

**GRI - G3 2011 Table**  
**Sustainability That Matters® Report 2011**  
**Colombian Coffee Growers Federation**

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<b>1. Strategy and Analysis</b>		
1.1 Statement of relevance of sustainability, stating who makes the decisions at the highest level, goals, objectives and standards.	Chap 2. Our Colombian Coffee Growers Federation 3. The Federation's structure 4. Sustainability is our strategy	27/29 34 38
1.2 Main impacts, risks and opportunities	Chap 3. About this report 2. Defining topics of material importance for our sustainability. Challenges and opportunities faced by coffee growing.	45
<b>2. Organizational Profile</b>		
2.1 Name of the organization	Chap 2. Our Colombian Coffee Growers Federation	18
2.2 Primary brands, products and/or services	Chap 2. Our Colombian Coffee Growers Federation 1. The National Coffee Fund: The power of collective savings 2. Public goods for all coffee growers 3. A structure at the service of coffee growers	22/28
2.3 Operational structure, including zones where field activities are carried out	Chap 1. Colombia is coffee Chap 2. Our Colombian Coffee Growers Federation 3. A structure at the service of coffee growers	10/18/27
2.4 Location of the organization's headquarters	Bogotá, D. C.	
2.5 Where the organization operates?	Chap 2. Colombia is coffee	10
2.6 Nature of ownership and legal form	The Colombian Coffee Growers Federation is a legal entity under private law, non-political, non-profit. Article 3. The Federation's statutes on line <a href="http://www.federaciondecafeteros.org/static/files/ESTATUTOSREFORMADOS2007.pdf">http://www.federaciondecafeteros.org/static/files/ESTATUTOSREFORMADOS2007.pdf</a>	
2.7 Target population and stakeholders on which the Federation has an impact	Chap 1. Colombia is coffee Chap 3. About this report 1. Involving our stakeholders	10/37/38
2.8 Scale of the reporting organization, including members, founders, number of volunteers, employees and revenues, besides approach and scope of operations	Chap 2. Our Colombian Coffee Growers Federation Chap 11. Corporate responsibility	18/218

2.9 Significant changes during the reporting period regarding size, structure and ownership	Chap 2 Our Colombian Coffee Growers Federation Chart Evolution of the Federation in time 2011 Milestones	18/20 51
2.10 Awards received during the reporting period	Coffee Cultural Landscape Chap 6. Value - Added Sustainable Commercialization. Generating Value-Added - Case: Awards and distinctions received by specialty coffees 2011 / Chap 10. Protecting the Environment - Case: Blue Planet Award 2011/ Chap 11. Business responsibility - Colombiano Ejemplar - Sura - Colombia - Spain	30/31 106 194 220
<b>3. Report parameters</b>		
Report Profile	Chap 3. About this report	37
3.1 Reporting period	Year 2011	
3.2 Date of the most recent previous report	Year 2010	
3.3 Reporting cycle	Annual	
3.4 Contact point for questions regarding the report or its contents	<a href="mailto:SostenibilidadEnAccion@cafedecolombia.com">SostenibilidadEnAccion@cafedecolombia.com</a> Communications Office	
<b>REPORT APPROACH AND SCOPE</b>		
3.5 Process for defining report content	Chap 3. About this report 2. Defining topics of material importance for our sustainability	45
3.6 Reporting coverage	2011 (calendar year)	
3.7 Scope or coverage boundaries	This report presents sustainability actions carried out by the Federation, its agencies and related companies. The indicators report on performance consistent with information availability. Scope of subsequent reports will correspond to annual management.	
3.8 Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations and other entities that may significantly affect comparability from period to period.	Chap 2. Our Colombian Coffee Growers Federation Chap 6. Value-Added Sustainable Commercialization Chap 10. Protecting the Environment 2. Managing our operations responsibly Chap 11. Business responsibility	18/96 212/218
3.9 Data measurement techniques and bases for calculation	Report is based on international standards and indicators built by the Colombian Coffee Growers Federation, based on reports on its programmes and accounting information regarding monetary figures	
3.10 Re-expression of previous reports information	Does not apply	
3.11 Significant changes in measurement methods from previous reports	The GRI comparability principle is respected	
<b>GRI CONTENT INDEX</b>		
3.12 GRI content table	Annex: GRI matching matrix	

