

Sustainability Data Sheet 2006

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Introduction

In our Sustainability Report 2006, we indicated that in the printed report we focus on the seven areas that we have identified as major impact areas. These are energy, water, safety, agriculture, supply chain responsibility, responsible beer consumption and impact on developing markets. Other data that may be of interest to our stakeholders are reported through the Sustainability Data Sheet or on the corporate website.

This data sheet is intended to complement the data that Heineken provides through its Company website and in its Annual and Sustainability Reports. To facilitate easy access by stakeholders, it follows the Reporting Guidelines as published by Global Reporting Initiative in October 2006, the G3 release.

This document contains references to other sources and provides information that is not published elsewhere. The content of this document as such has not been subject to external verification.

All information provided in this document has the following basis:

1. Economic information: following the consolidation as provided in our Annual Report 2006
2. Environmental and safety information: all breweries, maltings and soft drinks plants where Heineken holds a majority share or has technical control
3. Social information: all entities where Heineken holds a majority share or has management control

If you have any questions related to the content of this Sustainability Data Sheet, please contact us through responsibility@heineken.com

1. Strategy and analysis

- 1.1 Statement from the most senior decision-maker of the organisation (e.g., CEO, chair, or equivalent senior position) about the relevance of sustainability to the organisation and its strategy
Sustainability Report 2006, inside cover and page 1
- 1.2 Description of key impacts, risks, and opportunities
Annual Report 2006, pages 46-50; Sustainability Report 2006, inside cover and page 1

2. Organisational profile

- 2.1 Name of the organisation
Annual Report 2006, page 140; Sustainability Report 2006, page 48
- 2.2 Primary brands, products, and/or services
Annual Report pages 130-135
- 2.3 Operational structure of the organisation, including main divisions, operating companies, subsidiaries, and joint ventures
Annual Report pages 130-135 and Corporate website www.heinekeninternational.com
- 2.4 Location of organisation's headquarters
Annual Report page 140; Sustainability Report page 48
- 2.5 Number of countries where the organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report
Annual Report pages 130-135; our sustainability agenda is relevant for all our operating companies unless specifically indicated in the Sustainability Report that activities only cover a limited number of operating companies. In general our Safety, Health & Environment policy and derived activities are related to companies where Heineken has a majority share or technical control and social policies and derived activities are applicable in companies where Heineken has a majority share or management control. The introduction of each paragraph of the Sustainability Report indicates what the basis of the data and information represented in that paragraph is.
- 2.6 Nature of ownership and legal form
Corporate website www.heinekeninternational.com
- 2.7 Markets served
Annual Report pages 1, 26-45 and 130-135
- 2.8 Scale of the reporting organisation
Annual Report, pages 1, 67, 86-87, 90 and 127
- 2.9 Significant changes during the reporting period regarding size, structure, or ownership
Annual report, page 13
- 2.10 Awards received in the reporting period
Our Annual Report 2005 was announced Class Winner of the Visions Award. Heineken received a high commendation in the AXA Award for Corporate Sustainability. Apart from these honours for our company as a whole, 25% of our operating companies have received local or national awards relevant to social or environmental performance.

3. Report parameter

Report Profile

- 3.1 Reporting period (e.g., fiscal/calendar year) for information provided
Annual Report cover and Sustainability Report cover
- 3.2 Date of most recent previous report (if any)
*Annual Report 23 March 2006 and Sustainability Report 14 April 2006
www.heinekeninternational.com*
- 3.3 Reporting cycle (annual, biennial, etc.)
Annual Report cover and Sustainability Report page 5
- 3.4 Contact point for questions regarding the report or its contents
Annual Report page 140 and Sustainability Report page 48

