GRI Content Index

TGI 2020 Sustainability Report

GRI Standard	Content	Location	Verification External
GRI 102: Ger	neral Contents 2016		
Organization	Profile		
102-1	Company Name	Transportadora de Gas Internacional S.A. E.S.P.	Х
102-2	Activities, brands, products and services	Regional Presence	Х
102-3	Location of the headquarters	The main headquarters are located in Bogotá, Colombia	Х
102-4	Location of operations	Regional Presence	Х
102-5	Ownership and legal form	TGI is a mixed company, incorporated as a stock company, in accordance with the provisions of Law 142 of 1994.	х
102-6	Markets served	Regional Presence	Х
102-7	Company size	Regional Presence Annexes	x
102-8	Information about employees and other workers	We are a diverse and inclusive team Annexes	х
102-9	Supply chain	We are a diverse and inclusive team Annexes	Х
102-10	Significant changes	There were no significant changes in the organization or in the supply chain.	Х
102-11	Precautionary principle or approach	Annexes	Х
102-12	Precautionary principle or approach	Support for the Sustainable Development Goals - SDG - which demonstrates a corporate commitment to the Principles of the United Nations Global Compact	х
102-13	Associations	Regulatory management and institutional relations. At TGI, we seek a strategic engagement with allies such as Andesco, Naturgas and, since 2020, ANDI. Through our participation we contribute to the consolidation of development plans in the regions. An example thereof is our engagement with the Valle del Cauca Trade Guild Committee, the Buenaventura Trade Guild Committee and the Más Guajira Group.	x
Strategy			
102-14	Declaration of senior executives responsible for decision making	Letter to shareholders	x
102-15	IMain impacts, risks and opportunities	Annexes	
Ethics and in	tegrity		
102-16	Values, principles, standards and norms of conduct	Ethics and compliance	х
102-17	Advisory mechanisms and ethical concerns	Ethics and compliance	
Corporate go	vernance		
102-18	Governance structure	Corporate Governance	Х
102-19	Delegation of authority	Corporate Governance	
102-20	Executive level responsibility for economic, environmental and social issues	Corporate Governance	
102-21	Consultation with stakeholders on economic, environmental and social issues	Corporate Governance	
102-22	Composition of the highest governance body and its committees	Corporate Governance Annexes	
102-23	President of the highest governing body	Corporate Governance	
102-24	Nomination and selection of the highest gover- nance body	Corporate Governance	
102-25	Conflict of Interests	Corporate Governance	
102-26	Role of the highest governance body in the selection of objectives, values and strategy	Corporate Governance	
102-27	Collective knowledge of the highest governance body	Corporate Governance	
102-28	Performance evaluation of the highest gover- nance body	Corporate Governance	

GRI Standard	Content	Location	Verification External
102-29	Identification and management of economic, environmental and social impacts	Corporate Governance	
102-30	Effectiveness of risk management processes Corporate Governance		
102-32	102-32 Role of the highest governance body in the preparation of sustainability reports About this report		
102-35	Remuneration policies	Corporate Governance	
102-36	Process for determining remuneration	Corporate Governance	
102-37	Stakeholder involvement in remuneration	Corporate Governance	
Participation	ı of stakeholders		
102-40	List of stakeholders	Sustainable strategy	Х
102-41	Collective bargaining agreements	72% of our collaborators are covered by collective bargaining agreements; this evidences our respect for freedom of association	х
102-42	Identification and selection of stakeholders	Sustainable strategy	Х
102-43	Approach for the participation of stakeholders	Sustainable strategy	Х
102-44	Key issues and concerns raised	Sustainable strategy	Х
Practices for	the preparation of reports		
102-45	Entities included in the Financial Statements	About this report	Х
102-46	Definition of the contents of the reports and the coverage of the subject	Materiality	х
102-47	List of relevant topics	Materiality	Х
102-48	Information re-statement	Throughout the report, if applicable, changes in figures, coverage and limits are indicated.	х
102-49	Reporting changes	About this report Materiality	х
102-50	Period covered by the report	About this report	Х
102-51	Last report date	About this report	Х
102-52	Reporting cycle	About this report	Х
102-53	Contact for questions about the report	About this report	Х
102-54	Declaration of report preparation in accordance with the GRI Standards		
102-55	GRI content index	Annexes: GRI Table	Х
102-56	External verification	About this report	Х

GRI Standard	Content	Location	Omissions	External verificatio
Territory	transformation			
GRI 103: 2	016 management approach			