<b>ASSURANCE</b>		
3.13 Policy and verification of the report	Besides the organization's internal work in different areas and processes, we requested validation by Deloitte & Touche on data building and quality processes for the 8 main indicators reported. We also requested the revision of CECODES, the Colombian chapter of WBSC, and will submit the report to examination of GRI's OS program.	
<b>4. Governance, Commitment and Engagement of Stakeholders</b>		
<b>GOVERNANCE</b>	Chap 2. Our Colombian Coffee Growers Federation	18
4.1 Description of governance structure	Chap 2. Our Colombian Coffee Growers Federation 3. A structure to serve coffee growers	27
4.2 Chair of the Board and his executive position as the organization's president	The Chair of the Board of Directors, rotates quarterly in alphabetical order among the 15 representatives of Coffee Growers Departmental Committees	Report flag
4.3 Structure of the highest governance body	Chap 2. Our Colombian Coffee Growers Federation Chart Structure of the Federation See also Chapters III to IX in the Federation's statutes on line <a href="http://www.federaciondecafeteros.org/static/files/ESTATUTOSREFORMADOS2007.pdf">http://www.federaciondecafeteros.org/static/files/ESTATUTOSREFORMADOS2007.pdf</a>	27
4.4 Mechanisms for external shareholders and employees to provide recommendations and directions to the highest governance body	Chap 3. About this report. Chart Mechanisms for involvement of our stakeholders	45
4.5 Linkage between compensation for members of the highest governance body, senior managers and executives (including departure arrangements) and the organization's performance, including social and environmental performance	Chap 11. Business Responsibility 1. The human talent in our organization Compensation policies	224/231
4.6 Procedures to avoid conflicts of interest in the highest governance body	Chap 2. Our Colombian Coffee Growers Federation 3. A structure to serve coffee growers See Chapter XIV Compatibility and ineligibilities in the Federation's statutes on line <a href="http://www.federaciondecafeteros.org/static/files/ESTATUTOSREFORMADOS2007.pdf">http://www.federaciondecafeteros.org/static/files/ESTATUTOSREFORMADOS2007.pdf</a>	27
4.7 Procedures to determine qualifications and expertise required to members of the highest governance body for guiding the organization's strategy on social, environmental and economic topics	Chap 2. Our Colombian Coffee Growers Federation 3. A structure to serve coffee growers See Chapter X, on Elections, in the Federation's statutes on line <a href="http://www.federaciondecafeteros.org/static/files/ESTATUTOSREFORMADOS2007.pdf">http://www.federaciondecafeteros.org/static/files/ESTATUTOSREFORMADOS2007.pdf</a>	27

4.8 Statement of mission, vision, values, conduct code and relevant principles	Prologue by the CEO Chap 2. Our Colombian Coffee Growers Federation 4. Sustainability is our strategy. Chap 11. Business Responsibility See Chapter I, Organization and Mission of the Federation, in the Federation's statutes on line <a href="http://www.federaciondecafeteros.org/static/files/ESTATUTOSREFORMADOS2007.pdf">http://www.federaciondecafeteros.org/static/files/ESTATUTOSREFORMADOS2007.pdf</a>	6 34 218
4.9 Procedures of the highest governance body for overseeing the organization's identification and management, economic, environmental and social performance, including relevant risks and opportunities, as well as adherence or compliance with nationally and internationally agreed standards, conduct codes and principles, and monitoring effectiveness of programs	Chap 2. Our Colombian Coffee Growers Federation 4. Sustainability is our strategy Chap 4 Sustainability Alliances	27 34 59
4.10 Mechanisms for evaluating the Board of Directors, besides reporting processes for selection, term and departure of members	Chap 2. Our Colombian Coffee Growers Federation 3. A structure to serve coffee growers See also the Federation's statutes on line <a href="http://www.federaciondecafeteros.org/static/files/ESTATUTOSREFORMADOS2007.pdf">http://www.federaciondecafeteros.org/static/files/ESTATUTOSREFORMADOS2007.pdf</a>	18/27
<b>Commitments to External Initiatives</b>		
4.11 Adoption of the precaution principle	Environmental Pillar Chap 10. Protecting the Environment 1. Farm management under environmental guidelines 2. Respecting environment in management of our operations Chap 3. About this report 2. Defining subjects of material importance for our sustainability. Challenges and opportunities faced by coffee growing	190 45
4.12 Externally developed social, economic and environmental programmes	Chap 1. Colombia is coffee: Chap 4. Sustainability Alliances Farm Pillar Chap 5. Sustainability of coffee grower's income Chap 6. Value-Added Sustainable Commercialization Chap 7. Sustainable Quality: Community Pillar Chap 8. Development of Coffee-Growing Families and their Communities Connectivity Pillar Chap 9. Connectivity in coffee-growing zones: Environmental Pillar Chap 10. Protecting the Environment	10 59 71 96 123 149  178 190
4.13 Main memberships of the organization, national/international entities supported by the organization, besides national and international alliances	Chap 3. About this report Chart Mechanisms for involving our stakeholders	37
<b>STAKEHOLDERS ENGAGEMENT</b>		
4.14 List of engaged stakeholders	Chap 3. About this report 1. Involving our stakeholders	37