Report Scope and Boundary

- 3.5 Process for defining report content
Sustainability Report inside cover and page 1
- 3.6 Boundary of the report
Annual Report pages 130-135; our sustainability agenda is relevant for all our operating companies unless specifically indicated in the Sustainability Report that activities only cover a limited number of operating companies. In general our Safety, Health & Environment policy and derived activities are related to companies where Heineken has a majority share or technical control and social policies and derived activities are applicable in companies where Heineken has a majority share or management control. The introduction of each paragraph of the Sustainability Report indicates what the basis of the data and information represented in that paragraph is.
- 3.7 State any specific limitations on the scope or boundary of the report
None other than indicated in the introduction of every chapter of the Sustainability Report
- 3.8 Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organisations
Our sustainability agenda is relevant for all our operating companies unless specifically indicated in the Sustainability Report that activities only cover a limited number of operating companies. In general our Safety, Health & Environment policy and derived activities are related to companies where Heineken has a majority share or technical control and social policies and derived activities are applicable in companies where Heineken has a majority share or management control. The introduction of each paragraph of the Sustainability Report indicates what the basis of the data and information represented in that paragraph is.

- 3.9 Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report
Sustainability Report, pages 42-45; The introduction of each paragraph of the Sustainability Report indicates what the basis of the data and information represented in that paragraph is.
- 3.10 Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement
Sustainability Report, page 28;
- 3.11 Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report
Sustainability Report, page 5

GRI Content Index

- 3.12 Table identifying the location of the Standard Disclosures in the report
This Sustainability Data Sheet serves that purpose

Assurance

- 3.13 Policy and current practice with regard to seeking external assurance for the report
Sustainability Report, pages 40-41. We have sought a limited level of assurance for the whole report rather than a reasonable level on selected parameters, which we did in the previous report. The reason for this is that we believe it important to give our stakeholders more security on the whole report content but that our internal reporting systems have not yet reached the level of maturity needed for reasonable assurance. Such a level of assurance could therefore only be achieved by a large expansion of the number of site visits at a considerable extra cost. Our Group Internal Audit department has performed on site audits for a number of parameters (such as Alcohol & Work and Responsible Commercial Communication) and will assist the Company in improving its internal reporting procedures.

4. Governance

- 4.1 Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight
Annual Report, pages 6, 7, 8, 16 and 17, corporate website
- 4.2 Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organisation's management and the reasons for this arrangement)
Heineken has a two tier system where the Chairman of the Executive Board is also the Chief Executive Officer. The Chairman of the Supervisory Board is non-executive.
- 4.3 For organisations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members
Not applicable. Heineken has a two tier system.
- 4.4 Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body
Annual Report, page 127
- 4.5 Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organisation's performance (including social and environmental performance)
Annual Report pages 62-65
- 4.6 Processes in place for the highest governance body to ensure conflicts of interest are avoided.
Regulations for the Supervisory Board, art. 2.3 sub h; Code of Business Conduct (Corporate website) and Heineken Whistle Blowing Procedure (Corporate website)
- 4.7 Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organisation's strategy on economic, environmental, and social topics
Annual Report, page 7, corporate website www.heinekeninternational.com
- 4.8 Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation
Corporate website www.heinekeninternational.com
- 4.9 Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles
The CSR Advisory Board consists of the Regional Presidents for Western Europe and Africa & Middle East, the Group Directors of Group Supply Chain, Group Commerce, Group Human Resource, Group Legal, Group Corporate Relations and Group Finance and is chaired by the Chairman of the Executive Board. It's purpose is to advise the Executive Board on the Corporate Responsibility and Sustainability activities of the Heineken company and to monitor their progress. For more information, see responsibility section on the corporate website.
- 4.10 Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance
Regulations for the Supervisory Board, art 2.3

Commitments to External Initiative

- 4.11 Explanation of whether and how the precautionary approach or principle is addressed by the organisation
Annual Report, pages 48-50, Sustainability Report inside cover and page 1
- 4.12 Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses
Heineken is signatory to the UN Global Compact. We endorse the OECD Guidelines for Multi National Enterprises and submit data to a.o. the Carbon Disclosure Project.
- 4.13 Memberships in associations (such as industry associations) and/or national / international advocacy organisations
On a national level, Heineken will often be member or sponsor of relevant industry or employer organisations, including organisation that deal with the social aspects of alcohol consumption. On Group level, Heineken is member or sponsor to the following organisations:
- Association des Industries de Marque (AIM)
 - The Brewers of Europe
 - Centre for Information on Beverage Alcohol (CBA)
 - Confédération des Industries Agro-Alimentaires de l'EU (CIAA)
 - European Academy of Business in Society (EABIS)
 - European Research Advisory Board (ERAB)
 - European Round Table (ERT)
 - The European Organisation for Packaging and the Environment (Europen)
 - Global Reporting Initiative (GRI)
 - Global Coalition on HIV / AIDS
 - International Council on Alcohol & Addictions (ICAA)
 - International Center for Alcohol Policies (ICAP)
 - International Chamber of Commerce (ICC)

