuneration consultants have with the organisation.	<a href="#">Annual Director Remuneration Report</a> <a href="#">Directors' remuneration policy</a>	
<b>G4-53.</b>	Report how stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable.	<a href="#">Annual Director Remuneration Report</a>	

## GOVERNANCE

	CSR headings/ Other reports	Page
<b>G4-54.</b> Report the ratio of the annual total compensation for the organisation's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country.	Unavailable. Confidential information.	
<b>G4-55.</b> Report the ratio of percentage increase in annual total compensation for the organisation's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country.	Unavailable. Confidential information.	

## ETHICS AND INTEGRITY

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<b>G4-56.</b> Describe the organisation's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics.	<a href="#">2.2</a>	13
<b>G4-57.</b> Report the internal and external mechanisms for seeking advice on ethical and lawful behaviour, and matters related to organisational integrity, such as helplines or advice lines.	<a href="#">2.3 B1</a>	18, 19
<b>G4-58.</b> Report the internal and external mechanisms for reporting concerns about unethical or unlawful behaviour, and matters related to organisational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.	<a href="#">2.3 B1</a>	18, 19

## Specific standard disclosures

## ECONOMIC DIMENSION

## MATERIAL ASPECT: ECONOMIC PERFORMANCE

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<b>G4-DMA</b>	<a href="#">3.3</a>	33, 34
	<a href="#">3.4 A)</a>	35
<b>G4-EC1</b> Direct economic value generated and distributed.	<a href="#">Annual financial statements</a>	
	<a href="#">3.3</a>	34
<b>G4-EC2</b> Financial implications and other risks and opportunities for the organisation's activities due to climate change.	<a href="#">Annual financial statements</a>	
	<a href="#">8.1</a>	69
<b>G4-EC4</b> Financial assistance received from government.	<a href="#">2.4 B)</a>	21

MATERIAL ASPECT: INDIRECT ECONOMIC CONSEQUENCES  
(INCLUDED IN THE REPORT UNDER "INDIRECT ECONOMIC IMPACT".)

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<b>G4-DMA</b>	<a href="#">6.1</a>	56
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	<a href="#">7.3</a>	64
<b>G4-EC7</b> Development and impact of infrastructure investments and services supported.	<a href="#">7.3</a>	64
<b>G4-EC8</b> Significant indirect economic impacts, including the extent of impacts.	<a href="#">7.2</a>	62, 63
	<a href="#">7.3</a>	64

MATERIAL ASPECT: PROCUREMENT PRACTICES  
(INCLUDED IN THE REPORT UNDER "INDIRECT ECONOMIC IMPACT".)

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<b>G4-DMA</b>	<a href="#">6.1</a>	56
	<a href="#">7</a>	61
	<a href="#">7.3</a>	64
<b>G4-EC9</b> Proportion of spending on local suppliers at significant locations of operation.	<a href="#">6.1</a>	57

## ENVIRONMENTAL DIMENSION

### MATERIAL ASPECT: ENERGY (INCLUDED IN THE REPORT UNDER "ENERGY AND EMISSIONS")

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<b>G4-DMA</b>	<a href="#">8.2</a>	70
<b>G4-EN3</b> Energy consumption within the organisation.	<a href="#">8.2 A)</a>	70, 72, 73
<b>G4-EN4</b> Energy consumption outside of the organisation.	<a href="#">8.2 B)</a>	73
<b>G4-EN5</b> Energy intensity (per employee).	<a href="#">8.2 A)</a>	70, 72, 73
<b>G4-EN6</b> Reduction of energy consumption.	<a href="#">8.2 A)</a>	70
<b>G4-EN7</b> Reductions in energy requirements of products and services.	<a href="#">8.2 A)</a>	70

### MATERIAL ASPECT: EMISSIONS (INCLUDED IN THE REPORT UNDER "ENERGY AND EMISSIONS")

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<b>G4-EN15</b> Direct greenhouse gas emissions [Scope 1].	<a href="#">8.3 A)</a>	74, 75
<b>G4-EN16</b> Energy indirect greenhouse gas emissions [Scope 2].	<a href="#">8.3 A)</a>	74, 75
<b>G4-EN17</b> Other indirect greenhouse gas emissions [Scope 3].	<a href="#">8.3 A)</a>	74, 75
<b>G4-EN18</b> Greenhouse gas emissions intensity.	<a href="#">8.3 A)</a>	74, 75, 76
<b>G4-EN19</b> Reduction of greenhouse gas emissions.	<a href="#">8.3 C)</a>	76
<b>G4-EN20</b> Emissions of ozone-depleting substances.		The Group's activities do not generate significant emissions of greenhouse gasses.
<b>G4-EN21</b> NO <sub>x</sub> , SO <sub>x</sub> , and other significant air emissions.		