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4.16 Criteria for selection of stakeholders	Chap 3. About this report 1. Involving our stakeholders	37
4.17 Key topics and concerns raised through stakeholders' engagement	Chap 3. About this report 1. Defining topics of material importance for our sustainability	45

### **Specific Aspects for the NGO sector**

#### **Performance Indicators / Programs Efficiency**

NGO1 Processes for involvement of stakeholders in design, implementation, monitoring and evaluation of policies and programs	Chap 2. Our Colombian Coffee Growers Federation	27
	3. A structure to serve coffee growers	37
	Chap 3. About this report 1. Involving our stakeholders 2. Defining topics of material importance for our sustainability. Climatic variability assumed as a new subject of material importance. Challenges and opportunities faced by coffee growing	45/50
NGO2 Mechanisms for feedback and complaints regarding programs and policies, and to determine actions to be taken in response to breaches of policies	Chap 3. About this report 1. Involving our stakeholders	37
NGO3 System for program monitoring, evaluation and learning, resulting in changes to programs and how they are communicated	Chap 2. Our Colombian Coffee Growers Federation 3. A structure to serve coffee growers. Certifications and accreditations of the organization. Chap 4 Sustainability Alliances	24/53
NGO4 Measures to integrate gender and diversity into program design and implementation, and the monitoring, evaluation and learning cycle.	Chap 8. Development of Coffee-Growing Families and their communities, Gender equality	174
	Chap 11. Business Responsibility Indicator: Women's participation in work of the Federation	221
NGO5 Processes to formulate, communicate, implement and change advocacy positions and public awareness campaigns	Farm Pillar Chap 7. Sustainable Quality - Extension Service Indicator: Educative Tasks of the Extension Service - Case: 1,000 editions of TV program Professor Yarumo.	129/132
	Chap 6. Value-Added Sustainable Commercialization 2. 100% Colombian Coffee Program Indicator: Brands belonging to 100% Colombian Coffee Program. Case: Program for Promotion of Domestic Consumption	96/118/122
NGO6 Processes to take into account and coordinate with other actors' operations	Chap 4 Sustainability Alliances	59

<i>Economic Performance Indicators</i>		
NGO7 Resource allocation	Chap 2. Our Colombian Coffee Growers Federation Chart Main sources of revenues and investments through the National Coffee Fund Indicator: Destination of the National Coffee Fund revenues Chap 4 Sustainability Alliances	22-26  59
NGO8 Sources of funding by category and five largest donors, and monetary value of their contribution	Chap 2. Our Colombian Coffee Growers Federation Chart Main sources of revenues and investments through the National Coffee Fund	22-26
EC1 Direct economic value generated and distributed, including revenues, operating costs, employees compensation, donations and other community investments, retained earnings and payments to capital providers and governments	Chap 2. Our Colombian Coffee Growers Federation Chart Main sources of revenues and investments through the National Coffee Fund	26 59
EC2 Financial implications and other risks and opportunities for the organization's activities due to climate change	Prologue by CEO Chap 3. About this report 2. Defining topics of material importance for our sustainability - Climatic variability as a new subject of material importance - Case: Climatic variability and its effects on coffee production. Challenges and opportunities faced by Colombian coffee growing. Farm Pillar Chap 7. Sustainable Quality. Case: Five-year Plan Cenicafé 2011 – 2016 Environmental Pillar Line of Action Chap 10. Protecting the Environment 1. Farm management under environmental guidelines Climate Smart Coffee Growing: decided to face the challenge. Case: Modeling of carbon footprint for the coffee growing chain. Chap 11. Business Responsibility 1. Human talent in our organization. Training activities	6 45-50  127  190  218
EC3 Coverage of the organization's obligations due to social benefit programs	Partially answered in Community Pillar. Chap 8. Development of Coffee-Growing Families and their communities. Chap 11. Business Responsibility 1. Human talent in our organization - Compensation policies	149  218
EC4 Significant financial assistance received from governments	Chap 4 Sustainability Alliances	59
EC5 Range of ratios of standard entry level wage to local minimum wage where significant operations take place	Chap 11. Business responsibility 1. Human talent in our organization - Compensation policy	218
EC6 Policy, practices and proportion of spending on locally based suppliers where significant operations take place	Our supplier policy is framed in the Colombian norms and legislations. This indicator is not currently calculated. It is expected to be reported in following reports. However, the vast majority of products and services are Colombian based due to the nature of our organization.	