Stakeholder Engagement

- 4.14 List of stakeholder groups engaged by the organisation
There is no comprehensive overview of stakeholder engagement throughout the Heineken company. Setting up a system to track stakeholder engagement by all our operating companies world-wide and on Group level, does not add any value and is therefore an activity we will not undertake. Giving a limited list of for example stakeholder contacts on Executive Board level or by our Group Corporate Relations department would give an incomplete picture and is therefore something we choose not to do. By being open and transparent, and for example by promptly responding to questions and remarks we receive, we aim to have a continuous dialogue in which we aim not to give one particular group of stakeholders priority over another group of stakeholders. On issue basis our engagement is more structured.
- 4.15 Basis for identification and selection of stakeholders with whom to engage
Any stakeholder group that we are in dependence of (e.g. our own employees, customers, financial institutions) or that (can) have a significant influence on our business (e.g. media and opinion leaders) are recognised as stakeholders. In addition, when we are dealing with a specific issue, we will seek engagement with stakeholders who have a greater or different knowledge or experience on the subject.
- 4.16 Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.
See 4.14 and 4.15
- 4.17 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.
All key topics and concerns raised by stakeholders and our response to these concerns have been addressed in our Sustainability Report.

Economic indicators

Economic performance

- EC1** Economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments. (Core)
Annual Report, pages 51-55 and Sustainability Report, page 34
- EC2** Financial implications and other risks and opportunities for the organisation's activities due to climate change. (Core)
Sustainability Report 6-13 and 18-21
- EC3** Coverage of the organisation's defined benefit plan obligations. (Core)
Annual Report, pages 103-105
- EC4** Significant financial assistance received from government. (Core)
No information available

Market presence

- EC5** Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation. (Additional)
The range is from 1.0 (in Aruba, Chile, Croatia, Austria, Panama, Poland and St. Lucia) to 10.6 (Rwanda),
- EC6** Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation. (Core)
On average 55% is spent locally
- EC7** Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation. (Core)
No such procedure exists. In total, 79% of senior management is hired from the local community and 21% is of a foreign nationality.

Indirect economic impacts

- EC8** Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement. (Core)
No information available
- EC9** Understanding and describing significant indirect economic impacts, including the extent of impacts. (Additional)
Sustainability Report, pages 36-39

Environmental indicators

- EN1** Materials used by weight or volume. (Core)
Sustainability Report 2006, pages 12-13
- EN2** Percentage of materials used that are recycled input materials. (Core)
Our beverages do not contain recycled materials. Information about recycled content of packaging material is not available

Energy

- EN3 Direct energy consumption by primary energy source. (Core)
Sustainability Report 2006, pages 10-11
- EN4 Indirect energy consumption by primary source. (Core)
Sustainability Report 2006, pages 10-11
- EN5 Energy saved due to conservation and efficiency improvements. (Additional)
Sustainability Report 2006, pages 10-11
- EN6 Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives. (Additional)
Sustainability Report 2006, pages 10-11
- EN7 Initiatives to reduce indirect energy consumption and reductions achieved. (Additional)
Sustainability Report 2006, page 9

Water

- EN8 Total water withdrawal by source. (Core)
Corporate website www.heinekeninternational.com
- EN9 Water sources significantly affected by withdrawal of water. (Additional)
Information not available
- EN10 Percentage and total volume of water recycled and reused. (Additional)
Utility water is recycled into a certain extend but it is not possible to make a clear split between recycled and non-recycled water. The amounts of water reported equals used water minus recycled water

Biodiversity

- EN11 Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas. (Core)
Information not available
- EN12 Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas. (Core)
Information not available
- EN13 Habitats protected or restored. (Additional)
Information not available
- EN14 Strategies, current actions, and future plans for managing impacts on biodiversity. (Additional)
An inventory of current actions and future plans is not available
- EN15 Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk. (Additional)
Information not available

