

SUSTAIN ABILITY REPORT

2015

SUSTAIN
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REPORT
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FOREWORD

WHY SUSTAINABILITY IS SO IMPORTANT TO US

Dear Readers,

We would like to invite you to look more deeply into the sustainability activities of Brau Union Österreich. This information is intended to show you how important this subject is to us. It has long been a tradition to utilize practices in production and logistics to conserve resources. Protecting the environment is close to our heart, and not the least because beer, our most important product, is a natural beverage and is only as good as the raw material used to make it. Clear, pure water, the best hops and the best malting barley all require a healthy and intact environment.

Climate change also affects our operations: growing conditions for summer barley are becoming less optimal in various agricultural regions. This is why we have decided to increase our use of winter malting barley in order to reduce the risk of failed crops. In addition, we have secured our supply of Austrian hops from the Mühlviertel and southern Styria with contracts for several years.

As part of the international HEINEKEN family, we share the motto "Brewing a Better World", Brau Union Österreich is working to enhance Austrian beer culture while meeting modern social and environmental challenges. In doing so, we follow recognized international standards such as the UN Global Compact.



As a strong emphasis is placed on sustainability in all departments, numerous projects were implemented in 2015 at our brewing facilities and logistics centers with a significant impact on business, the environment and society. This even extended to external stakeholders, such as suppliers.

Beer is more than just a beverage to us – it represents an important part of our living culture. As the largest brewing group in Austria, it is understood that we take measures to protect the environment, reduce waste, support Austrian agriculture, ensure the health and safety of our employees, and promote responsible consumption of our diverse product portfolio. Specifically, we are concentrating on projects concerning water, CO₂, sustainable procurement and responsible consumption.

We have – and I see this as a flagship project among our diverse efforts in the area of sustainability – achieved a unique success: with the full operation of the beer grain fermentation plant in 2016, our brewery at Göss will become the first large scale brewery in the world to achieve a 100 % CO₂ neutrality. This is possible with electricity from hydroelectric sources, remote heat energy generated with biomass and renewable energy from the new spent grain fermentation plant manufactured by BDI – BioEnergy International.

Naturally we are proud of this accomplishment; however, we are not stopping with this success, but will continue to implement further measures at all of our locations. We do not simply want to reduce specific energy consumption over the short term through various energy projects but want to make it possible to convert to alternative energy sources over the mid-term, which will reduce dependence on oil and gas. One example of just such an innovation is testing the feasibility of geothermal energy at the Zipfer Brewery. Additionally, the implementation of international standards such as certification according to process optimization systems contributes to sustainable practices – for successful business operations, safety for employees and protection of the environment.

I invite you to find out more about our initiatives, our strategies, goals and projects. We would be pleased to receive your feedback and ideas on our path to creating the best beer culture for the future!

Yours sincerely,

Markus Liebl
Director General, Brau Union Österreich

CONTENTS

FOREWORD – WHY SUSTAINABILITY IS SO IMPORTANT TO US	02	FOR THE GOOD OF THE ENVIRONMENT	14
CONTENTS	04	—	
BRAU UNION ÖSTERREICH AG 2015	06	How much CO ₂ is released in the production of our beer	17
—		What we look for in procurement	18
What drives us: our vision and our values	08	Water is our most important raw material. We do everything we can to protect it.....	20
“Brewing a Better World” – our sustainability strategy and its dimensions	09	How we save energy and reduce our CO ₂ emissionsn	21
From the grain to the customer: the five sections of our value chain	11	Outlook for 2016	23
The principal areas of our sustainability strategy	12	FOR THE GOOD OF OUR EMPLOYEES	24
		—	
		We encourage the training and education of our employees	27
		We guarantee occupational safety and health	28
		Outlook for 2016	29
		FOR THE GOOD OF OUR CUSTOMERS	30
		—	
		Our goal is to have inspired customers	32
		Outlook for 2016	33

FOR THE GOOD OF SOCIETY	34
—	
What we give back to society	36
How we strengthen the Austrian beer culture	37
What we do to ensure product safety and health	38
Partnerships for the future	38
Outlook for 2016	39

OUR BREWERIES	40
—	
The Schwechater Brewery	41
The Zipfer Brewery	41
The Puntigamer Brewery	41
The Gösser Brewery – the green brewery	42
The Wieselburger Brewery	42
The Schladminger Brewery	43
The Falkensteiner Brewery	43
Spezialitätenmanufaktur Hofbräu Kaltenhausen	43