EC7 Procedures for local hiring and proportion of senior managers hired from the local community where significant operations take place	Chap 2. Our Colombian Coffee Growers Federation 3. A structure to serve coffee growers - The Federation's structure. Chap 11. Business Responsibility. 1. Human talent in our organization - Selection and induction process	27/231
EC8 Development and impact of infrastructure investments and services provided mainly for public benefit through commercial, pro bono or in-kind engagement	Community Pillar. Chap 8. Development of Coffee-Growing Families and their communities. Infrastructure	161-163
EC9 Understanding and describing significant indirect economic impacts, including scope of such impacts	Chap 2. Our Colombian Coffee Growers Federation Indicator: Direct benefits received by coffee growers and their families Chap 4 Sustainability Alliances Community Pillar. Chap 8. Development of coffee-growing families and their communities 1. Improving coffee-growing families' quality of life 2. Strengthening the social capital coffee-growing communities Chap 9. Promoting connectivity in coffee-growing zones	18-23 64-68 149  178
<b><i>Environmental Performance Indicators</i></b>		
EN1 Materials used, by weight or volume	This indicator is not currently calculated.	
EN2 Percentage of used materials that are recycled input materials	This indicator is not currently calculated. See however Case Campo Limpio and Buencafé	204/238
EN3 Direct energy consumption, by primary source	This indicator is partially answered in Chapter 10. Protecting the Environment 1. Farm management under environmental guidelines - Generation of alternative energy sources 2. Respecting environment in management of our operations	151
EN4 Indirect energy consumption by primary source	This indicator is partially answered in Environmental Pillar. Chap 10. Protecting the Environment 2. Respecting environment in management of our operations. Buencafé, Almacafé, Cenicafé	190
EN5 Energy saved due to conservation and efficiency improvements	Environmental Pillar. Chap 10. Protecting the Environment 2. Respecting environment in management of our operations Generation of alternative energy sources	190
EN6 Initiatives to provide energy-efficient or renewable-energy-based products and services, and reductions in energy consumption as a result of these initiatives	Environmental Pillar Chap 10. Protecting the Environment - 1. Farm management under environmental guidelines - Generation of alternative energy sources - Climatically Smart Coffee Growing - 2. Respecting environment in management of our operations	190/204
EN7 Initiatives to reduce indirect energy consumption and reductions achieved with such initiatives	Environmental Pillar Chap 10. Protecting the Environment - 1. Farm management under environmental guidelines - Generation of alternative energy sources - Climatically Smart Coffee Growing - 2. Respecting environment in management of our operations	190/204