GRI 203: 2	016 Indirect economic impacts			
GRI 413: 2	016 local communities			
GRI 411: 2	016 rights of indigenous peoples			
103-1	Explanation of the core topic and its limits	Creation of social value		
103-2	The management approach and its components	Creation of social value Engagement with communities Impact management - when conducting our work, we respect the territories		
103-3	Evaluation of the management approach	Creation of social value Engagement with communities Impact management - when conducting our work, we respect the territories		
203-1	Significant investments in infrastruc- ture and supported services	Creation of social value		x
Own	Social investment	Creation of social value Annexes		
Own	SROI	Creation of social value		
413-1	Operations with the involvement of the local community, impact evalua- tions and development programs	Engagement with communities		
Own	Institutional strengthening	Engagement with communities		
203-2	Significant indirect economic impacts	Impact management: when conducting our work, we respect the territories Annexes		
411-1	Cases of violations of the rights of indigenous peoples	There were no cases of complaints or legal actions for the violation of rights of indigenous peoples		
413-2	Operations with significant negative impacts (actual and potential) on local communities.	Impact management: when conducting our work, we respect the territories		
EU22	Operations with significant negative impacts (actual and potential) on local communities.	Impact management: when conducting our work, we respect the territories		
Own	Number of complaints resolved on community impacts related to the conduct of contractors	Impact management: when conducting our work, we respect the territories		
Economic	added value			
GRI 103: :	2016 management approach			
GRI 201: 2	016 economic performance			
103-1	Explanation of the core topic and its limits	Economic added value		
103-2	The management approach and its components	Economic performance Development of new markets and new midstream businesses		
103-3	Evaluation of the management approach	Economic performance Development of new markets and new midstream businesses		
201-1	Economic value generated and distributed	Economic performance Annexes		x
Own	Capital structure	Economic performance Annexes		
Own	Operating income, net profit and Ebitda	Economic performance Annexes		
Own	Market share	Development of new markets and new midstream businesses		
Own	Incremental volume and market development (industry)	Development of new markets and new midstream businesses		
Own	Incremental volume and market development (mobility)	Development of new markets and new midstream businesses		

GRI Standard	Content	Location	Omissions	External verification
Responsi	ble management against COVID-19			
GRI 103: 2	016 management approach			
103-1	Explanation of the core topic and its limits	Responsible management against COVID-19		
103-2	The management approach and its components	Strategy and operational continuity Digital transformation		
103-3	Evaluation of the management approach	Strategy and operational continuity Digital transformation		
Own	Prevalence of deaths	Strategy and operational continuity		Х
Corporat	e Governance and Ethics			
GRI 103: 2	016 management approach			
GRI 205: 2	2016 Anti-Corruption			
GRI 405: 2	2016 diversity and equal opportuniti	es		
103-1	Explanation of the core topic and its limits	Corporate Governance and Ethics		
103-2	The management approach and its components	Corporate Governance Ethics and compliance		
103-3	Evaluation of the management approach	Corporate Governance Ethics and compliance		
405-1	Diversity in governing bodies and employees	Annexes		
205-1	Operations evaluated for risks related to corruption	Ethics and compliance		
205-2	Communication and training on anti-corruption policies and procedures	Ethics and compliance Annexes	Information broken down by region is not presented for bu- siness partners. We do not have authorization from clients and suppliers to make this informa- tion public in TGI's Sustainability Report.	Х
205-3	Confirmed cases of corruption and measures taken	Ethics and compliance		
Own	Ethical Channel Report	Ethics and compliance Annexes		
Own	Strategic risks	Comprehensive risk management Annexes		
Human R	ights			
GRI 103: 2	016 management approach			
GRI 412: 2	016 Human Rights Assessment			
GRI 413: 2	016 local communities			
103-1	Explanation of the core topic and its limits	Human Rights, committed to the principle of equality		
103-2	The management approach and its components	Human Rights, committed to the principle of equality		
103-3	Evaluation of the management approach	Human Rights, committed to the principle of equality		
Own	Commitment in Human Rights.	Human Rights, committed to the principle of equality		