FACTS AND FIGURES CONCERNING OUR SUSTAINABILITY REPORT	44
INDEPENDENT CONFIRMATION REPORT	46
GRI-INDEX	48
APPENDIX	58
CONTACT INFORMATION	68

BRAU UNION ÖSTERREICH AG 2015

2,228

employees

8 breweries*

of Brau Union Österreich AG

2 breweries*

of Vereinigten Kärntner Brauereien AG

31 sales and distribution warehouses

55 sales partners

14 beer brands

100 beers

more than
5.0 m. hl of beer sold

Strongbow since April of 2015






49,000 customers

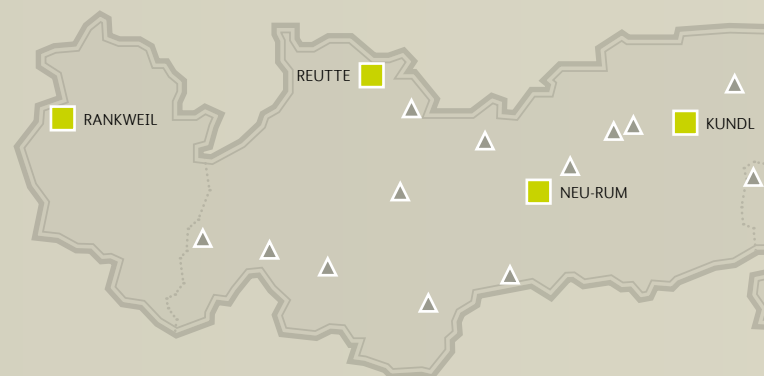
689.4 m. €
in revenues

64 m. €
in investment

Markets for sales

Our brands are regionally embedded, main markets for sales are therefore the respective regions in Austria. Exports are increasing - the brands Gösser and Zipfer, our big sellers, are mainly sold in Germany and Italy. Other export markets are Slovenia and Russia.

-  BREWERIES OF BRAU UNION ÖSTERREICH AG
-  BREWERIES OF VEREINIGTEN KÄRNTNER BRAUEREIEN AG
-  SALES AND DISTRIBUTION WAREHOUSES
-  SALES PARTNERS
-  HEADQUARTERS OF BRAU UNION ÖSTERREICH



* Since 2015, the Vereinigte Kärntner Brauereien AG has been an affiliate of Brau Union AG. The particular nature and autonomy of the Vereinigte Kärntner Brauereien AG has been preserved; however, synergies in the supply chain have been exploited. In this year's report, we have not provided any figures for the Vereinigte Kärntner Brauereien AG, but for reasons of transparency, we have included the Villacher Brewery and the Schleppe Specialty Brewery in Klagenfurt on the above map.

