

Global Framework Reporting

GRI, UNGC, and SDG Content Index

At C&A we strive to report transparently against three major global sustainability frameworks: the Global Reporting Initiative (GRI) Standards, United Nations Global Compact (UNGC), and United Nations Sustainable Development Goals (SDGs). The following table details where the various framework elements are discussed in this report.

A link to our UNGC Communication on Progress can be found [here](#).

Disclosure	Location	UN Global Compact Principles	SDG	Comments
Universal Standards: GRI 102 General Disclosures				
Organisational Profile				
102-1 Name of the organisation	About C&A			
102-2 Activities, brands, products, and services	About C&A Our retail markets			
102-3 Location of headquarters	About C&A			
102-4 Location of operations	About C&A			
102-5 Ownership and legal form	About C&A			
102-6 Markets served	About C&A			
102-6 Markets served	About C&A			
102-7 Scale of the organisation	About C&A			
102-8 Information on employees and other workers	About C&A Listening to employees Equality and diversity	Principle 6	SDG 5	
102-9 Supply chain	Sustainable supply Supplier list			

Disclosure	Location	UN Global Compact Principles	SDG	Comments
Universal Standards: GRI 102 General Disclosures				
Organisational Profile				
102-10 Significant changes to the organisation and its supply chain	<u>How we report</u>			
102-11 Precautionary Principle or approach	<u>How we report</u>	Principle 7		
102-12 External initiatives	<u>Leaders letter</u> <u>Stakeholder engagement</u> <u>Global frameworks</u>			
102-13 Membership of associations	<u>Stakeholder engagement</u>			
Strategy				
102-14 Statement from senior decision-maker	<u>Leaders letter</u>			
102-15 Key impacts, risks, and opportunities	<u>Leaders letter</u> <u>Our strategy</u> <u>Global frameworks</u>			
Ethics and integrity				
102-16 Values, principles, standards, and norms of behaviour	<u>Our values</u> <u>Equality and diversity</u> <u>Sustainable supply</u> <u>Safe and fair labour</u> <u>Sustainable lives</u>	Principle 1 Principle 2 Principle 3 Principle 4 Principle 5 Principle 6	SDG 5 SDG 8 SDG 12 SDG 13	
Governance				
102-18 Governance structure	<u>Governing sustainability</u>			
Stakeholder engagement				

Disclosure	Location	UN Global Compact Principles	SDG	Comments
Universal Standards: GRI 102 General Disclosures				
Organisational Profile				
102-40 List of stakeholder groups	<u>Stakeholder engagement</u> <u>External review</u>			
102-41 Collective bargaining agreements	<u>Equality and diversity</u> <u>Safe and fair labour</u>	Principle 3	SDG 8	We do not currently report this data at a global level, but we are working to standardise how we collect this information and hope to report it in the future.
102-42 Identifying and selecting stakeholders	<u>Stakeholder engagement</u>			
102-43 Approach to stakeholder engagement	<u>Stakeholder engagement</u>			
102-44 Key topics and concerns raised	<u>Materiality</u>			
Reporting practice				
102-45 Entities included in the consolidated financial statements	<u>How we report</u>			C&A does not disclose financial statements on a global level. We publish financial statements where national regulations require this.
102-46 Defining report content and topic Boundaries	<u>How we report</u>			

Disclosure	Location	UN Global Compact Principles	SDG	Comments
Universal Standards: GRI 102 General Disclosures				
Organisational Profile				
102-47 List of material topics	<u>How we report</u>			<p>Material topics that drive C&A's sustainability reputation.</p> <p>Sourcing materials responsibly - uses organic, minimal chemicals, minimises pollution, avoids water pollution, minimises climate change, uses renewable energy, minimises climate change, uses recycled materials, no animal skins.</p> <p>Treating workers fairly - no child labour, respect diversity, support worker rights, engage employees, support communities.</p> <p>Openness and honesty - provide transparency in supply chain, make supplier list publicly available, engage with customers and employees</p> <p>Fair trade - require suppliers to pay workers fair wages, limit work hours, provide health and safety equipment and systems</p> <p>Minimising pollution - work with suppliers to minimise chemicals, set stringent supplier standards for and monitor wastewater discharge, use recycled materials.</p> <p>Products - offer affordable, fashionable, comfortable, easy-to-wash, high-quality, durable products</p>