412-1	Operations subject to reviews or im- pact assessments on Human Rights	Human Rights, committed to the principle of equality		
412-2	Training of employees in policies or procedures on Human Rights	Human Rights, committed to the principle of equality		х
412-3	Significant investment agreements and contracts with clauses on Human Rights or subject to Human Rights evaluation	100% of significant investment agree- ments and contracts have clauses on Human Rights, as they are supported by the Code of Ethics that provides for respect for Human Rights		

GRI Standard	Content	Location	Omissions	External verification
	evelopment, well-being and inclu	sion		Vermeution
	016 management approach			
	2016 training and teaching			
	016 presence in the market			
GRI 405: 2	2016 diversity and equal opportuniti	es		
GRI 406: 2	2016 No discrimination			
GRI 401: 2	016 employment			
GRI 403: 2	2018 occupational safety and health			
103-1	Explanation of the core topic and its limits	Development of human talent, cultural transformation to grow		
103-2	The management approach and its components	Development of human talent, cultural transformation to grow. Inclusion, we are a diverse and inclusive team. Well-being for all, work quality. Culture, Occupational Safety and Health		
103-3	Evaluation of the management approach	Development of human talent, cultural transformation to grow. Inclusion, we are a diverse and inclusive team. Well-being for all, work quality. Culture, Occupational Safety and Health		
404-1	Average hours of training per year per employee	Development of human talent, cultural transformation to grow. Annexes		x
404-2	Programs to improve employee skills and transition assistance programs	Development of human talent, cultural transformation to grow	Information related to transition assistance programs provided to facilitate continued employabi- lity and management of the end of careers due to retirement or dismissal is omitted.	
404-3	Percentage of employees subjected to regular performance and career development reviews	Development of human talent, cultural transformation to grow. Annexes		
202-2	Proportion of senior executives hired from the local community	Annexes		
405-1	Diversity in governing bodies and employees	Annexes		
405-2	Ratio of base salary and remunera- tion of women to men	Inclusion - we are a diverse and inclusive team Annexes		
406-1	Cases of discrimination and corrective actions taken	Inclusion - we are a diverse and inclusive team		
401-1	New employee hiring and staff turnover	Well-being for all, quality of work - Annexes		
401-2	Benefits for full-time employees not given to part-time or temporary employees	Annexes		
401-3	Parental permission	Annexes		
402-1	Minimum notice periods for operational changes	We do not have minimum notice periods for operational changes; howe- ver, we have a methodology and model that gives us a frame of reference for managing change in the organization.		
EU15	Population close to retirement	Annexes		
Own	Employee working environment	Well-being for all, quality of work		
403-1	Occupational health and safety management system	Annexes		
403-2	Hazard identification, risk assessment and incident investigation	Occupational safety and health culture Annexes		
403-3	Occupational health services.	Occupational safety and health culture Annexes		
403-4	Participation of workers, consulta- tions and communication on occupa- tional safety and health	Occupational safety and health culture Annexes		

GRI Standard	Content	Location	Omissions	External verification
403-5	Training of workers on occupational health and safety	Occupational safety and health culture Annexes		
403-6	Promotion of workers' health	Occupational safety and health culture Annexes		
403-7	Prevention and mitigation of impacts on the health and safety of workers di- rectly linked to business relationships	Annexes		
403-8	Occupational health and safety management system coverage	Occupational safety and health culture Annexes		
403-9	Work accident injuries	Occupational safety and health culture Annexes		х
403-10	Occupational diseases and illnesses	Annexes		Х
EU17	Days worked by contractors and sub- contractors involved in construction, operation and maintenance activities	Occupational safety and health culture Annexes		
Own	Severity index	Annexes		
Regulato	ry management and institutional	relations		
GRI 103: 2	016 management approach			
GRI 415: 2	016 public policy			
103-1	Explanation of the core topic and its limits	Regulatory management and engagement		
103-2	The management approach and its components	Regulatory management and engagement		
103-3	Evaluation of the management approach	Regulatory management and engagement		
415-1	Contribution to political parties and / or representatives	Regulatory management and engagement		х
~	Political contributions	Annexes		
Own	1 otticat contributions	1		