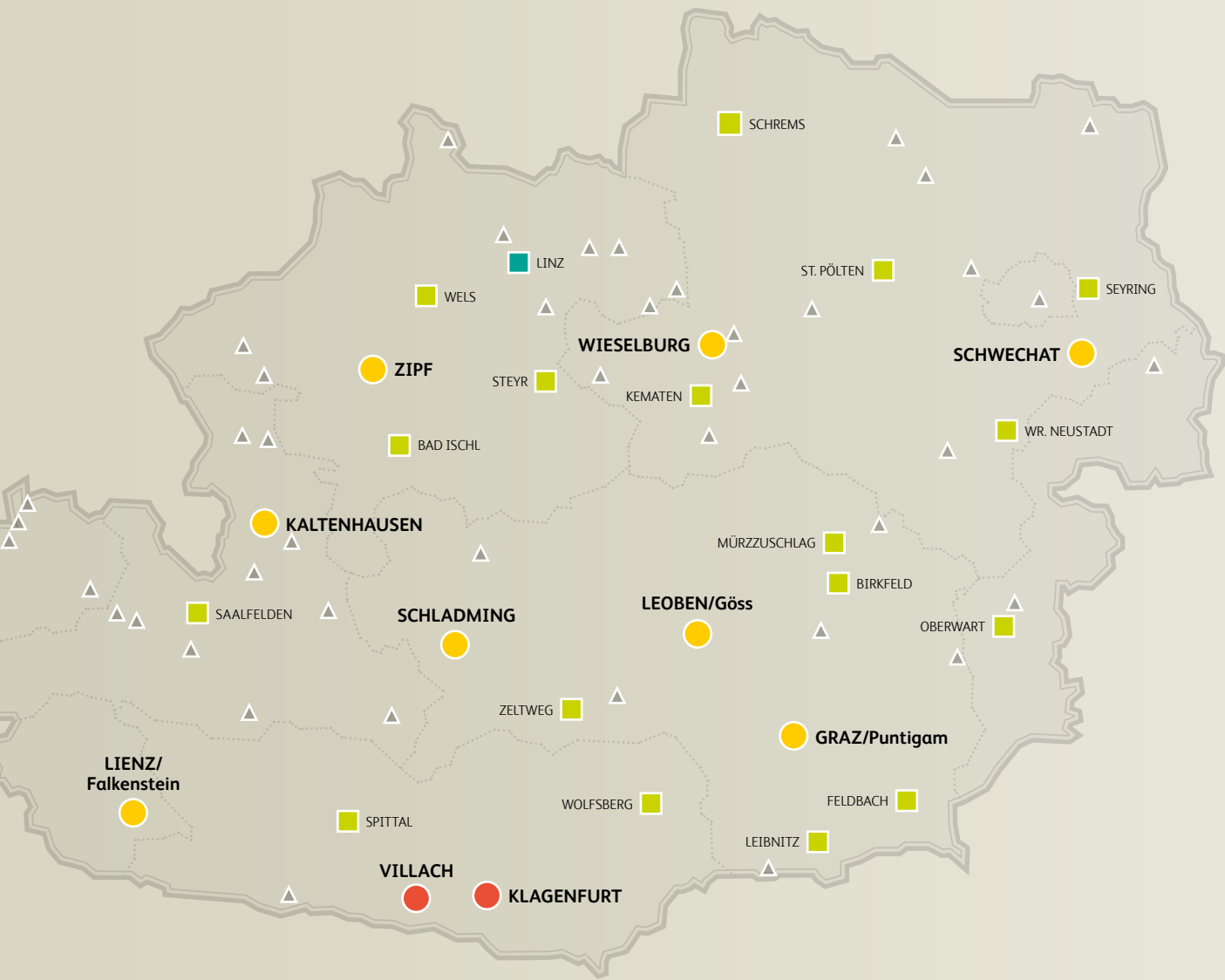
In 2015 our sustainability efforts have been rewarded:

- TRIGOS OÖ for integrated CSR-engagement
- HEINEKEN Best Practice award
- GREEN BRANDS Austria 2016/2017 for making a major contribution to the environment.
<http://www.green-brands.org/>



Brau Union Österreich is the biggest brewing company in Austria. Since 2003, it has been a part of the international HEINEKEN family. Our core business is production and sales of beer, mixed beer and innovations as well as trading all sorts of beverages - wine, international beers and soft drinks.

Brau Union Österreich attaches great importance to the best raw materials, the highest quality and sustainable production – with our environment and society as a whole in mind.



WHAT DRIVES US: OUR VISION AND OUR VALUES

A clear vision governs all of the activities at Brau Union Österreich as well as the employees who work for the company:

**BRAU UNION ÖSTERREICH –
ALWAYS THE BEST BRAND. EVERYWHERE. CHEERS!**

So that the vision can become reality, it needs principles and values. Here are ours:

The basis of our business practices: the HEINEKEN “Code of Conduct”

We observe clear fundamentals in our everyday operations: fairness, integrity, respect for the law and for our company values. The HEINEKEN Code of Conduct and its guidelines form the basis of these fundamentals. Furthermore, we have set up a “Speak Up Policy”, which makes it easier to report misconduct. This enables us not only to fight corruption, but also to identify environmental and social problems, therefore complying with the UN Global Compact, the OECD guidelines, and the International Labor Organization (ILO).

Directions for the path to success: the HEINEKEN “Greenprint to Win”

The HEINEKEN “Greenprint to Win” defines our principles, guidelines and values. It shows us where we want to go as a company and helps us reach our goals while upholding our Code of Conduct.

Safety is important to us.

At the end of the workday, we want to go home safely and in good health. Our own safety and that of others is our first priority. This extends past the doors of the brewery and applies to everyone at all times.

Act as if it were your own company.

We love our company. That is why we assume the responsibility for all of our employees and treat them as if they were owners of the company. We want to be at the forefront and are always looking for opportunities to continue to develop our company, now and in the future.

Together we are strong.

“We” is more important to us than “I”. We firmly believe in the power generated by a diverse group of people working together. And we are all working toward a common goal. Our managers lead by example.