### MATERIAL ASPECT: COMPLIANCE - ENVIRONMENT (INCLUDED IN THE REPORT UNDER "COMPLIANCE")

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<b>G4-DMA</b>	<a href="#">2.2</a>	13, 14
<b>G4-EN29</b> Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	<a href="#">8.1</a>	69



**MATERIAL ASPECT: TRANSPORT  
(INCLUDED IN THE REPORT UNDER "ENERGY AND EMISSIONS")**

	CSR headings/ Other reports	Page
<b>G4-EN30</b> Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce.	The Group's activities do not generate any significant environmental impacts from transport.	

**MATERIAL ASPECT: OVERALL (COSTS AND INVESTMENTS)  
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<b>G4-EN31</b> Total environmental protection expenditures and investments by type.	<a href="#">8.2 A1</a>	71

**MATERIAL ASPECT: ENVIRONMENTAL ASSESSMENT OF SUPPLIERS  
(INCLUDED IN THE REPORT UNDER "SUPPLIER ASSESSMENT")**

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<b>G4-DMA</b>	<a href="#">6.2</a>	58, 59
<b>G4-EN32</b> Percentage of new suppliers that were screened using environmental criteria.	<a href="#">6.2</a>	58

**SOCIAL DIMENSION**

**Labour practices and decent work**

**MATERIAL ASPECT: EMPLOYMENT**

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<b>G4-DMA</b>	<a href="#">5</a>	43
<b>G4-LA1</b> Total number and rates of new employee hires and employee turnover by age group, gender and region.	<a href="#">5.1</a>	44, 45, 46
<b>G4-LA2</b> Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation.	<a href="#">5.3</a>	49
	<a href="#">5.4</a>	50

**MATERIAL ASPECT: OCCUPATIONAL HEALTH AND SAFETY**

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<b>G4-DMA</b>	<a href="#">5.6</a>	53
<b>G4-LA5</b> Percentage of total workforce represented in formal joint management–worker health and safety committees that help monitor and advise on occupational health and safety programs.	<a href="#">5.6</a>	53
<b>G4-LA6</b> Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender.	<a href="#">5.6</a>	54
<b>G4-LA7</b> Workers with high incidence or high risk of diseases related to their occupation.		The professions of BME workers do not have a high incidence or high risk of diseases related to their occupation.
<b>G4-LA8</b> Health and safety topics covered in formal agreements with trade unions.		BME addresses all these concerns that it considers relevant in the Health and safety committees listed in section 5.6 of this report. For example, social security, workplace risk prevention, security measures and fire drills.

**MATERIAL ASPECT: TRAINING AND EDUCATION**

	CSR headings/ Other reports	Page
<b>G4-DMA</b>	<a href="#">5.5</a>	51
<b>G4-LA9</b> Average hours of training per year per employee by gender, and by employee category.	<a href="#">5.5</a>	51, 52
<b>G4-LA10</b> Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	<a href="#">5.5</a>	51
<b>G4-LA11</b> Percentage of employees receiving regular performance and career development reviews, by gender and by employee category.	<a href="#">5.3</a>	48

**MATERIAL ASPECT: DIVERSITY AND EQUAL OPPORTUNITY  
(INCLUDED IN THE REPORT UNDER "EQUAL OPPORTUNITIES")**

	CSR headings/ Other reports	Page
<b>G4-DMA</b>	<a href="#">5.3</a>	44
<b>G4-LA12</b> Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	<a href="#">Annual Corporate Governance Report</a>	
	<a href="#">5.1</a>	44

**MATERIAL ASPECT: EQUAL REMUNERATION FOR WOMEN AND MEN  
(INCLUDED IN THE REPORT UNDER "EQUAL OPPORTUNITIES")**

	CSR headings/ Other reports	Page
<b>G4-DMA</b>	<a href="#">5.3</a>	44
<b>G4-LA13</b> Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	<a href="#">5.3</a>	49

**MATERIAL ASPECT: SUPPLIER ASSESSMENT FOR LABOR PRACTICES  
(INCLUDED IN THE REPORT UNDER "SUPPLIER ASSESSMENT")**

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<b>G4-DMA</b>	<a href="#">6.2</a>	58, 59
<b>G4-LA14</b> Percentage of new suppliers that were screened using labour practices criteria.	<a href="#">6.2</a>	58

## Human Rights

**MATERIAL ASPECT: HUMAN RIGHTS (INVESTMENT)  
(INCLUDED IN THE REPORT UNDER "ETHICS AND INTEGRITY")**

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<b>G4-DMA</b>	<a href="#">2.3 B)</a>	18
	<a href="#">5.3</a>	47, 48
<b>G4-HR1</b> Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening.	<a href="#">5.3</a>	48

**MATERIAL ASPECT: HUMAN RIGHTS (NON-DISCRIMINATION)  
(INCLUDED IN THE REPORT UNDER "ETHICS AND INTEGRITY")**

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<b>G4-DMA</b>	<a href="#">2.3 B)</a>	18
	<a href="#">5.3</a>	47, 48
<b>G4-HR3</b> Total number of incidents of discrimination and corrective actions taken.	<a href="#">5.3</a>	47

**MATERIAL ASPECT: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING  
(INCLUDED IN THE REPORT UNDER "ETHICS AND INTEGRITY")**