Disclosure	Location	UN Global Compact Principles	SDG	Comments
Universal Standards: GRI 102 General Disclosures				
Organisational Profile				
102-48 Restatements of information	How we report			
102-49 Changes in reporting	How we report			Global data is provided, unless stated otherwise.
102-50 Reporting period	How we report			
102-51 Date of most recent report	How we report			
102-52 Reporting cycle	How we report			
102-53 Contact point for questions regarding the report	Contact us			
102-54 Claims of reporting in accordance with the GRI Standards	How we report			
102-55 GRI content index	This document			
102-56 External assurance	How we report External review			This report is not externally assured, but independently reviewed by Sally Uren, Forum for the Future.
Universal Standards: Management Approach				
General requirements for reporting the management approach				
103-1 Explanation of the material topic and its Boundary	How we report			
Topic-specific Standards: Environmental				
Material Topic: Anti-Corruption				

Disclosure	Location	UN Global Compact Principles	SDG	Comments
Universal Standards: GRI 102 General Disclosures				
Organisational Profile				
103-2 The management approach and its components	<u>Our values</u> <u>Sustainable supply</u> <u>Equality and diversity</u>	Principle 10		
205-1 Operations assessed for risks related to corruption	<u>Sustainable Supply</u>			We are working towards a risk management and reporting system that will ensure violations of the Employee Code of Ethics or the Supplier Code of Conduct are reported in the future. Operations have not been formally assessed, but no significant risks related to corruption have been identified.
205-2 Communication and training about anti-corruption policies and procedures	<u>Sustainable Supply</u>			
205-3 Confirmed incidents of corruption and actions taken				There were no incidents of corruption during this reporting period.
Material Topic: Anti-Competitive Behaviour				
103-2 The management approach and its components	<u>Our values</u> <u>Sustainable supply</u> <u>Equality and diversity</u>			
206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	N/a			No legal actions have been taken regarding anti-competitive, anti-trust or monopoly behaviour.
Topic-specific Standards: Environmental				
Material Topic: Materials				

Disclosure	Location	UN Global Compact Principles	SDG	Comments
Universal Standards: GRI 102 General Disclosures				
Organisational Profile				
103-2 The management approach and its components		Principle 8 Principle 9	SDG 6 SDG 12 SDG 13	
301-1 Materials used by weight or volume	<u>Sustainable Materials</u>			We do not currently publish data on all materials across our business by weight or volume used, or the proportion of renewable and non-renewable materials. However, significant data on our raw materials is disclosed in the indicated pages. Cotton makes up 57% of the materials we buy and use at C&A, and man-made fibres account for more than 40%. In 2018, we were once again the largest buyer of organic cotton in the world.
301-2 Recycled input materials used	<u>Product innovation</u>			C&A Europe introduced its first recycled nylon products in early 2018. Since then, C&A has provided lingerie certified to the Global Recycled Standard and denim containing recycled cotton.
301-3 Reclaimed products and their packaging materials	<u>Product innovation</u> <u>Circular fashion</u> <u>Enabling customers</u>			In addition to use of recycled materials in some products, we are helping our customers recycle used clothing. We expanded our in-store take-back programme to new geographies, reaching nine countries as of 2019.
Material Topic: Energy				

Disclosure	Location	UN Global Compact Principles	SDG	Comments
Universal Standards: GRI 102 General Disclosures				
Organisational Profile				
103-2 The management approach and its components	<u>Clean environment</u> <u>Climate change</u> <u>How we report</u>	Principle 7 Principle 8 Principle 9	SDG 6 SDG 12 SDG 13	
302-1 Energy consumption within the organisation	<u>Climate change</u>			
302-2 Energy consumption outside of the organisation	<u>Climate change</u>			
302-3 Energy intensity	<u>Climate change</u>			
302-4 Reduction of energy consumption	<u>Climate change</u>			
302-5 Reduction in energy requirements of products and services	<u>More sustainable cotton</u> <u>Climate change</u>			
Material Topic: Emissions				
103-2 The management approach and its components	<u>Clean environment</u> <u>Climate change</u>	Principle 7 Principle 8 Principle 9	SDG 6 SDG 12 SDG 13	
305-1 Direct (Scope 1) GHG emissions	<u>Climate change</u>			
305-2 Energy indirect (Scope 2) GHG emissions	<u>Climate change</u>			
305-3 Other indirect (Scope 3) GHG emissions	<u>Climate change</u>			
305-4 GHG emissions intensity	<u>Climate change</u>			

Disclosure	Location	UN Global Compact Principles	SDG	Comments
Universal Standards: GRI 102 General Disclosures				
Organisational Profile				
305-5 Reduction of GHG emissions	<u>Climate change</u>			
Material Topic: Effluents and Waste				
103-2 The management approach and its components	<u>Clean environment</u> <u>Chemicals</u> <u>Waste</u> <u>Circular fashion</u>	Principle 7 Principle 8 Principle 9	SDG 6 SDG 12 SDG 13	
306-1 Water discharge by quality and destination	<u>Chemicals</u>			
306-2 Waste by type and disposal method	<u>Waste</u>			
306-3 Significant spills				There were no significant spills during this reporting period.
Material Topic: Compliance				
103-2 The management approach and its components	<u>Clean environment</u>			
307-1 Non-compliance with environmental laws and regulations				There were no cases of non-compliance brought in any markets.
Material Topic: Supplier Environmental Assessment				
103-2 The management approach and its components	<u>Sustainable supply</u> <u>Clean environment</u> <u>Chemicals</u>			
308-1 New suppliers that were screened using environmental criteria	<u>Sustainable Supply</u>			