Emissions, Effluents, and Waste

- EN16 Total direct and indirect greenhouse gas emissions by weight. (Core)
Sustainability Report 2006, pages 9-11
- EN17 Other relevant indirect greenhouse gas emissions by weight. (Core)
Sustainability Report 2006, page 10, 43 and 46
- EN18 Initiatives to reduce greenhouse gas emissions and reductions achieved. (Additional)
Sustainability Report 2006, page 9
- EN19 Emissions of ozone-depleting substances by weight. (Core)
Sustainability Report 2006, page 46
- EN20 NO_x, SO_x, and other significant air emissions by type and weight. (Core)
Sustainability Report 2006, page 46
- EN21 Total water discharge by quality and destination. (Core)
Sustainability Report 2006, page 46
- EN22 Total weight of waste by type and disposal method. (Core)
Sustainability Report 2006, page 46
- EN23 Total number and volume of significant spills. (Core)
Sustainability Report 2006, page 17 (qualitative, volume not reported)
- EN24 Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally. (Additional)
Sustainability Report 2006, page 46
- EN25 Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation's discharges of water and runoff. (Additional) Products and Services
Information not available
- EN26 Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation. (Core)
An inventory of initiatives to mitigate environmental impacts has not been made
- EN27 Percentage of products sold and their packaging materials that are reclaimed by category. (Core)
Information not available

Compliance

- EN28 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations. (Core)
Sustainability Report 2006, page 17

Transport

- EN29 Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce. (Additional)
Information not available

Overall

- EN30 Total environmental protection expenditures and investments by type. (Additional)
An inventory of environmental protection expenditures and investments has not been made.

Social Performance: Labour Practices & Decent Work

Employment

LA1 Total workforce by employment type, employment contract and region. (Core)

	Full time w. avg %	Part time w. avg %
Total	98.7%	1.3%
Africa & Middle East	100.0%	0.0%
Americas	99.5%	0.5%
Asia Pacific	99.6%	0.4%
Central & Eastern Europe	98.1%	1.9%
Western Europe	98.4%	1.6%

	Fixed w. avg %	Temporary w. avg %
Total	89.6%	10.4%
Africa & Middle East	90.1%	9.9%
Americas	89.0%	11.0%
Asia Pacific	96.6%	3.4%
Central & Eastern Europe	85.4%	14.6%
Western Europe	95.2%	4.8%

	Female w. avg %	Male w. avg %
Total	19.6%	80.4%
Africa & Middle East	5.4%	94.6%
Americas	14.0%	86.0%
Asia Pacific	20.0%	80.0%
Central & Eastern Europe	28.1%	71.9%
Western Europe	19.7%	80.3%

	Female w. avg %	Male w. avg %	Employees
Total	19.6%	80.4%	53,262
Africa & Middle East	5.4%	94.6%	10,647
Americas	14.0%	86.0%	5,067
Asia Pacific	20.0%	80.0%	1,018
Central & Eastern Europe	28.1%	71.9%	22,034
Western Europe	19.7%	80.3%	14,496

LA2 Total number and rate of employee turnover by age group, gender, and region. (Core)

	# Empl.	w. avg %
Avg turnover rate	12,237	22.98%
Voluntary	4,750	8.92%
Involuntary	5,311	9.97%
Natural	2,204	4.14%

	Avg turnover rate	Voluntary	Involuntary	Natural
Africa & Middle East	16.7%	4.3%	15.0%	1.4%
Americas	19.7%	5.9%	8.8%	0.5%
Asia Pacific	18.0%	6.9%	2.6%	2.8%
Central & Eastern Europe	29.8%	15.4%	11.4%	7.0%
Western Europe	13.9%	3.7%	5.1%	3.1%

LA3 Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. (Additional)
*Information is not available***Labour/Management Relations****LA4** Percentage of employees covered by collective bargaining agreements. (Core)

	average 38%
Africa & Middle East	43.5%
Americas	55.5%
Asia Pacific	43.8%
Central & Eastern Europe	40.2%
Western Europe	23.3%

	Grievance procedure on labour relations in place for employees % Opcos	% empl.	Number of complaints Total
	61%	55%	317

LA5 Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements. (Core)

All our operating companies have a practise to inform employees about changes; 76% provides employees and their representatives with information on operational changes and 67% will consult employee representatives prior to implement changes.