As little internal bureaucracy as possible.

Conducting business on a global scale together with a presence in local markets is what makes us strong. This requires a disciplined compliance with defined approaches, without wasting time on unnecessary bureaucracy and internal procedures.

Our recipe for success: keep it simple!

We are interested in concentrating on important things, such as success in the market. This is why our internal processes are simple. If these processes are simple, then they are also easier to explain and to carry out, and they function more effectively.

Development through learning.

We are open and ready to learn and grow. We value experience, data, and the insight they give to fundamental company values. Individual learning experiences are the basis for our commercial success.

"BREWING A BETTER WORLD" – OUR SUSTAINABILITY STRATEGY AND ITS DIMENSIONS

As Brau Union Österreich, we have a clearly defined goal for sustainability:

Create the best Austrian beer culture for the future, while fulfilling the demands of society and the environment, FOR THE GOOD OF ALL.

HEINEKEN's company-wide program "Brewing a Better World" serves as the basis for pursuing this goal. The program comprises all areas of our core operations, starting with the raw materials in the field, continuing through the entire production process at each brewery and finishing with our customers and consumers.

Our sustainability program incorporates six key areas and challenging goals for each:

- Protecting water resources
- Reducing CO₂ emissions
- Sourcing sustainably
- Advocating responsible consumption
- Promoting employee health and work safety
- Growing community partnerships for the future

In September 2015, the United Nations released their "2030 Agenda for Sustainable Development" and it was on this occasion that we took the opportunity to revise the "Brewing a Better World" strategy with the aim of considering the 17 global development goals of the United Nations (Sustainable Development Goals) along with the associated 169 subordinate targets.

The graph below shows the interconnections between the elements of this strategy:



Notes about the graphic:

- **3 Health & Well-Being:** ensuring healthy living and promoting the well-being of people of all age groups
- **4 High Quality Education:** ensuring an inclusive and equitable quality education and promoting the chance of lifelong learning for all
- **6 Clean Water & Sanitary Supply:** ensuring the availability and sustainable management of water and sanitary installations for everyone.
- **7 Affordable & Clean Energy:** securing access to affordable, reliable, sustainable and modern energy sources for everyone
- **8 Decent Work and Economic Growth:** promoting continuous, inclusive and sustainable economic growth, full and productive employment and decent working conditions for all
- **12 Responsible Consumption and Production Practices:** ensuring sustainable consumption behavior and production practices
- **15 Living with the Land:** protection, renewal and demands for the sustainable use of terrestrial ecosystems, sustainable utilization of forests, prevention of desertification, halting and reversing land degradation and stopping the loss of biological diversity

How we implement the "Brewing a better World" strategy:

The table below lists our goals up to the year 2020, as well as those planned for 2015 and the goals which have already been achieved.

FOCUS AREAS	2015 GOALS	2015 RESULTS	GOAL ATTAINMENT	HEINEKEN 2020 GOALS
PROTECTING WATER RESOURCES 	reduction of water consumption to 3.3 hl water / hl beer	reduction of water consumption to 3.2 hl water / hl beer — Brewery Schwechat to 2.8 hl water / hl beer	✓	reduction of water consumption to 3.5 hl water / hl beer
REDUCING CO ₂ EMISSIONS 	reduction of energy consumption in production to 81.4 MJ / hl beer	reduction of energy consumption in production to 80,6 MJ / hl beer	✓	20 % reduction of energy consumption in production
	2.4 % reduction of CO ₂ emissions in logistics	0.7 % reduction of CO ₂ emissions in logistics	✗	20 % reduction of CO ₂ emissions in logistics
	reduction of CO ₂ emissions related to cooling of off-trade customers by using 100 % "Green Cooling" fridges	using 100% "Green Cooling" fridges	✓	50 % reduction of CO ₂ emissions related to cooling
SOURCING SUSTAINABLY 	regional sourcing	82 % sourcing in Austria	✓	50% sustainable sourcing
	95 % compliance with the HEINEKEN Supplier Code	100 % of our suppliers signed the HEINEKEN Supplier Code, compliance is at 92%	○	100 % compliance with the HEINEKEN Supplier Code*
ADVOCATING RESPONSIBLE CONSUMPTION 	at a minimum of one cooperation in the field of responsible consumption	cooperation with pro mente OÖ on the topic "young adults and alcohol" — cooperation with Jugend am Werk - recycling of residues by people with disabilities	✓	at a minimum of one cooperation in the field of responsible consumption — regular campaigns on focus topics

* Being compliant with our supplier code means: signing, risk-analysis, Eco-Vadis assessment center and establishment of an audit plan. 92 % of our suppliers have done all of this.