EN8 Total water withdrawal by source	Environmental Pillar Chap 10. Protecting the Environment CASE: Blue Planet Award 2011 on the integrated water resource management model. CASE: Ecomill: an innovating technology reducing impact of coffee growing activity.	190/194/196
EN9 Water sources significantly affected by water withdrawal	Environmental Pillar Chap 10. Protecting the Environment - 1. Farm management under environmental guidelines - Water Conservation	190
EN10 Percentage and total volume of recycled and reused water	Environmental Pillar. Chap 10. Protecting the Environment - 1. Farm management under environmental guidelines - Water Conservation - Forest Conservation - Biodiversity	190/194/ 199
EN11 Description of lands adjacent to or located in natural protected areas or non-protected high biodiversity areas. Location and sized of lands owned, leased or managed with high biodiversity value in zones outside protected areas	Environmental Pillar. Chap 10. Protecting the Environment – 1. Farm management under environmental guidelines – Water Conservation	190
EN12 Description of most significant impacts on biodiversity in natural protected areas or non-protected high biodiversity areas, as a result of activities, products and services in protected areas and high biodiversity value areas in zones outside protected areas	Environmental Pillar. Chap 10. Protecting the Environment - 1. Farm management under environmental guidelines - Water Conservation – Forest Conservation - Biodiversity	190/194/199
EN13 Protected or restored habitats	Environment Line of Action. Chap 10. Protecting the Environment - 1. Farm management under environmental guidelines - Water Conservation - Forest Conservation – Biodiversity	190/194/199
EN14 Strategies, current actions and future plans for managing impacts on biodiversity	Chap 2. Our Colombian Coffee Growers Federation. Case: Coffee Growing Cultural Landscape. Environmental Pillar. Chap 10. Protecting the Environment - 1. Farm management under environmental guidelines - Water Conservation - Forest Conservation - Biodiversity	30 190/194/199
EN15 Number of species included in IUCN Red List and national conservation lists with habitats in areas affected by operations, by level of extinction threat	Chap 10. Protecting the Environment - 3. Biodiversity. Case: Participative Census of birds for conservation of biodiversity in coffee growing zones - Incorporation of biodiversity in coffee growing sector	200/201
EN16 Total direct and indirect greenhouse gas emissions by weight	Environmental Pillar. Chap 10. Protecting the Environment - 1. Farm management under environmental guidelines - Case: Production of biofuels from coffee pulp and mucilage. Climatically smart coffee growing: decided to face the challenge. Case: a route for achieving Climate Smart Coffee Growing. Case: Modeling of carbon footprint in coffee growing chain 2. Respecting environment in management of our operations	190/194 212-213
EN17 Other relevant indirect greenhouse gas emissions by weight	This indicator is not currently calculated.	



EN18 Initiatives to reduce greenhouse gas emissions and reductions achieved	Chap 10. Protecting the Environment - Forest Conservation - Climatically Intelligent Coffee Growing 2. Respecting environment in management of our operations	190/213
EN19 Emissions of ozone-depleting substances by weight	This indicator is not currently calculated.	
EN20 NOx, SOx and other significant air emissions, by type and weight	This indicator is not currently calculated.	
EN21 Total sewage water discharge, by quality and destination	This indicator is not currently calculated.	
EN22 Total weight of waste, by type and disposal method	Environmental Pillar. Chap 10. Protecting the Environment - Waste and Agrochemicals Management Case: Alliance with Campo Limpio (Clean Countryside) Corporation for recovery of dangerous waste	204
EN23 Total number and volume of most significant accidental spills	No material	
EN24 Weight of transported, imported, exported or treated waste deemed hazardous under the terms of the Basel Convention Annexes I, II, III and VIII, and percentage of waste shipped internationally	No material	
EN25 Identification, size, protected status and biodiversity value of water resources and related habitats, significantly affected by the reporting organization's discharges of water and runoff	Environmental Pillar. Chap 10. Protecting the Environment. 1. Farm management under environmental guidelines. Water Conservation. Case: Blue Planet Award 2011 on the integrated water resource management model. Case: Ecomill: an innovating technology reducing impact of coffee growing activity. Forest Conservation. Case: Forest programs "Río Magdalena" and Silviculture as a production alternative in coffee zone. Case: Forester Families Program (PFGB) and environmental improvement Biodiversity: Case: Participative Census of birds for conservation of biodiversity in coffee zones. Case: Incorporation of biodiversity in the coffee growing sector. Cultural and soils conservation practices.	190/196/214
EN26 Initiatives to mitigate environmental impacts of products, services and activities, and extent of impact mitigation	Environmental Pillar. Chap 10. Protecting the Environment. 1. Farm management under environmental guidelines. 2. Respecting environment in management of our operations.	190
EN27 Percentage of sold products and their packaging materials, which are recovered at the end of their useful life, by category	This indicator is not currently calculated. It is expected to be reported in following reports.	
EN28 Cost of significant fines and number of non-monetary sanctions for non-compliance with environmental laws and regulations	Zero	
EN29 Significant environmental impacts of transporting products and other goods, and materials used for the organization's operations, as well as transport of workforce members	This indicator is not currently calculated. It is expected to be reported in following reports. See however Almacafé	214

