



THE RESULTS OF OUR CSR MATERIALITY SURVEY

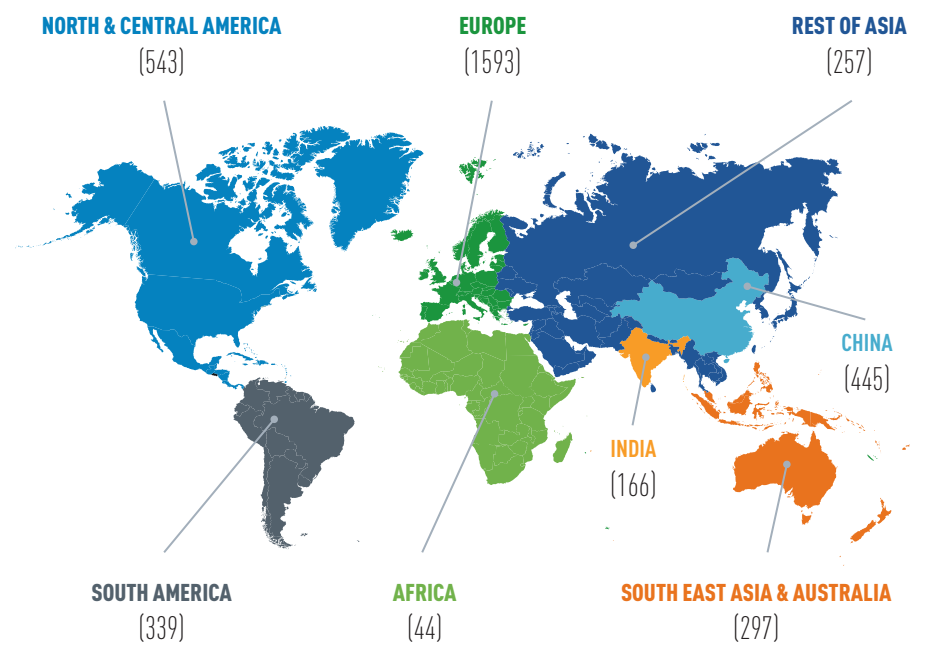
3684
RESPONSES

2662
EMPLOYEES

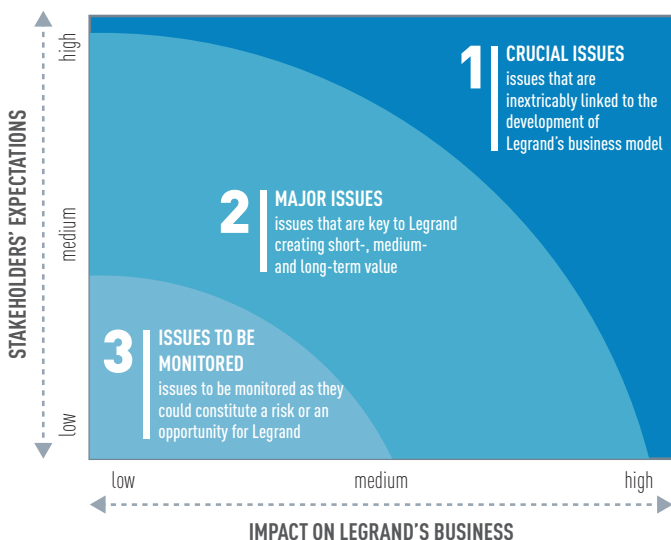
157
CIVIL SOCIETY

865
BUSINESS PARTNERS

70 COUNTRIES (RESPONDENTS)



THE ISSUES OF MATERIALITY



WHAT IS A MATERIALITY MATRIX?

"Materiality" is defined as what can have a **significant impact** on the company, its activity and its **ability to create financial and extra-financial value** for itself and for its stakeholders. The CSR materiality matrix is a tool which allows to **identify and prioritize the CSR issues** of the company. The materiality matrix has two dimensions: each issue is prioritized from the point of view of the company ("business" perspective) and from the point of view of the stakeholders. In the end, the issues taken into consideration are as a minimum the crucial issues and if possible major issues and issues to be monitored.

TOP 6 KEY ISSUES

Out of 544 potential issues taken into consideration (ISO 26000, SDG, Global Compact), 33 were subject to stakeholders' consultation

- Anti-corruption** and business ethics
- Human rights**
- Consumer **health and safety**
- Innovation**
- Health, safety, quality of life** at work
- Data and privacy protection**