MJ - Megajoule kWh - Kilowatt hour hl - hectoliter

FROM THE GRAIN TO THE CUSTOMER: THE FIVE SECTIONS OF OUR VALUE CHAIN:

Our value chain can be divided into five general sections, into which we have integrated the "Brewing a Better World" initiatives as part of our sustainability strategy.

1. Raw materials from the region

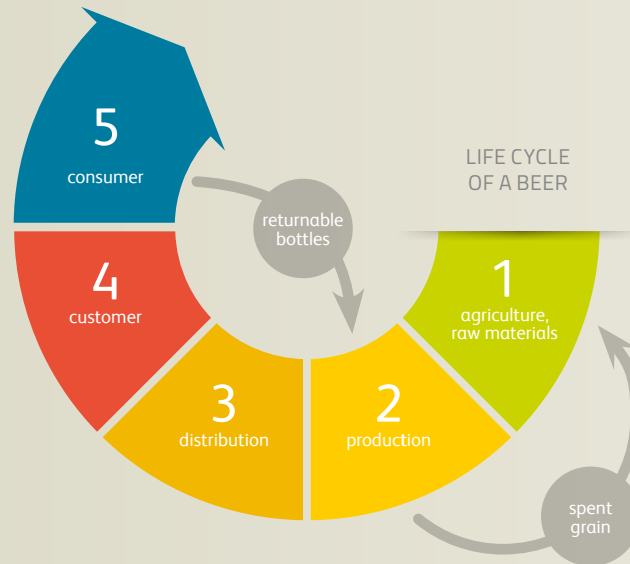
We work closely with farmers in Austria in order to guarantee the sustainable cultivation of the raw materials used in our beer. It is very important to us that our raw materials are purchased regionally. In this way, we are not only creating greater value for our company, but also for Austria.

2. We produce sustainably

To brew beer is a work of art – and this is exactly what we have achieved in our eight regional breweries, five large-scale breweries, two specialty breweries and one specialty production facility. It is particularly important to us that our environmental footprint is minimized and that our production is as "green" as possible. In the interest of recycling, brewery by-products, such as spent grain, are used as animal feed or spread as fertilizer on agricultural fields. Also of paramount importance for us is the fact that we in many ways assume responsibility for our more than 2,200 employees by providing training and educational opportunities as well as ensuring their occupational safety and safeguarding their health.

3. Environmental protection in logistics

When it comes to transporting our products, we have designed this process to be as sustainable as possible through implementing initiatives to protect the environment as part of our internal logistics system.