EN30 Total environmental protection expenditures and investments, by type	Chap 4 Sustainability Alliances Indicator: Investment in the Sustainability that Matters Programs	68
<b><i>Labor Practices and Decent Work Performance Indicators</i></b>		
LA1 Total workforce, by employment type, contract and region, including volunteers	Chap 11. Business responsibility Indicator: Our human talent in figures	221
LA2 Total number of employees and average turnover, by age group, gender and region	Chap 11. Business responsibility Indicator: Our human talent in figures	221
LA3 Social benefits for full-time employees that are not provided to temporary or part-time employees, by major operations	Chap 11. Business responsibility 1. The human talent in our organization. Training, Education and Development of our employees. Work-family balance	224
NGO9 Mechanisms for employees' feedback and complaints, and their resolution	Chap 3. About this report Chart Mechanisms for involvement of our stakeholders	42
LA4 Percentage of employees covered by collective bargaining agreements	Chap 11. Business responsibility 1. A description of our human talent – Freedom of association	221
LA5 Minimum notice periods regarding operational changes, including whether these notices are specified in collective agreements	The Federation complies with the law and respects the right to freedom of association	
FP3 Percentage of working time lost due to industrial disputes, strikes and/or lock-outs, by country	No collective disputes have resulted in stoppage or strike	
LA6 Percentage of total workforce represented in joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	Chap 11. Business responsibility 1. A description of our human talent. Health Policy. Case: Occupational and Social Security System (S&SO)	231-232
LA7 Rates of absenteeism, occupational diseases, lost days and number of work-related fatalities, including volunteers, by region	Chap 11. Business responsibility 1. A description of our human talent. Health Policy. Case: Occupational and Social Security System (S&SO)	232
LA8 Education, training, counseling, prevention and risk-control programs in place to assist workforce members, their families, volunteers or community members regarding serious diseases	Chap 11. Business responsibility 1. A description of our human talent. Health Policy. Case: Occupational and Social Security System (S&SO)	218
LA9 Health and safety topics covered in formal agreements with trade unions	The Federation met all treaty obligations including health and safety issues	
LA10 Average hours of training per year per employee, by employee category	Chap 11. Business responsibility 1. A description of our human talent. Training, Education and Development of our employees.	218
LA11 Programs for skills management and lifelong learning, which support employability of workers and volunteers, and assist them in managing career endings	Chap 11. Business responsibility 1. A description of our human talent. Training, Education and Development of our employees.	218

LA12 Percentage of employees receiving regular performance and career development reviews	Chap 11. Business responsibility 1. A description of our human talent. Training, Education and Development of our employees. Indicator: Measuring Performance	218
LA13 Composition of corporate governance bodies and workforce, broken down by gender, age group, minority group membership and other indicators of diversity	Chap 11 Business responsibility 1. Training, Education and Development of our employees. Indicator: Measuring Performance Indicator: Our human talent in figures Indicator: Women's participation in work for the Federation	218 221-224
LA14 Ratio of basic salary of men to women's, by employee category	Chap 11. Business responsibility 1. Training, Education and Development of our employees. Compensation Policy Compensation of the Federation's collaborators is defined in terms of work conducted by the office, but not by gender differences	218
<b>Human Rights Performance Indicators</b>		
HR1 Percentage and total number of significant investment agreements, which include human rights clauses or have undergone human rights screening	100% of agreements signed by the Federation with its strategic partners from international cooperation are analyzed under criteria of defense of human rights	
HR2 Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken as a result	This practice is not currently carried out.	
HR3 Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant for operations, including percentage of trained employees	Community Pillar Chap 8. Development of Coffee-Growing Families and their communities 2. Strengthening the social network of coffee growing communities. Case: Rural Housing and Welfare Case: Footprints of peace. Associativity and leadership. Case: Leadership: Strengthening competencies, leadership and union's community. Gender equality. Case: Coffee Growing Women. Case: Observatory of rural woman and family in coffee-growing zones. Chap 11. Business responsibility 1. A description of our human talent. Case: Virtual training course in coexistence.	164-167 172-176 225-226
HR4 Total number of discrimination incidents and actions taken	Zero	
HR5 Operations identified in which the right to freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights	Zero. The Federation respects freedom of association, such as it is expressed in section 1. A description of our human talent – Freedom of association, in the Corporate Responsibility Chapter 11	221
HR6 Operations identified as having a potential risk for incidents of child labor, and measures taken to contribute to elimination of child labor	By company policy and consistent with Colombian labor law and respect for human dignity, in the Federation there is absolute prohibition of child and forced labor, such as it is expressed in section 1. A description of our human talent – Prohibition of Child and Forced Labor, in Corporate Responsibility Chapter 11	221