Disclosure	Location	UN Global Compact Principles	SDG	Comments
Universal Standards: GRI 102 General Disclosures				
Organisational Profile				
308-2 Negative environmental impacts in the supply chain and actions taken	<u>Chemicals</u> <u>Climate change</u> <u>Water</u>			
Topic-specific Standards: Social				
Material Topic: Employment				
103-2 The management approach and its components	<u>Engaging employees</u> <u>Listening to employees</u> <u>Equality and diversity</u>	Principal 6	SDG 5 SDG 8	
401-1 New employee hires and employee turnover				In this reporting period, C&A hired 19,342 new employees. - Gender profile: 71% female and 29% male. - Age profile: 82% under 30 years old; 16% between 30 and 50 years old; 2% over 50 years old. In the same period, employee turnover was 24,034. - Gender profile: 71% female and 29% male. - Age profile: 74% under 30 years old; 19% between 30 and 50 years old; 7% over 50 years old.
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees				We do not currently report this data at a global level, but we are working to standardise how we collect this information and hope to report it in the future.

Disclosure	Location	UN Global Compact Principles	SDG	Comments
Universal Standards: GRI 102 General Disclosures				
Organisational Profile				
401-3 Parental leave				We do not currently report this data at a global level, but we are working to standardise how we collect this information and hope to report it in the future.
Material Topic: Labour/Management Relations				
103-2 The management approach and its components	<u>Engaging employees</u> <u>Safe and fair labour</u>	Principle 6	SDG 8	
402-1 Minimum notice periods regarding operational changes				We do not currently report this data at a global level, but we are working to standardise how we collect this information and hope to report it in the future.
Material Topic: Training and Education				
103-2 The management approach and its components	<u>Learning and development</u>		SDG 8	
404-1 Average hours of training per year per employee				Total average hours of training in this reporting period was 4.8 hours per employee, up from 3.1 hours per employee during the 2017 reporting period. Gender profile: 4.8 hours per female employee and 4.9 hours per male employee.

Disclosure	Location	UN Global Compact Principles	SDG	Comments
Universal Standards: GRI 102 General Disclosures				
Organisational Profile				
404-2 Programs for upgrading employee skills and transition assistance programs	<u>Learning and development</u>			
404-3 Percentage of employees receiving regular performance and career development reviews				In this reporting period, 51.4% of employees received regular performance reviews, up from 46.8% during the 2017 reporting period. Gender profile: 48% of female employees and 63.9% of male employees received regular performance reviews.
Material Topic: Diversity and Equal Opportunity				
103-2 The management approach and its components	<u>Our values</u> <u>Equality and diversity</u> <u>Global frameworks</u>	Principle 6	SDG 5	
405-1 Diversity of governance bodies and employees				We do not currently report this data at a global level, but we are working to standardise how we collect this information and hope to report it in the future.
405-2 Ratio of basic salary and remuneration of women to men				We do not currently report this data at a global level, but we are working to standardise how we collect this information and hope to report it in the future.
Material Topic: Non-discrimination				

Disclosure	Location	UN Global Compact Principles	SDG	Comments
Universal Standards: GRI 102 General Disclosures				
Organisational Profile				
103-2 The management approach and its components	<u>Our values</u> <u>Sustainable supply</u> <u>Equality and diversity</u>	Principle 6	SDG 5	
406-1 Incidents of discrimination and corrective actions taken	<u>Safe and fair labour</u> <u>Protecting the most vulnerable</u>			
Material Topic: Freedom of Association and Collective Bargaining				
103-2 The management approach and its components	<u>Sustainable supply</u> <u>Safe and fair labour</u> <u>Sustainable supply</u> <u>Safe and fair labour</u> <u>Supplier and worker engagement</u>	Principle 3	SDG 8	
407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk				
Material Topic: Child Labour				
103-2 The management approach and its components	<u>Sustainable supply</u> <u>Protecting the most vulnerable</u>	Principle 5	SDG 8	
408-1 Operations and suppliers at significant risk for incidents of child labour	<u>Protecting the most vulnerable</u>			
Material Topic: Forced or Compulsory Labour				