	CSR headings/ Other reports	Page
<b>G4-DMA</b>	See direct response to indicator HR4	
<b>G4-HR4</b> Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights.	<p>BME guarantees all of its employees the right to form trade unions for the defence and promotion of their economic and social interests. Trade union workers' representation bodies and the technical committees deriving from the Collective Agreement in which the employees participate provide a constant channel of dialogue between the company and its employees, not only for collective bargaining but also to resolve any potential conflicts.</p> <p>There are no risks of violations of, or threats to, the freedom of association and collective bargaining at any of the Company's locations or suppliers.</p>	

**MATERIAL ASPECT: SUPPLIER HUMAN RIGHTS ASSESSMENT  
(INCLUDED IN THE REPORT UNDER "SUPPLIER ASSESSMENT")**

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<b>G4-DMA</b>	<a href="#">6.2</a>	58, 59
<b>G4-HR10</b> Percentage of new suppliers that were screened using human rights criteria.	<a href="#">6.2</a>	58

**Society**

**MATERIAL ASPECT: LOCAL COMMUNITIES**

	CSR headings/ Other reports	Page
<b>G4-DMA</b>	<a href="#">7.4</a>	67
<b>G4-SO1</b> Percentage of operations with implemented local community engagement, impact assessments, and development programs.		
<b>G4-SO2</b> Operations with significant actual or potential negative impacts on local communities.	All of BME's workplaces are in Spain.	

**MATERIAL ASPECT: ANTI-CORRUPTION  
(INCLUDED IN THE REPORT UNDER "ETHICS AND INTEGRITY")**

	CSR headings/ Other reports	Page
<b>G4-DMA</b>	<a href="#">2.3 B</a>	18
<b>G4-SO3</b> Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.	<a href="#">5.3</a>	47, 48
<b>G4-SO4</b> Communication and training on anti-corruption policies and procedures.	<a href="#">2.3 B</a>	18, 19
<b>G4-SO5</b> Confirmed incidents of corruption and actions taken.	<a href="#">2.3 B</a>	18, 19

**MATERIAL ASPECT: PUBLIC POLICY  
(INCLUDED IN THE REPORT UNDER "TRANSPARENCY AND INDEPENDENCE IN OPERATIONS")**

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<b>G4-DMA</b>	<a href="#">2.2</a>	13, 14
<b>G4-SO6</b> Total value of political contributions by country and recipient/beneficiary.	<a href="#">2.4 B</a>	21

**MATERIAL ASPECT: ANTI-COMPETITIVE BEHAVIOR  
(INCLUDED IN THE REPORT UNDER "TRANSPARENCY AND INDEPENDENCE IN OPERATIONS")**

	CSR headings/ Other reports	Page
<b>G4-DMA</b>	<a href="#">2.2</a>	13, 14
<b>G4-SO7</b> Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes.	<a href="#">2.4 B</a>	21
	There were no legal actions for anti-competitive behaviour, anti-trust, and monopoly practices.	
	<a href="#">2.2</a>	14

**MATERIAL ASPECT: COMPLIANCE - SOCIAL  
(INCLUDED IN THE REPORT UNDER "COMPLIANCE")**

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<b>G4-DMA</b>	<a href="#">2.2</a>	13, 14
<b>G4-SO8</b> Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	<a href="#">Annual financial statements</a>	
	<a href="#">5</a>	43

**MATERIAL ASPECT: SUPPLIER ASSESSMENT FOR IMPACTS ON SOCIETY  
(INCLUDED IN THE REPORT UNDER "SUPPLIER ASSESSMENT")**

	CSR headings/ Other reports	Page
<b>G4-DMA</b>	<a href="#">6.2</a>	58, 59
<b>G4-SO9</b> Percentage of new suppliers that were screened using criteria for impacts on society.	<a href="#">6.2</a>	58

## Product responsibility

### MATERIAL ASPECT: PRODUCT AND SERVICE LABELING (INCLUDED IN THE REPORT UNDER "CLIENT MANAGEMENT")

	CSR headings/ Other reports	Page
<b>G4-DMA</b>	<a href="#">4.1</a>	37
<b>G4-PR5</b> Results of surveys measuring customer satisfaction.	The report only includes information concerning the satisfaction questionnaires relating to the educational activities	

### MATERIAL ASPECT: CUSTOMER PRIVACY (INCLUDED IN THE REPORT UNDER "SECURITY AND ACCURACY OF INFORMATION")

	CSR headings/ Other reports	Page
<b>G4-DMA</b>	<a href="#">2.3 A1</a>	17
<b>G4-PR8</b> Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	<a href="#">4.2</a>	40
	There were no complaints regarding breaches of customer privacy and losses of customer data	

### MATERIAL ASPECT: COMPLIANCE - PRODUCT RESPONSIBILITY (INCLUDED IN THE REPORT UNDER "COMPLIANCE")

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<b>G4-DMA</b>	<a href="#">2.2</a>	13, 14
<b>G4-PR9</b> Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	<a href="#">Annual financial statements</a> <a href="#">4.1</a>	37

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