Environn GRI 103: 2	nental commitment 2016 management approach 2016 environmental compliance			
Environn GRI 103: 2 GRI 307: 2 GRI 305: 2	nental commitment 2016 management approach			
Environn GRI 103: 2 GRI 307: 2 GRI 305: 2 GRI 304: 2	nental commitment 2016 management approach 2016 environmental compliance 2016 emissions			
Environn GRI 103: 2 GRI 307: 2 GRI 305: 2 GRI 304: 2 GRI 302: 2	nental commitment 2016 management approach 2016 environmental compliance 2016 emissions 2016 biodiversity			
Environn GRI 103: 2 GRI 307: 2 GRI 305: 2 GRI 304: 2 GRI 302: 2 GRI 303: 2	nental commitment 2016 management approach 2016 environmental compliance 2016 emissions 2016 biodiversity 2016 energy			
Environn GRI 103: 2 GRI 307: 2 GRI 305: 2 GRI 304: 2 GRI 302: 2 GRI 303: 2	nental commitment 2016 management approach 2016 environmental compliance 2016 emissions 2016 biodiversity 2016 energy 2018 water and effluents	Environmental commitment		
Environn GRI 103: 2 GRI 307: 2 GRI 305: 2 GRI 304: 2 GRI 302: 2 GRI 303: 2 GRI 306: 2	nental commitment 2016 management approach 2016 environmental compliance 2016 emissions 2016 biodiversity 2016 energy 2018 water and effluents 2020 effluents and waste Explanation of the core topic and its	Environmental commitment Environmental management and compliance Climate change Biodiversity Operational eco-efficiency		
Environn GRI 103: 2 GRI 307: 2 GRI 305: 2 GRI 304: 2 GRI 302: 2 GRI 303: 2 GRI 303: 2 103-1	hental commitment 2016 management approach 2016 environmental compliance 2016 emissions 2016 biodiversity 2016 energy 2018 water and effluents 2020 effluents and waste Explanation of the core topic and its limits The management approach and its	Environmental management and compliance Climate change Biodiversity		
Environn GRI 103: 2 GRI 307: 2 GRI 305: 2 GRI 302: 2 GRI 303: 2 GRI 303: 2 103-1	Imagement approach 2016 management approach 2016 environmental compliance 2016 emissions 2016 biodiversity 2016 energy 2018 water and effluents 2020 effluents and waste Explanation of the core topic and its limits The management approach and its components Evaluation of the management	Environmental management and compliance Climate change Biodiversity Operational eco-efficiency Environmental management and compliance Climate change Biodiversity	Observation: In 2020, TGI had no fine or sanction for non- compliance in environmental matters.	
Environn GRI 103: 2 GRI 307: 2 GRI 305: 2 GRI 302: 2 GRI 303: 2 GRI 303: 2 103-1 103-2	Importal commitment 2016 management approach 2016 environmental compliance 2016 emissions 2016 biodiversity 2016 energy 2018 water and effluents 2020 effluents and waste Explanation of the core topic and its limits The management approach and its components Evaluation of the management approach and its components	Environmental management and compliance Climate change Biodiversity Operational eco-efficiency Environmental management and compliance Climate change Biodiversity Operational eco-efficiency Environmental management and	no fine or sanction for non- compliance in environmental	
Environn GRI 103: 2 GRI 307: 2 GRI 305: 2 GRI 304: 2 GRI 302: 2 GRI 303: 2 GRI 303: 2 GRI 303: 2 103-1 103-1 103-2 103-3	Imagement approach 2016 management approach 2016 environmental compliance 2016 emissions 2016 biodiversity 2016 energy 2018 water and effluents 2020 effluents and waste Explanation of the core topic and its limits The management approach and its components Evaluation of the management approach and its components Evaluation of the management approach and its components	Environmental management and compliance Climate change Biodiversity Operational eco-efficiency Environmental management and compliance Climate change Biodiversity Operational eco-efficiency Environmental management and compliance Climate Change	no fine or sanction for non- compliance in environmental	
Environn GRI 103: 2 GRI 307: 2 GRI 305: 2 GRI 302: 2 GRI 302: 2 GRI 303: 2 GRI 303: 2 103-1 103-2 103-3 307-1 305-1	Important Commitment 1016 management approach 1016 environmental compliance 2016 emissions 2016 biodiversity 2016 biodiversity 2016 energy 2018 water and effluents 2020 effluents and waste Explanation of the core topic and its limits The management approach and its components Evaluation of the management approach and its components Environmental sanctions Other direct GHG emissions (scope 1)	Environmental management and compliance Climate change Biodiversity Operational eco-efficiency Environmental management and compliance Climate change Biodiversity Operational eco-efficiency Environmental management and compliance Climate Change Annexes	no fine or sanction for non- compliance in environmental	
