

# APPENDICES

## Appendix 1: Assurance Report KPMG Sustainability

We were engaged by the Executive Board of Heineken N.V. ('Heineken') to provide assurance on the Heineken Sustainability Report 2008 (further referred to as 'The Report'). The Report, including the identification of material issues, is the responsibility of the Company's management. Our responsibility is to issue an opinion on The Report.

### What was included in the scope of our assurance engagement?

Our engagement was designed to provide the readers of The Report with:

- reasonable assurance on whether the financial data on page 4 are properly derived from the 2008 financial statements of Heineken N.V., for which KPMG issued an unqualified audit opinion;
- limited assurance on whether the information in The Report is fairly stated.

Procedures performed to obtain a limited level of assurance are aimed at determining the plausibility of information and are less extensive than those for a reasonable level of assurance. To obtain a thorough understanding of the financial results and financial position of Heineken N.V. the reader should consult the Heineken audited financial statements for the year ended 31 December 2008.

### Which reporting criteria did Heineken use?

Heineken applies its own sustainability performance reporting criteria, derived from the Sustainability Reporting Guidelines (G3) of the Global Reporting Initiative and internal corporate guidelines for reporting, as detailed in the 'Reporting basis' on pages 34-37. It is important to view the performance data in the context of this explanatory information. We believe that these criteria are suitable in view of the purpose of our assurance engagement.

### Which assurance standard did we use?

We carried out our engagement in accordance with Standard 3410N 'Assurance engagements relating to sustainability reports' of the Royal Netherlands Institute of Registeraccountants. This Standard requires, amongst others, that the assurance team possesses the specific knowledge, skills and professional competencies needed to understand and review the information in The Report, and that they comply with the requirements of the IFAC Code of Ethics for Professional Accountants to ensure their independence.

### What did we do to reach our conclusions?

For the financial data we reconciled the financial data on pages 4 with the audited 2008 financial statements of Heineken.

To determine whether the other information in The Report is fairly stated we:

- performed a media analysis and internet search on environmental, safety and social issues relating to Heineken, to obtain information on relevant sustainability issues in the reporting period;
- reviewed the follow-up of the stakeholder dialogue in The Report;
- reviewed the systems and processes for information management, internal control and processing of the qualitative and quantitative information in The Report, at corporate level;
- reviewed the systems used for generating, validating and aggregating the environmental and safety data at corporate level;
- visited six sites in Austria, Germany, Israel, Portugal, The Netherlands and The United Kingdom to assess the quality of the local data management systems and the reliability of the reported data;
- interviewed relevant staff and management at corporate level responsible for the reported information on specific issues in The Report, including agriculture, supply chain responsibility, responsible beer consumption and impact on developing markets;
- collected and reviewed internal and external documentation to determine whether the qualitative information is supported by sufficient evidence.

During the assurance process we discussed changes to the various drafts of The Report with Heineken, and reviewed the final version of The Report to ensure that it reflected our findings.

### What are our conclusions?

Based on the above,

- the financial data on page 4 are properly derived from the 2008 financial statements of Heineken N.V., for which KPMG issued an unqualified audit opinion;
- the other information in The Report does not appear to be unfairly stated.

### What else did we observe?

Without affecting the conclusions presented above, we would like to draw readers' attention to the following:

Heineken currently reports on its CO<sub>2</sub> emissions and safety performance for production units only. For CO<sub>2</sub> emissions Heineken determined that the impact of the total value chain outweighs the impact of the production units. The safety performance currently excludes distribution and marketing activities. In order to effectively manage environmental and safety impact we recommend Heineken to set the scope of the redefined sustainability goals beyond production and to extend the performance information in the sustainability report accordingly.

The data management systems at the breweries can be further improved in terms of documenting data management procedures and recording the results of these procedures, such as the data review by management. We recommend improving the local data management systems on these elements in light of monitoring performance against the redefined sustainability goals.