Occupational Health and Safety**LA6** 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. (Additional)

69% of the operating companies (representing 83% of employees) who participated in the Opcos Survey have a formal H&S committee and 78% of the operating companies (89% of employees) have identified and quantified work related hazards.

LA7 Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region. (Core)
Sustainability Report pages 14-17

49% of operating companies (87% of employees) have an in-house company doctor; in 73% of operating companies (92% of employees) work related illnesses are diagnosed, treated, registered and reported. On average there were 7 work related illnesses per operating company in 2006. All operating companies have first aid kits available. In 76% of operating companies (90% of employees) periodic general health checks are part of the health programme.

LA8 Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases. (Core)
Sustainability Report, pages 33-34

LA9 Health and safety topics covered in formal agreements with trade unions. (Additional)
Depending on the nature of the operating company, different health & safety topics are covered in formal agreements with trade unions:

- formal agreements in 59% of the operating companies (60% of employees) cover the right for employees to refuse unsafe work*
- 69% of operating companies (73% of employees) have provisions on the use of personal protective equipment*
- 67% of operating companies (61% of employees) have arrangements on training and education*
- 53% of operating companies (47% of employees) have a formal complaint mechanism for health and safety matters*

Training and Education

LA10 Average hours of training per year per employee by employee category. (Core)
On average, employees received 21 hours of training in 2006. Total training expenditure was € 16.6 million, of which € 1.2 million was spent on senior management training. Average training spent per employee was € 336.

LA11 Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings. (Additional)
84% of operating companies (covering 99% of employees) have a formal programme for training employees; 80% of our operating companies (99% of employees) have a formal programme for management training. Programmes to support the continued employability of employees exist in 67% of our operating companies (92% of employees)

LA12 Percentage of employees receiving regular performance and career development reviews. (Additional)
Of all our employees, 45% receive regular performance and career development reviews

Diversity and Equal Opportunity

LA13 Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity. (Core)
Of senior management, 21% are foreign and 79% are local employees; 15% are female and 85% are male

LA14 Ratio of basic salary of men to women by employee category. (Core)
No information available

Social Performance: Human Rights

Investment and Procurement Practices

HR1 Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening. (Core)
No information available, though human rights are considered on a structural basis in acquisition decisions

HR2 Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken. (Core)
Sustainability Report, pages 23-25. Apart from the information presented in the Sustainability Report, 53% of our operating companies indicate that they include forced and compulsory labour in supplier or contractor selection. For child labour this figure is 55% and 55% indicate that they include other social issues. 12% of our operating companies indicate that following incidents related to environmental or human rights performance of a supplier or contractor they entered into a dialogue with their business partner and 4% have terminated one or more contracts for this reason. Another 4% have indicated that environmental and social concerns were reason not to enter into a business relationship

HR3 Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained. (Additional)
No information available

Non-Discrimination

HR4 Total number of incidents of discrimination and actions taken. (Core)
No cases were reported

Freedom of Association and Collective Bargaining

HR5 Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights. (Core)
Operating Companies that participated in the Opco Survey do not operate in countries where the right to exercise freedom of association and collective bargaining are at significant risk

Child Labour

HR6 Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour. (Core)
Lowest minimum age requirement within Heineken is 15 (in Austria). Some operating companies maintain a minimum age of 16 and the majority has 18 years as a minimum requirement. Some operating companies maintain the even higher requirement of 21. As for measures taken with respect to suppliers and contractors, see under HR2

Forced and Compulsory Labour

HR7 Operations identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of forced or compulsory labour. (Core)
See under HR2

Security Practices

HR8 Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations. (Additional)
No information available

Indigenous Rights

HR9 Total number of incidents of violations involving rights of indigenous people and actions taken. (Additional)
Only 4% of our operating companies feel that this issue is relevant for their local context. Nonetheless, 8% have a policy on this issue.