Environn GRI 103: 2 GRI 307: 2 GRI 305: 2 GRI 302: 2 GRI 302: 2 GRI 303: 2 GRI 303: 2 103-1 103-1 103-3 307-1 305-1 305-2	nental commitment c016 management approach c016 environmental compliance c016 emissions c016 emissions c016 energy c016 energy c018 water and effluents c020 effluents and waste Explanation of the core topic and its limits The management approach and its components Evaluation of the management approach and its components Environmental sanctions Other direct GHG emissions (scope 1) Other indirect GHG emissions (scope 2)	Environmental management and compliance Climate change Biodiversity Operational eco-efficiency Environmental management and compliance Climate change Biodiversity Operational eco-efficiency Environmental management and compliance Climate Change Annexes Climate Change Climate Change Climate Change	no fine or sanction for non- compliance in environmental	
Environn GRI 103: 2 GRI 307: 2 GRI 307: 2 GRI 302: 2 GRI 302: 2 GRI 303: 2 GRI 303: 2 103-1 103-1 103-2 103-3 307-1 305-1 305-2 305-3	nental commitment c016 management approach c016 environmental compliance c016 emissions c016 emissions c016 biodiversity c016 energy c018 water and effluents c020 effluents and waste Explanation of the core topic and its limits The management approach and its components Evaluation of the management approach and its components Environmental sanctions Other direct GHG emissions (scope 1) Other indirect GHG emissions (scope 3)	Environmental management and compliance Climate change Biodiversity Operational eco-efficiency Environmental management and compliance Climate change Biodiversity Operational eco-efficiency Environmental management and compliance Climate Change Annexes Climate Change Climate Change Climate Change Climate Change Climate Change	no fine or sanction for non- compliance in environmental	
Environn GRI 103: 2 GRI 307: 2 GRI 305: 2 GRI 304: 2 GRI 303: 2 GRI 303: 2 GRI 303: 2 103-1 103-1 103-2 103-3 307-1 305-1 305-1 305-3 305-3	nental commitment c016 management approach c016 environmental compliance c016 emissions c016 biodiversity c016 energy c018 water and effluents c020 effluents and waste Explanation of the core topic and its limits The management approach and its components Evaluation of the management approach and its components Environmental sanctions Other direct GHG emissions (scope 1) Other indirect GHG emissions (scope 3) GHG emissions intensity	Environmental management and compliance Climate change Biodiversity Operational eco-efficiency Environmental management and compliance Climate change Biodiversity Operational eco-efficiency Environmental management and compliance Climate Change Annexes Climate Change Climate Change Annexes Annexes	no fine or sanction for non- compliance in environmental	

GRI Standard	Content	Location	Omissions	External verification
304-1	Operation centers owned, leased or managed located within or next to protected areas or areas of high value for biodiversity outside protected areas	Biodiversity Annexes		
304-2	Significant impacts of activities, pro- ducts and services on biodiversity	Biodiversity		
304-3	Protected or restored habitats	Biodiversity		
304-4	Species included on the IUCN Red List and national conservation lists, whose habitats are located in areas affected by operations	Biodiversity Annexes		
302-1	Energy consumption within the organization	Operational eco-efficiency		х
303-3	Water extraction	Annexes	Information in sections 303-3b and 303-3c is omitted. The level of traceability needed to determine the proportions of third-party water (public utili- ties) from surface, underground, marine or hydric stressed zone sources, or to report the quality of the resource (total dissolved solids) at the time of extraction is unknown. Based on the fore- going, it is not possible to report the total extraction of water from areas with hydric stress or the extraction for categories of fresh water or other waters.	X
303-5	Water consumption	Annexes		
306-3	Waste generated	Annexes		
306-4	Waste not intended for disposal	Annexes		Х
306-5	Waste intended for disposal	Annexes		Х
	016 management approach			
GRI 204: 2 GRI 308: 2	2016 management approach 2016 acquisition practices 2016 supplier environmental assessi 2016 supplier environmental assessi	nent		
GRI 204: 2 GRI 308: 2 GRI 414: 2	2016 acquisition practices 2016 supplier environmental assess 2016 suppliers social evaluation	nent		
GRI 204: 2 GRI 308: 2 GRI 414: 2	2016 acquisition practices 2016 supplier environmental assess 2016 suppliers social evaluation 2016 customer privacy Explanation of the core topic and its	Efficient, reliable and innovative		
GRI 204: 2 GRI 308: 2 GRI 414: 2 GRI 418: 2	2016 acquisition practices 2016 supplier environmental assess 2016 suppliers social evaluation 2016 customer privacy	I		