### KPMG SUSTAINABILITY



Drs. W.J. Bartels RA

Amsterdam, 8 April 2009

## Appendix 2: Overview of reporting units

|   | Energy         | Water          | Safety         | Agriculture | Supply Chain Responsibility | Responsible Beer Consumption | Impact on Developing Markets <sup>1</sup> |
|---|----------------|----------------|----------------|-------------|-----------------------------|------------------------------|---|
| <b>Heineken Group</b>                         |                |                |                | ✓           | ✓                           | ✓                            | ✓   |
| <b>Western Europe</b>                         |                |                |                |             |                             |                              |   |
| Heineken Nederland B.V.                       | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Heineken France S.A.                          | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Scottish & Newcastle UK Ltd.                  | ✓              | ✓              | ✓              |             |                             | ✓                            |   |
| Sociedade Central de Cervejas et Bebidas S.A. | ✓              | ✓              | ✓              |             |                             | ✓                            |   |
| Oy Hartwall Ab.                               | ✓              | ✓              | ✓              |             |                             | ✓                            |   |
| Heineken España S.A.                          | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Heineken Italia S.p.A.                        | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Heineken Ireland Ltd.                         | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Heineken Switzerland A.G.                     | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Mouterij Albert N.V.                          | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Affligem Brouwerij BDS N.V.                   | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| N.V. Brouwerijen Alken-Maes                   |                |                |                |             |                             |                              |   |
| Brasseries S.A.                               | ✓              | ✓              | ✓              |             |                             | ✓                            |   |
| Brau Holding International GmbH               | ✓ <sup>2</sup> | ✓ <sup>2</sup> | ✓ <sup>3</sup> |             |                             | ✓                            |   |
| <b>Central and Eastern Europe</b>             |                |                |                |             |                             |                              |   |
| Athenian Brewery S.A.                         | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Brau Union Österreich A.G.                    | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Grupa Żywiec S.A.                             | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Heineken Hungária Sorgyárak Zrt.              | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Heineken Slovensko a.s.                       | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Karlovačka Pivovara d.o.o.                    | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| LLC Heineken Breweries                        | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Starobrno a.s.                                | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Královský Pivovar Krušovice a.s.              | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Drinks Union a.s.                             |                |                |                |             |                             | ✓                            | ✓   |
| Heineken Romania S.A.                         | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Bere Mures S.A.                               | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| JSC KPBN Shikhan                              | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| LLC Company PIT, Kaliningrad                  | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| LLC PIT Novotroitsk                           | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| FCJSC Brewing Company, Syabar'                |                |                |                |             |                             | ✓                            | ✓   |
| OJSC, Rechitsapivo                            |                |                |                |             |                             | ✓                            | ✓   |
| Žagorka Brewery A.D.                          | ✓              | ✓              | ✓              |             |                             | ✓                            |   |
| Pivara Skopje A.D.                            | ✓              | ✓              | ✓              |             |                             | ✓                            |   |

|  | Energy         | Water          | Safety         | Agriculture | Supply Chain Responsibility | Responsible Beer Consumption | Impact on Developing Markets <sup>1</sup> |
|--|----------------|----------------|----------------|-------------|-----------------------------|------------------------------|---|
| <b>Americas</b>  |                |                |                |             |                             |                              |   |
| Heineken USA Inc.  | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Commonwealth Brewery Ltd.                                | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Windward & Leeward Brewery Ltd.                          | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Cervecerias Baru-Panama S.A.                             | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Surinaamse Brouwerij N.V.                                | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Brasserie Lorraine S.A.                                  | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Compania Cervecerias Unidas S.A.                         | ✓              | ✓              | ✓              |             |                             | ✓                            |   |
| <b>Africa and the Middle East</b>                        |                |                |                |             |                             |                              |   |
| Nigerian Breweries Plc.                                  | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Al Ahram Beverages Company S.A.E.                        | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Consolidated Breweries Ltd.                              | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Brasserie Almaza S.A.L.                                  | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Brasseries, Limonaderies et Malteries 'Bralima' S.A.R.L. | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Brasseries et Limonaderies du Rwanda 'Bralirwa' S.A.     | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Brasseries et Limonaderies du Burundi 'Brarudi' S.A.     | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Brasseries de Bourbon S.A.                               | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Sierra Leone Brewery Ltd.                                | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Tango s.a.r.l.   |                |                |                |             |                             | ✓                            | ✓   |
| Société Nouvelle des Boissons Gazeuses S.A. ('SNBG')     |                |                |                |             |                             | ✓                            | ✓   |
| Nouvelle de Brasserie 'Sonobra'                          |                |                |                |             |                             | ✓                            | ✓   |
| Brasseries du Congo S.A.                                 | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Tempo Beverages Ltd.                                     | ✓              | ✓              | ✓              |             |                             | ✓                            |   |
| Diageo Heineken Namibia B.V                              |                |                |                |             |                             | ✓                            |   |
| Sedibeng Brewery Pty Ltd.                                |                |                |                |             |                             | ✓                            |   |
| <b>Asia Pacific</b>                                      |                |                |                |             |                             |                              |   |
| Grande Brasserie de Nouvelle Calédonie S.A.              | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| P.T. Multi Bintang Indonesia Tbk.                        | ✓              | ✓              | ✓              |             |                             | ✓                            | ✓   |
| Asia Pacific Breweries Ltd.                              | ✓ <sup>4</sup> | ✓ <sup>4</sup> | ✓ <sup>4</sup> |             |                             | ✓                            |   |

<sup>1</sup> For sections on corporate citizenship and business ethics.