HR7 Operations identified as having significant risk for incidents of forced or compulsory labor, and measures taken to contribute to elimination of forced or compulsory labor	Zero	
HR8 Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations	This indicator is not currently calculated. It is expected to be reported in following reports.	
HR9 Total number of violations incidents involving rights of indigenous people and actions taken	There were no reported incidents	
<b>Society Performance Indicators</b>		
SO1 Nature, scope and effectiveness of programs and practices to assess and manage impacts of operations on communities, including entering, operating and exiting of the company	<p>Chap 4 Sustainability Alliances. Farm Pillar. Chap 5. Income sustainability. 1. Purchase guarantee 2. Price Transfer Community Pillar. Chap 8. Development of Coffee-Growing Families and their communities. 1. Improving quality of life of coffee-growing families. Measurement of Social Capital Environmental Pillar. Chap 10. Protecting the Environment. 1. Farm management under environmental guidelines. 2. Respecting environment in management of our operations.</p>	<p>59 71 149 167 190</p>
FP3		
FP4 Nature, scope and effectiveness of programs and practices (in-kind contributions, volunteer initiatives, knowledge transfer, partnerships and product development) that promote access to healthy lifestyles, prevention of chronic diseases, access to healthy, nutritious and affordable food, and improved welfare for communities in need.	<p>Community Pillar Chap 8. Development of Coffee-Growing Families and their communities 1. Improving coffee-growing families' quality of life. Case: Effects of the Federation's actions on poverty reduction. Case: Gini coefficient for property distribution in the coffee-growing sector. Indicator: Social investment in health. Chap 11. Corporate responsibility Case: Occupational and Social Security System (S&amp;SO)</p>	<p>149/151 228</p>
SO2 Percentage and total number of business units and/or programs analyzed for risks related to corruption	<p>Chap 2. Our Colombian Coffee Growers Federation 3. Guarantees for transparency in management of our Federation</p>	18/31
SO3 Percentage of employees trained in the organization's anti-corruption policies and procedures	100% under general rules	
SO4 Actions taken in response to corruption incidents	Measures taken include dismissal and criminal charges	
SO5 Position on public policies and participation in public policies development and lobbying	<p>Chap 2. Our Colombian Coffee Growers Federation 1. The National Coffee Fund: The power of collective savings Chap 4 Sustainability Alliances. By authorization of the national government, the Federation manages the resources of the National Coffee Fund, whose highest direction body is the National Coffee Growers Committee. In this forum, the Federation, acting as the legitimate representative of Colombian coffee growers, works with the government to form the national coffee policy.</p>	<p>18 62</p>