4. Only the best quality for our customers

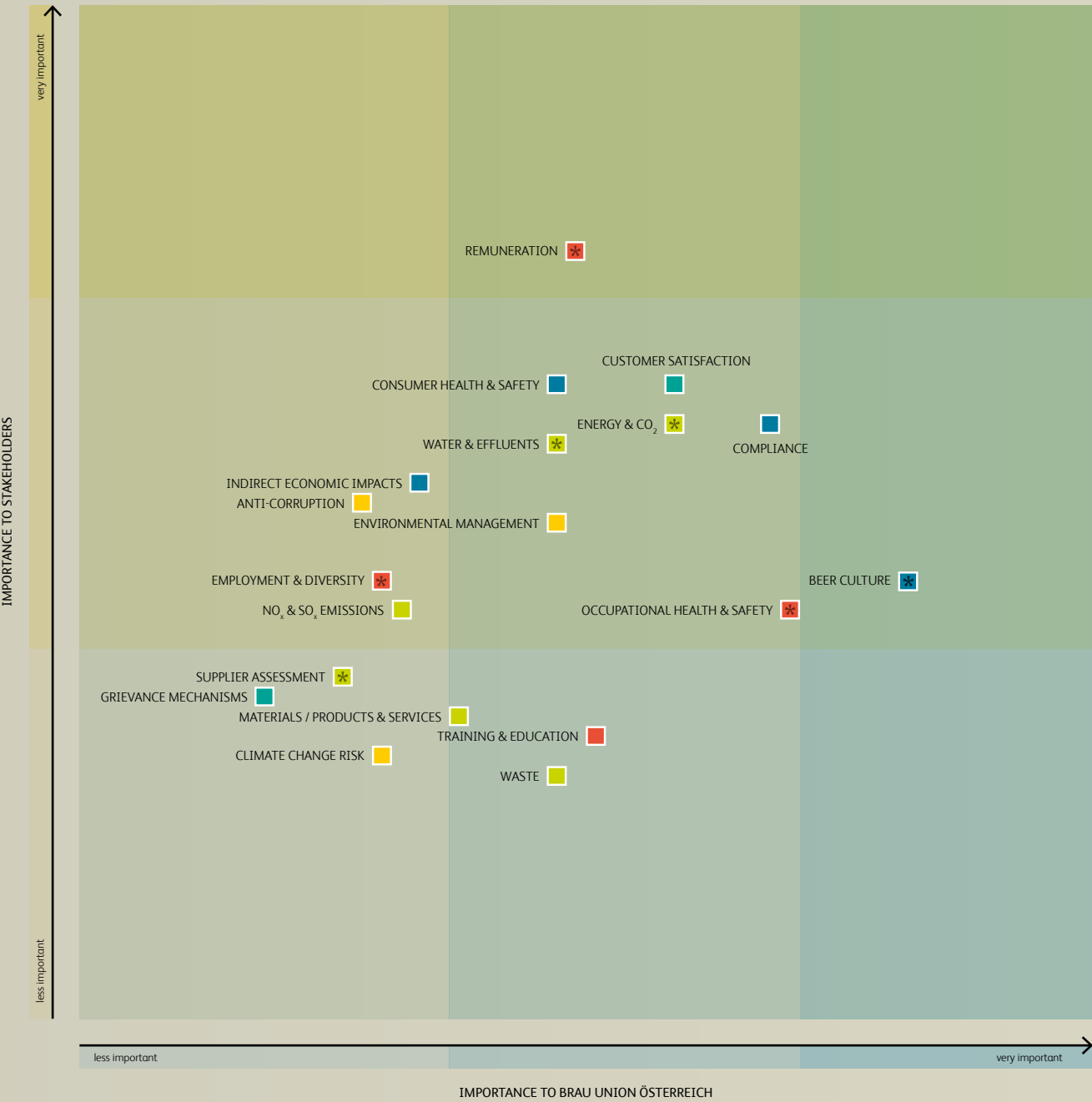
Approximately 49,000 customers sell our products, off-trade as well as on-trade. They can all rest assured that we deliver only the best quality, on time and to the right location.

5. The best Austrian beer culture for our consumers

We stand for the best Austrian beer culture, with clear goals for the environment and society. For this reason, we are constantly launching initiatives to make returnable bottles more attractive to consumers. We also create jobs and pay taxes, which also benefits the people in our country.

We review each area of our value chain in terms of our focal points. Detailed information about our initiatives throughout the value chain can be found in the following chapters.

THE PRINCIPAL AREAS OF OUR SUSTAINABILITY STRATEGY



- BRAU UNION ÖSTERREICH AG
- FOR THE GOOD OF OUR EMPLOYEES
- FOR THE GOOD OF THE ENVIRONMENT
- FOR THE GOOD OF OUR CUSTOMERS
- FOR THE GOOD OF SOCIETY
- ✱ HEINEKEN FOCUS

This report exclusively addresses our core business: the production and sale of beer. With the aid of a materiality analysis, we have identified which topics should be discussed in our sustainability report. Initially, in cooperation with Ernst & Young, we created a Shared Value Matrix (Appendix, page 67) and ascribed the main topics to each stakeholder. In the next step, the newly formed sustainability team – comprising representatives from each of the departments at Brau Union Österreich – assessed these topics in terms of internal and external stakeholders. Finally, the essential aspects were assessed again by the Director General and the final matrix was created.

Moreover, in the graphic, it is evident that the goals of the HEINEKEN “Brewing a Better World” strategy are integrated in our materiality analysis and that their respective priorities at Brau Union Österreich are indicated.