Social Performance: Society

Community

- SO1** Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting. (Core)
There is a mixed bag of programmes and practices that varies according to the situation on ground in the operating environment. For instance 10% of our operating companies have programmes that support access to water for the local community and 16% have activities aimed at contributing to the achievement of the Millennium Development Goals.

Corruption

- SO2** Percentage and total number of business units analysed for risks related to corruption. (Core)
The Heineken Code of Business Conduct requires analysis and consequently training of corruption sensitive positions in all our operating companies. The Code has successfully been implemented in most (around 90%) of our operating companies. Operating companies that are yet to start implementation in 2007 are Baru (Panama), Consolidated Breweries (Nigeria), Al Ahrum Beverages Company (Egypt), Affligem (Belgium) and Dinal (Kazakhstan). Some other operating companies, such as Heineken France, Heineken Brewery (Russia), Brasseries de Bourbon (La Reunion) and Grande Brasserie de Nouvelle Caledonie were-for various reasons-unable to finalise the implementation of the Code of Business Conduct before the end of 2006. Their activities will continue into 2007.

In January 2007, our Group Internal Audit department conducted a group wide review into the implementation and effectiveness of the Code of Business Conduct. This review shows that good improvement has been made compared to the similar review that was conducted one year earlier yet that there were also points of improvement in various of our operating companies. The operating companies concerned have been notified of the extra efforts required to optimise effectiveness.

- SO3** Percentage of employees trained in organisation's anti-corruption policies and procedures. (Core)
See under SO2.
- SO4** Actions taken in response to incidents of corruption. (Core)
No incidents of corruption have been reported, neither through our internal whistle blowing programme nor through external channels.

Public policy

- SO5** Public policy positions and participation in public policy development and lobbying. (Core)
Our public policy positions can be found on the websites of organisations that we are member to, such as ICAP (www.icap.org) or The Brewers of Europe (www.brewersofeurope.org) as well as in official publications of the company (such as our Values & Principles, the Sustainability Report and our policy documents).

SO6 Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country. (Additional)
No in-kind contributions were made in 2006. The sum of cash contributions to political parties or related institutions amounted to € 18,050. This was spent in the following countries:

Egypt	10,000
USA	7,000
Suriname	500
St. Maarten	300
Aruba	250

SO7 Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes. (Additional)
Annual Report, page 111

SO8 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations. (Core)
Sustainability Report, page 17

Social Performance: Product Responsibility

Customer Health and Safety

PR1 Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures. (Core)
Our main product is a given and we aim to market is responsibly. Nearly all our operating companies (90%) have systems in place for preserving consumer health and safety and 65% have clearly communicated this system to consumers

PR2 Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes. (Additional)
Total number of incidents of non-compliance with regulations concerning customer health and safety in 2006 was 21 (20 in France and 1 in Egypt). The nature of these incidents is under investigation.

Products and Service Labelling

PR3 Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements. (Core)
75% of our operating companies have a policy related to product information and labelling. Monitoring and reviewing results are also part of the activities in relation to these policies.

PR4 Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes. (Additional)
In 2006, there were 7 cases of non-compliance with regulations concerning product information and labelling that have led to penalties. As a result of our strict policies on food safety and integrity, a total of 16 recall operations were performed.

PR5 Practices related to customer satisfaction, including results of surveys measuring customer satisfaction. (Additional)
55% of our operating companies regularly measure customer satisfaction. On average 72% of our customers are overall positive or satisfied with our products and services. 53% of our operating companies (covering around 76% of our business) have set targets to improve customer satisfaction.

Marketing Communications

PR6 Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship. (Core)
Sustainability Report, pages 29-31. 53% of our operating companies (covering 80% of our employees) adhere to voluntary codes that go beyond legal demands. For 31% of the operating companies (covering 52% of our employees) the voluntary code also has a public complaints procedure.

PR7 Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes. (Additional)
In total there were 18 claims of non-compliance: 15 in the Netherlands (of which 4 led to a recommendation to the company and the remaining 11 were rejected) and 3 in Romania.

Customer privacy

PR8 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data. (Additional)
No information available. Heineken is designing a broader programme on privacy that will also cover customers and consumers.

Compliance

PR9 Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services. (Core).
No information available