SO6 Total value of financial and in-kind contributions to political parties, politicians and related institutions, by country	The Federation does not fund political parties. See Article 3 as it is forbidden according to its statutes. The Federation's statutes on line are available at <a href="http://www.federaciondecafeteros.org/static/files/ESTATUTOSREFORMADOS2007.pdf">http://www.federaciondecafeteros.org/static/files/ESTATUTOSREFORMADOS2007.pdf</a>	
SO7 Total number of legal actions for anti-competitive behavior, anti-trust and monopoly practices and their outcomes	Zero	
SO8 Monetary value of significant sanctions and fines, and total number of non-monetary sanctions for non-compliance with laws and regulations	Zero	
<b>Product Responsibility Performance Indicators</b>		
PR1 Products and services life cycle stages in which impacts on clients' health and safety are assessed for eventual improvement, and percentage of significant products and services categories subject to such assessment procedures	Farm Pillar Chap 6. Chap 6. Value-Added Sustainable Commercialization Specialty Coffees – Definition – Sustainable coffees Chap 7. Sustainable Quality. Chart Coffee production process Chart Threshing and commercialization Chart Quality controls applied by the Federation to Colombian coffee. Environmental Pillar. Chap 10. Protecting the Environment. 1. Farm management under environmental guidelines. 2. Respecting environment in management of our operations. Carbon Footprint	96  101-108 123/134  190 212
PR2 Total number of incidents of non-compliance with regulations and voluntary codes concerning products and services impacts on health and safety during their life cycle, by type of outcomes	Zero	
FP5 Percentage of production volume manufactured in sites certified by an independent third party according to internationally recognized food safety management system standards	Certifications and Accreditations Farm Pillar Chap 6. Value-Added Sustainable Commercialization 1. Keeping and improving coffee grower's income. Specialty Coffees. Chap 10. Protecting the Environment 2. Respecting environment in management of our operations. Sustainable Coffees. BuenaCafe	32 96 101-108 206
FP6 Percentage of total sales volume of consumer products, by product category, which are lowered in saturated fat, trans fats, sodium and added sugars	No material	
FP7 Percentage of total sales volume of consumer products, by product category, containing nutritious ingredients like increased fiber, vitamins, minerals, phytochemicals or functional food additives	This indicator is not currently calculated. It is expected to be reported in following reports.	
PR3 Types of information on products and services requested by procedures in place and norms, and percentage of products and services subject to these information requests	No material	

FP8 Policies and practices on communicating consumers about ingredients and nutritional information beyond legal requirements.	No material	
PR4 Total number of non-compliances with regulations and voluntary codes concerning products and services information and labeling, by type of outcomes of such incidents	There are no reported incidents against regulatory codes.	
PR5 Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Chap 3. About this report Case: Level of satisfaction with the Extension Service. New forms of contact with coffee growers. Farm Pillar. Chap 7. Sustainable quality. Indicator: Coffee growers' satisfaction with the Extension Service.	37/43 123/131
PR6 Programs for adherence to laws, standards and voluntary codes related to marketing communications, including advertising, promotion and sponsorship.	Chap 2. Our Colombian Coffee Growers Federation. The organization's certifications and accreditations. Chap 6. Value-Added Sustainable Commercialization. Specialty Coffees. Chap 7. Sustainable Quality. 4. Controlling quality of export Colombian coffee. Case: Coffee Certification Office (CAFECERT), Case: Near Infrared Spectroscopy (NIRS): Cutting edge technology serving Denomination of Origin. Chap 10. Protecting the Environment 1. Farm management under environmental guidelines. Sustainable Coffees. 2. Respecting environment in management of our operations. Cenicafé, Quality Management Integrated System, Buencafé, Almacafé.	32 101/108 123/147 190
PR7 Total number of non-compliances with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship, by type of outcomes	Zero	
PR8 Total number of sustained complaints regarding breaches of customer privacy and losses of customer data	Zero	
PR9 Cost of significant fines for non-compliance with laws and regulations concerning supply and use of products and services	Zero	
<b>Supply Performance Indicators/Purchases</b>		
FP1 Percentage of purchased volume from suppliers complying with the company's sourcing policy.	100%	
FP2 Percentage of purchased volume which is verified as being in accordance with credible, internationally recognized responsible production standards, broken down by standard.	Farm Pillar. Chap 6. Value-Added Sustainable Commercialization. Specialty Coffees. Environment Pillar. Chap 10. Protecting the Environment 1. Farm management under environmental guidelines. Sustainable coffees	58/139
FP3 Percentage of working time lost due to industrial disputes, strikes and/or lock-outs.	Zero hours	

FP9 Percentage and total of animals raised and/or processed, by species and breed type.	No material	
FP10 Policies and practices, by species and breed type, related to physical alterations and use of anaesthetic.	No material	
FP11 Percentage and total of animals raised and/or processed, by species and breed type, per housing type.	No material	
FP12 Policies and practices on antibiotic, anti-inflammatory, hormone and/or growth treatments promotion, by species and breed type.	No material	
FP13 Total number of non-compliances with laws and regulations, and adherence with voluntary standards related to transportation, handling and slaughter practices for live terrestrial and aquatic animals.	No material	