We have combined the individual aspects into topic groups for this report and they are outlined in separate parts of this report and reflect our vision:

- **Brau Union Österreich**
anti-corruption, climate change risks
- **For the good of our employees**
employment and diversity, occupational health and safety, training and education
- **For the good of the environment**
environmental management, energy and CO₂, NO_x and SO_x emissions, water and wastewater, materials/products and services, waste, supplier evaluation
- **For the good of our customers**
customer satisfaction, complaint management
- **For the good of society**
indirect impacts on business, consumer health and safety, compliance, beer culture

The individual areas of our value chain can be found in the following parts of this report:

	AGRICULTURE	PRODUCTION	LOGISTICS	CUSTOMER	CONSUMER
FOR THE GOOD OF OUR EMPLOYEES		X	X	X	
FOR THE GOOD OF THE ENVIRONMENT	X	X	X	X	X
FOR THE GOOD OF OUR CUSTOMERS		X	X	X	X
FOR THE GOOD OF SOCIETY	X	X	X	X	X



FOR
THE GOOD
OF THE
ENVIRONMENT

Beer is more than just a beverage to us – it represents an important part of our living culture. As the largest brewing group in Austria, it is understood that we are bound by a responsibility to the environment.

From the field to the bottle and from the grain to the customer, we actively take measures to protect the environment. Our strategy: lower the consumption of energy and water, minimize CO₂ emissions, reduce the consumption of raw materials and generate less waste. Every day, we are working to become better. We are setting environmental standards for the entire industry through relevant projects at all of our locations. We do this here in Austria as well as internationally as part of the HEINEKEN family.

The elements of our approach are clearly defined: lower the consumption of energy and water, minimize CO₂ emissions, reduce the consumption of raw materials and generate less waste. With the exception of our affiliate, the Villach Brewery, all of our breweries have been certified according to the environmental management system, ISO 14001:2009. We operate on a precautionary principle, in which we are constantly working on improving elements in social and environmental areas with regard to our business. Environmental management systems make it possible to systematically approach a broad spectrum of environmental topics in our company. Emerging requirements in environmental protection, such as the laws governing energy efficiency, for example, can be integrated into existing environmental management systems.

Every day, we are working to become better. We are setting environmental standards for the entire industry through relevant projects at all of our locations. We do this here in Austria as well as internationally as part of the HEINEKEN family.

Environmental management – our principal focal point

—
Sustainable
sourcing

—
Protecting
water resources

—
Reduction
of energy
consumption
and CO₂ emissions

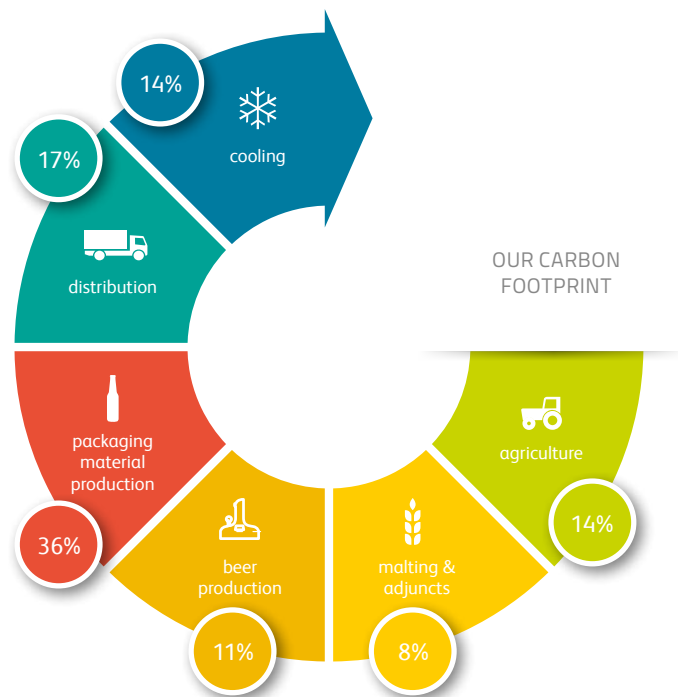
HOW MUCH CO₂ IS RELEASED IN THE PRODUCTION OF OUR BEER – OUR CARBON FOOTPRINT

Together with the other companies in the HEINEKEN family, we have developed a CO₂ footprint model that calculates the greenhouse gas emissions over the entire value chain of a beer producer. In this manner, we want to identify the critical points in relation to our CO₂ footprint. The calculation is based on the “Product Life Cycle Accounting and Reporting Standard”^{*} methods from WBCSD/WRI, which can be adjusted to suit the needs of the brewing industry. Our model incorporates the six phases in the life cycle of a beverage – from cultivation of the raw materials in the fields, through the brewing process and transport, to cooling when it is delivered to the customer. Therefore, scope 1 and 2, as well as scope 3 emissions are taken into account^{*}.

At 45.6 kg CO₂e^{*} per hectoliter of beer, the carbon footprint of Brau Union Österreich is significantly lower than the average of the HEINEKEN family (64.1 kg CO₂e/hl).