GRI 204: 2 GRI 308: 2 GRI 414: 2 GRI 418: 2 103-1	2016 acquisition practices 2016 supplier environmental assess 2016 suppliers social evaluation 2016 customer privacy Explanation of the core topic and its limits The management approach and its	Efficient, reliable and innovative operation and infrastructure Comprehensive asset management Infrastructure development Operational efficiency Quality service Innovation		
GRI 204: 2 GRI 308: 2 GRI 414: 2 GRI 418: 2 103-1 103-2	2016 acquisition practices 2016 supplier environmental assess 2016 suppliers social evaluation 2016 customer privacy Explanation of the core topic and its limits The management approach and its components Evaluation of the management	Efficient, reliable and innovative operation and infrastructure Comprehensive asset management Infrastructure development Operational efficiency Quality service Innovation Supply chain management Comprehensive asset management Infrastructure development Operatio- nal Efficiency Quality service		
GRI 204: 2 GRI 308: 2 GRI 414: 2 GRI 418: 2 103-1 103-2	2016 acquisition practices 2016 supplier environmental assess 2016 suppliers social evaluation 2016 customer privacy Explanation of the core topic and its limits The management approach and its components Evaluation of the management approach Length of transmission and	Efficient, reliable and innovative operation and infrastructure Comprehensive asset management Infrastructure development Operational efficiency Quality service Innovation Supply chain management Comprehensive asset management Infrastructure development Operatio- nal Efficiency Quality service Innovation. Supply chain management Operational efficiency		
GRI 204: 2 GRI 308: 2 GRI 414: 2 GRI 418: 2 103-1 103-2 103-3 EU4	2016 acquisition practices 2016 supplier environmental assess 2016 suppliers social evaluation 2016 customer privacy Explanation of the core topic and its limits The management approach and its components Evaluation of the management approach Length of transmission and distribution lines Average annual availability of gas	Efficient, reliable and innovative operation and infrastructure Comprehensive asset management Infrastructure development Operational efficiency Quality service Innovation Supply chain management Comprehensive asset management Infrastructure development Operatio- nal Efficiency Quality service Innovation. Supply chain management Operational efficiency Annexes Operational efficiency		X
GRI 204: 2 GRI 308: 2 GRI 414: 2 GRI 418: 2 103-1 103-2 103-3 EU4 Own	2016 acquisition practices 2016 supplier environmental assess 2016 suppliers social evaluation 2016 customer privacy Explanation of the core topic and its limits The management approach and its components Evaluation of the management approach Length of transmission and distribution lines Average annual availability of gas pipelines' transport capacity	Efficient, reliable and innovative operation and infrastructure Comprehensive asset management Infrastructure development Operational efficiency Quality service Innovation Supply chain management Comprehensive asset management Infrastructure development Operatio- nal Efficiency Quality service Innovation. Supply chain management Operational efficiency Annexes Operational efficiency Annexes Operational efficiency		
GRI 204: 2 GRI 308: 2 GRI 414: 2 GRI 418: 2 103-1 103-2 103-3 EU4 Own Own	2016 acquisition practices 2016 supplier environmental assess 2016 suppliers social evaluation 2016 customer privacy Explanation of the core topic and its limits The management approach and its components Evaluation of the management approach Length of transmission and distribution lines Average annual availability of gas pipelines' transport capacity Service continuity (%) Hours of contract suspension for	Efficient, reliable and innovative operation and infrastructure Comprehensive asset management Infrastructure development Operational efficiency Quality service Innovation Supply chain management Comprehensive asset management Infrastructure development Operatio- nal Efficiency Quality service Innovation. Supply chain management Operational efficiency Annexes Operational efficiency Annexes Operational efficiency Annexes Operational efficiency Annexes		

GRI Standard	Content	Location	Omissions	External verification
418-1	Substantiated complaints regarding violations of customer privacy and loss of customer data	Quality service		
Own	Service quality	Quality service Annexes		х
Own	Client satisfaction	Quality service Annexes		
204-1	Proportion of expenditures on local suppliers	Supply chain management - Annexes		х
308-1	New suppliers who approved the evaluation and selection screening, in accordance with environmental criteria	Supply chain management - Annexes		
414-1	New suppliers who approved the evaluation and selection screening, in accordance with social criteria	Supply chain management		
Own	Proportion of local suppliers	Supply chain management Annexes		
Own	Savings in hiring processes	Supply chain management		