<sup>2</sup> Excludes: Mossautal, Karlsruhe, Poppenhausen, Rosenheim and Bad Brambach.

<sup>3</sup> Excludes: Chemnitz, Kulmbach, Würzburg, Donaueschingen, Mossautal, Karlsruhe, Poppenhausen, Rosenheim and Bad Brambach.

<sup>4</sup> Includes: Cambodia, China (Shanghai, Haikou), India (Hydrabad, Aurangabad), Indonesia, Laos, Mongolia, New Zealand, Papua New Guinea, Singapore, Sri Lanka and Vietnam.

### Appendix 3: Reporting basis

#### Scope

The safety and environmental data presented in this report relate to the years 2006, 2007 and 2008 for the production units of the Heineken operating companies. The term 'production unit' means breweries, maltings and soft drink plants and combinations of these, at which malt, beer and soft drinks are produced. The data covers significant subsidiaries and joint ventures, which are included in the financial statements. The figures for joint ventures relate to their total output. Environmental data for production units where both beer and soft drinks are produced, have been combined. The figures do not include distribution departments nor head offices.

The volume figures presented in the environmental section of this report, based on production, may differ slightly from the figures presented in Heineken's financial report, which are based on sales. This difference is accounted for by exports, volumes produced under licence and a number of recently acquired production units that have not yet submitted data. Newly acquired production units are required to start reporting directly after the first calendar year after the date of acquisition.

The data presented in the sections on Agriculture, Supply Chain Responsibility, Responsible Beer Consumption and Our Impact on Developing Markets are derived from databases that are available at Group level. Additionally, the data provided in 'Responsible Beer Consumption' has been subject to internal audit activities.

If available, the Scottish & Newcastle operations and other acquisitions made in 2008, have been reported separately in these chapters.

#### Reporting systems

The maltings, breweries and soft-drink plants gather the data in accordance with guidelines and definitions formulated by Heineken Group Supply Chain based on the Global Reporting Initiative Guidelines (G3 2006). Their reports are submitted annually to this Group, where they are checked for completeness, similarity of data and accuracy.

A training course is also provided at the request of the production units to instruct employees in the accurate acquisition, verification and filing of data. Visits have been paid to selected production units in conjunction with the external verifier to check the quality of the information they provide by comparing it with invoices, measurements, and calculations.

#### Targets

The Sustainability Report may contain two types of targets: long-term targets and operational targets. Long-term targets have centrally been set at Group Function level like for energy consumption. Operational targets are part of the normal Operational Plan Cycle and are set locally by the production unit to fulfil the long-term targets.

Each production unit sets annual operational targets for a number of parameters (e.g. safety, electricity consumption, water consumption) for the three years to come. The targets are influenced by, for example, changes of production volume and projects. The aggregated company target of a parameter is the volume-average of site targets. Therefore, these targets can differ over the years due also to acquisitions and divestments.

## SAFETY PARAMETERS AND INDICATORS

|                        |  |  |
|------------------------|--|--|
| PARAMETERS             | <p>Fatal accidents</p> <p>Accidents resulting in permanent disability</p> <p>Accidents resulting in absence from work</p> <p>Days absent</p> <p>Workforce</p> <p>Number of complaints</p> <p>Number of external safety-related incidents</p> | <p>Fatalities, own staff and contractor personnel</p> <p>Permanent disabilities, own staff</p> <p>Accidents, own staff and contractor personnel</p> <p>Absence, own staff in calendar days</p> <p>Expressed in Full Time Equivalents</p> <p>External complaints related to nuisance</p> <p>Incidents related to safety and environment which had an impact outside the production unit</p> |
| PERFORMANCE INDICATORS | <p>Accident frequency</p> <p>Accident severity</p>   | <p>Own staff, number of accidents resulting in absence from work per 100 full-time equivalents (FTE)</p> <p>Own staff, days absence from work per 100 full-time equivalents (FTE)</p>  |

### Safety reporting

The safety reporting system is used by the production units to record accidents at their locations and report on the consequences for both their own staff and contractor personnel. 'Own staff' includes both permanent, temporary staff and agency personnel. Overtime is included in the production workforce calculation. Group Supply Chain has defined seven parameters, which must as a minimum be reported at local level, to serve as the basis for measuring the results achieved by our breweries, maltings and soft drink plants. These results are expressed in two performance indicators.