Disclosure	Location	UN Global Compact Principles	SDG	Comments
Universal Standards: GRI 102 General Disclosures				
Organisational Profile				
103-2 The management approach and its components	<u>Sustainable supply</u> <u>Protecting the most vulnerable</u>	Principle 4	SDG 8	
409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour	<u>Protecting the most vulnerable</u> <u>Supplier and worker engagement</u>			
Material Topic: Human Rights Assessment				
103-2 The management approach and its components	<u>Sustainable supply</u>	Principle 1 Principle 2	SDG 5 SDG 8	
412-1 Operations that have been subject to human rights reviews or impact assessments	<u>Sustainable supply</u>	Principle 1 Principle 2	SDG 8	
412-2 Employee training on human rights policies or procedures	<u>Protecting the most vulnerable</u> <u>Engaging employees</u>			We support supplier training on human rights to make sure C&A suppliers understand the requirements for acceptable work ages and hours, overtime, communication with workers, safety, and other workplace concerns. As well, C&A employees receive training on our Code of Ethics. We do not currently report other human rights training data at a global level, but we are working to standardise how we collect this information and hope to report it in the future.

Disclosure	Location	UN Global Compact Principles	SDG	Comments
Universal Standards: GRI 102 General Disclosures				
Organisational Profile				
412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	<u>Sustainable supply</u>			
Material Topic: Local Communities				
103-2 The management approach and its components	<u>Sustainable lives</u> <u>Strengthening communities</u> <u>Giving back and volunteering</u> <u>Disaster relief</u>			
413-1 Operations with local community engagement, impact assessments, and development programs	<u>Strengthening communities</u> <u>Giving back and volunteering</u> <u>Disaster relief</u>			
413-2 Operations with significant actual and potential negative impacts on local communities	<u>More sustainable cotton</u> <u>Polyester</u> <u>Chemicals</u> <u>Climate change</u> <u>Water</u>			
Material Topic: Supplier Social Assessment				
103-2 The management approach and its components	<u>Sustainable supply</u> <u>Safe and fair labour</u> <u>Supplier and worker engagement</u> <u>Protecting the most vulnerable</u>	Principle 1 Principle 2 Principle 3 Principle 4 Principle 5 Principle 6	SDG 5, 8	
414-1 New suppliers that were screened using social criteria	<u>Sustainable supply</u>			

Disclosure	Location	UN Global Compact Principles	SDG	Comments
Universal Standards: GRI 102 General Disclosures				
Organisational Profile				
414-2 Negative social impacts in the supply chain and actions taken	<u>Sustainable supply</u> <u>Safe and fair labour</u> <u>Supplier and worker engagement</u> <u>Protecting the most vulnerable</u>			
Material Topic: Public Policy				
103-2 The management approach and its components	<u>Our values</u> <u>Stakeholder engagement</u>			
415-1 Political contributions		Principle 10		No financial or in-kind political contributions were made directly or indirectly.
Material Topic: Customer Health & Safety				
103-2 The management approach and its components	<u>Product quality and safety</u>		SDG 12	
416-1 Assessment of the health and safety impacts of product and service categories	<u>Product quality and safety</u>			Approximately 95% of our products are assessed for health and safety impacts globally (100% in Europe).
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	<u>Product quality and safety</u>			C&A had no product recalls across our retail markets in 2018.
Material Topic: Marketing and Labelling				

Disclosure	Location	UN Global Compact Principles	SDG	Comments
Universal Standards: GRI 102 General Disclosures				
Organisational Profile				
103-2 The management approach and its components	<u>Product quality and safety</u> <u>Certified organic cotton</u> <u>Responsible down</u> <u>A circular fashion first</u>			
417-1 Requirements for product and service information and labelling	<u>Product quality and safety</u> <u>Certified organic cotton</u> <u>Responsible down</u> <u>A circular fashion first</u>			We do not currently report this data at a global level, but we are working to standardise how we collect this information and hope to report it in the future.
417-2 Incidents of non-compliance concerning product and service information and labelling				There were no incidents of non-compliance during this reporting period.
417-3 Incidents of non-compliance concerning marketing communications				There were no incidents of non-compliance in the reporting period.
Material Topic: Customer Privacy				
103-2 The management approach and its components	<u>Enabling customers</u>			
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data				No incidents were reported during this reporting period.
Material Topic: Socioeconomic Compliance				

Disclosure	Location	UN Global Compact Principles	SDG	Comments
Universal Standards: GRI 102 General Disclosures				
Organisational Profile				
103-2 The management approach and its components	Sustainable supply Clean environment Safe and fair labour Product quality and safety			
419-1 Non-compliance with laws and regulations in the social and economic area				There were no incidents of non-compliance during this reporting period.

¹ 2018 Globescan survey results plus “Products” bullet item from last year’s GRI index.

Contact us

Global sustainability team

Sustainability at C&A is led by our global leadership team and operationalised by regional leadership. Both groups work together to embed our global sustainability strategy into the organization.

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