### Environmental reporting

The purpose of environmental reporting is to clarify the environmental effects of producing malt, beer and soft drinks at our production locations. These effects include depletion of resources, emissions and nuisance. To measure the results achieved in these areas, Group Supply Chain has defined seven key parameters for our breweries, maltings and soft drink plants. Performance is measured for four parameters in terms

of production, expressed in hectolitres of beer and soft drinks or tonnes of malt, to facilitate comparison of the results.

The Eco Care Indicator comprises of the following subjects: local environmental policy, environmental management system, legal compliance, violations of law, environmental fines, environmental complaints, environmental accidents, reliability of reporting. The greenhouse effect covers CO<sub>2</sub> and refrigerant emissions. The ozone layer depletion covers refrigerant losses (e.g. HCFCs), acidification covers NO<sub>x</sub>, SO<sub>x</sub>, and NH<sub>3</sub> emissions, nitrification covers Chemical Oxygen Demand (COD), nitrogen and phosphorus in wastewater after treatment, where discharged into surface water. Waste management deals with the destination of our by-products and hazardous waste.

| ENVIRONMENTAL PARAMETERS AND INDICATORS |   |  |
|---|---|--|
| PARAMETERS                              | <p>Thermal energy consumption</p> <p>Electricity consumption</p> <p>Water consumption</p> <p>COD load of effluent</p>   | <p>Consumption of thermal energy in MJ</p> <p>Consumption of electrical energy kWh</p> <p>Water consumption in m<sup>3</sup></p> <p>The Chemical Oxygen Demand of the treated or untreated waste leaving the production unit and discharged to surface water in kg</p>   |
| PERFORMANCE INDICATORS                  | <p>Specific thermal energy consumption</p> <p>Specific electricity consumption</p> <p>Specific CO<sub>2</sub> consumption</p> <p>Specific water consumption</p> | <p>Thermal energy consumption per unit produced in MJ/hl beer plus soft drinks</p> <p>Electricity consumption per unit produced in kWh/hl beer plus soft drinks</p> <p>Fossil carbon dioxide emission (direct and indirect) per unit produced in kg/hl beer plus soft drinks derived from the thermal energy and electricity consumption. The corresponding CO<sub>2</sub> emission is derived from this figure using the WBCSD Protocol</p> <p>Water consumption per unit produced in hl/hl beer plus soft drinks</p> |

### Qualified reliability of safety and environmental data

The reliability of the data is subject to certain qualifications, despite the fact that the safety and environmental experts at our production units have reported to the best of their knowledge, in good faith and in accordance with agreed procedures and Group Supply Chain has validated their figures. Heineken is continuing to work on formulating and applying uniform definitions and instructions for reporting purposes, in order to improve the accuracy and comparability of the data. Standard calculation protocols for atmospheric emissions have been developed, for example, to minimise the error in these figures. Standard calculation tools are also present for refrigerant losses and waste discharge.

### Definitions

Differences in the interpretation of definitions have occurred in some cases. On the basis of our internal validation findings, we do not expect these differences at the aggregated level to be material.

### Completeness

Reporting was not forthcoming or incomplete in some cases. Often newly acquired production units need to improve their reporting system, especially on complaint and incident registration, accident severity and COD measurement. In order to provide a realistic representation of Heineken's total environmental impact, the missing data has been estimated in accordance with our internal procedures for incomplete reports. Our operating companies have estimated some data. Production units that report have been listed in Appendix 2.

### Accuracy

The accuracy of the data depends on the method of measurement, the calculation procedure and whether estimates have been used. For some parameters, the sampling method and frequency, as for COD, can also affect the accuracy. The quantity of refrigerant is difficult to establish because it is used in dynamic systems in which it can occur in both the liquid and gaseous phase. Refrigerant losses are determined on the basis of the quantities added

to replenish systems. The scope and workforce size related to the accident frequency can give rise to inaccuracies in some locations due to the misinterpretation of overtime and number of temporary personnel. In a number of cases, the number of lost days could have been reported incorrectly where also the day of the accident is counted as a lost day, which is not in line with our definition. Not all our sites have adequate procedures for the registration of environmental and safety incidents, violations of safety regulations and environmental complaints, which may cause underreporting.

### Comparability

Each parameter to be reported has accurately been defined in the Safety Standards & Procedures and Environmental Standards & Procedures.

The comparability of the data depends on the extent to which estimates have been used in determining the performance indicators. Where estimates have been used in interpreting trends, it is stated in the text of this report. The comparison of data has been carried out over a three-year period such to limit the influence of incidental fluctuations.

Since no material changes have been made to definitions, calculations or estimating procedures, there is comparability from year to year, except when indicated in the text of this report.

## Appendix 4: Overview environmental performance

### Absolute figures

| Performance indicator                             | Unit                              | Heineken Group** |       |       | Breweries, cider and soft drink plants |       |       | Malting plants |      |      |
|---|-----------------------------------|------------------|-------|-------|--|-------|-------|----------------|------|------|
|   |                                   | 2006             | 2007  | 2008  | 2006                                   | 2007  | 2008  | 2006           | 2007 | 2008 |
| Beer production                                   | Mhl                               | 128.2            | 135.2 | 158.9 | –                                      | –     | –     | –              | –    | –    |
| Cider production                                  | Mhl                               | –                | –     | 3.8   | –                                      | –     | –     | –              | –    | –    |
| Soft drink production                             | Mhl                               | 10.2             | 11.2  | 15.5  | –                                      | –     | –     | –              | –    | –    |
| Malt production                                   | ktons                             | 588              | 612   | 600   | –                                      | –     | –     | –              | –    | –    |
| Water   | Mm <sup>3</sup>                   | 74.6             | 78.1  | 89.8  | 72.2                                   | 75.5  | 87.2  | 2.4            | 2.6  | 2.5  |
| Waste water                                       | Mm <sup>3</sup>                   | 53.4             | 56.0  | 64.7  | –                                      | –     | –     | –              | –    | –    |
| Electricity                                       | GWh                               | 1,380            | 1,450 | 1,690 | 1,310                                  | 1,370 | 1,620 | 75             | 77   | 71   |
| Thermal energy                                    | PJ                                | 15.8             | 16.0  | 18.2  | 14.2                                   | 14.4  | 16.7  | 1.6            | 1.6  | 1.5  |
| CO <sub>2</sub> emissions (direct)                | ktons                             | 1016             | 1069  | 1187  | 930                                    | 982   | 1115  | 86             | 87   | 72   |
| NO <sub>x</sub> emissions                         | tons                              | 1,770            | 1,810 | 2,070 | 1,700                                  | 1,740 | 2,000 | 73             | 75   | 69   |
| SO <sub>x</sub> emissions                         | tons                              | 3,220            | 3,490 | 3,160 | 3,160                                  | 3,430 | 3,140 | 56             | 60   | 16   |
| Organic load before treatment                     | ktons COD                         | 140              | 150   | 179   | 138                                    | 147   | 176   | 2.7            | 3.5  | 2.7  |
| Effluent organic load*                            | ktons COD                         | 33.7             | 28.1  | 30.3  | –                                      | –     | –     | –              | –    | –    |
| Effluent total nitrogen*                          | tons N                            | 973              | 913   | 1211  | –                                      | –     | –     | –              | –    | –    |
| Effluent total phosphorous*                       | tons P                            | 684              | 548   | 689   | –                                      | –     | –     | –              | –    | –    |
| Effluent suspended solids*                        | ktons d.m.                        | 7.64             | 6.77  | 7.20  | –                                      | –     | –     | –              | –    | –    |
| Total hazardous waste                             | ktons                             | 1.89             | 1.51  | 1.95  | –                                      | –     | –     | –              | –    | –    |
| Non-recycled hazardous waste                      | ktons                             | 0.78             | 0.36  | 0.74  | –                                      | –     | –     | –              | –    | –    |
| Total waste water sludge                          | ktons d.m.                        | 11.2             | 10.1  | 13.0  | –                                      | –     | –     | –              | –    | –    |
| Non-recycled waste water sludge                   | ktons d.m.                        | 1.97             | 2.91  | 2.22  | –                                      | –     | –     | –              | –    | –    |
| Total co-products, packaging and industrial waste | ktons                             | 2,590            | 2,790 | 3,180 | –                                      | –     | –     | –              | –    | –    |
| Non-recycled industrial waste                     | ktons                             | 140              | 132   | 151   | –                                      | –     | –     | –              | –    | –    |
| NH <sub>3</sub> in use                            | tons                              | 935              | 927   | 1049  | –                                      | –     | –     | –              | –    | –    |
| NH <sub>3</sub> losses                            | tons                              | 107              | 75    | 95    | –                                      | –     | –     | –              | –    | –    |
| HC-based refrigerants in use                      | tons                              | 38.8             | 37.8  | 51.4  | –                                      | –     | –     | –              | –    | –    |
| HC-based refrigerants lost                        | tons                              | 13.0             | 16.9  | 15.3  | –                                      | –     | –     | –              | –    | –    |
|   | kg R11 equivalents                | 925              | 1,518 | 1,803 | –                                      | –     | –     | –              | –    | –    |
|   | ktons CO <sub>2</sub> equivalents | 28.2             | 37.3  | 37.4  | –                                      | –     | –     | –              | –    | –    |
| Halons in use                                     | tons                              | 1.15             | 1.26  | 1.05  | –                                      | –     | –     | –              | –    | –    |
| Complaints  | number                            | 55               | 37    | 74    | –                                      | –     | –     | –              | –    | –    |

The data in Appendix 4 have not been subject to assurance, with the exception of data that are also included in the main part of the report.

\* Discharged to surface water.

\*\* See Appendix 2 for reporting units.

### Specific figures: Breweries and soft drink plants

| Performance indicator             | Unit                   | 2006 | 2007<br>Achieved*** | 2008 | 2009 | 2010<br>Targets*** | 2011 |
|-----------------------------------|------------------------|------|---------------------|------|------|--------------------|------|
| Water                             | hl/hl                  | 5.22 | 5.15                | 5.06 |      |                    |      |
| Targets                           | hl/hl                  |      |                     | 4.9  | 4.8  | 4.6                | 4.5  |
| Electricity                       | kWh/hl                 | 9.46 | 9.31                | 9.17 |      |                    |      |
| Targets                           | kWh/hl                 |      |                     | 9.0  | 9.0  | 8.6                | 8.5  |
| Thermal energy                    | MJ/hl                  | 103  | 98                  | 96   |      |                    |      |
| Targets                           | MJ/hl                  |      |                     | 95   | 93   | 89                 | 87   |
| Non-recycled industrial waste     | kg/hl                  | 1.01 | 0.91                | 0.99 |      |                    |      |
| Targets                           | kg/hl                  |      |                     | 0.9  | 0.7  | 0.7                | 0.7  |
| Direct CO <sub>2</sub> emission   | kg CO <sub>2</sub> /hl | 6.72 | 6.70                | 6.70 |      |                    |      |
| Targets                           | kg CO <sub>2</sub> /hl |      |                     | 6.5  | 6.2  | 5.9                | 5.5  |
| Indirect CO <sub>2</sub> emission | kg CO <sub>2</sub> /hl | 4.21 | 3.83                | 3.65 |      |                    |      |
| Targets                           | kg CO <sub>2</sub> /hl |      |                     | 3.8  | 3.8  | 3.6                | 3.4  |
| Total CO <sub>2</sub> emission    | kg CO <sub>2</sub> /hl | 10.9 | 10.5                | 10.4 |      |                    |      |
| Targets                           | kg CO <sub>2</sub> /hl |      |                     | 10.3 | 10.0 | 9.6                | 8.9  |

### Specific figures: Malting plants

| Performance indicator | Unit                | 2006  | 2007<br>Achieved*** | 2008  | 2009  | 2010<br>Targets*** | 2011  |
|-----------------------|---------------------|-------|---------------------|-------|-------|--------------------|-------|
| Water                 | m <sup>3</sup> /ton | 4.11  | 4.17                | 4.22  |       |                    |       |
| Targets               | m <sup>3</sup> /ton |       |                     | 4.2   | 3.9   | 3.8                | 3.8   |
| Electricity           | kWh/ton             | 127   | 127                 | 118   |       |                    |       |
| Targets               | kWh/ton             |       |                     | 119   | 115   | 112                | 112   |
| Thermal energy        | MJ/ton              | 2,660 | 2,592               | 2,470 |       |                    |       |
| Targets               | MJ/ton              |       |                     | 2,430 | 2,320 | 2,240              | 2,240 |

\*\*\* Performance data of 2008 relate to the companies that were part of the Heineken Group in 2007. The targets for 2008 and beyond relate to the companies that were part of the Heineken Group in 2008.

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