A comparison with the year 2011 shows that the carbon footprint has increased by 4.6 kg CO₂e/hl. This is primarily attributable to the increase in CO₂e emissions in packaging materials (+ 4.7 kg CO₂e/hl) as well as in distribution (+ 3.4 kg CO₂e/hl). In contrast, emissions from malting and processing have decreased by 2.7 kg CO₂e/hl.

It is important to us to constantly initiate and implement projects that lead to a decrease in CO₂e emissions.



^{*} Scope 1 and 2 emissions are reported on an annual basis and can be seen in the appendix. Scope 3 emissions are only calculated for the purpose of the biennial carbon footprint and are not available in detail.

^{**} CO₂e - carbon dioxide equivalents - value for the relative effect of the contribution to global warming by a greenhouse gas



WHAT WE LOOK FOR IN PROCUREMENT

We have set out to achieve two goals through the utilization of sustainable raw materials from Austria. One, we want to keep the transport distances short to protect the environment. Two, we are also interested in keeping jobs in Austria and want to create value here in the country.

We stand behind “Made in Austria“

More than 86 % of our malt is made from malting barley grown in Austria, while around 93 % of our hops also are cultivated in Austria. Gösser beer is brewed exclusively (100 %) from Austrian raw materials, thus allowing these products to bear the red-white-red AMA quality seal. The organic beer from Schladming bears the Bio Austria quality seal.

Our yeast is propagated under the most hygienic conditions possible and comes exclusively from Austria. The same is true of the water we use for brewing, which originates entirely from protected water sources in Austria.

Packaging materials generate the most CO₂ emissions

We choose the most environmentally friendly options for our packaging, using recycled materials whenever possible. This significantly impacts our carbon footprint, since packaging material produces the most CO₂e emissions, at 36 %.

We also voluntarily participate in the sustainability agenda for beverage packaging of the Austrian Beverage Industry (2008 to 2017) and have an additional agreement as part of the sustainability agenda – demands on returnable containers. The related reduction of CO₂ equivalents is a matter of particular importance to Brau Union Österreich.

Packaging utilized in 2015 can be grouped into several categories. The packaging is classified according to the volume filled: Returnable glass bottles represent the largest proportion of the packaging at close to 48 %, cans occupy second place at 24 %, kegs in third place at almost 20 %. The remainder is distributed among disposable glass bottles and PET bottles.

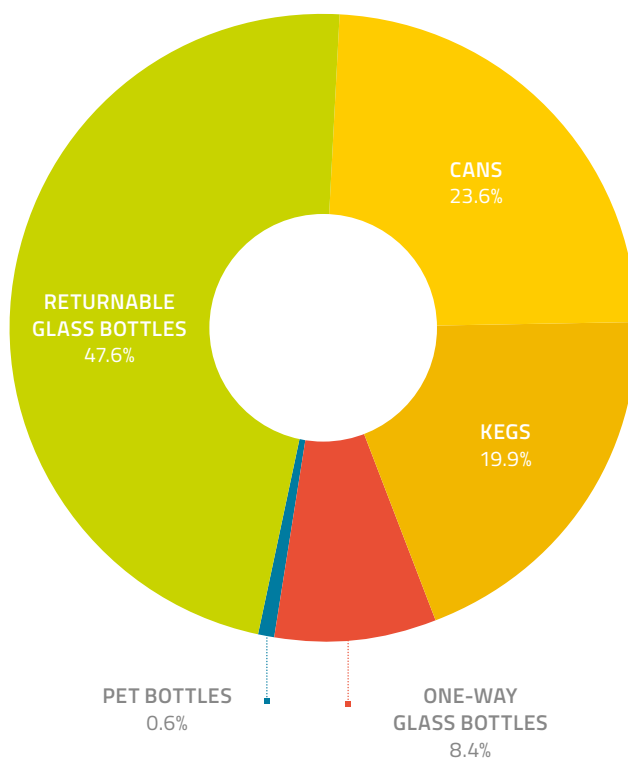
Ultimately, 67 % of our beverages are packaged in environmen-

tally friendly returnable containers, i.e. returnable glass bottles as well as kegs. The remaining 33 % of our products are filled in disposable glass bottles, PET bottles and cans.

Of the various types of packaging, aluminum cans have the largest negative impact on the environment. Their production requires a great deal of energy and generates a large amount of CO₂ emissions. Although problematic, PET bottles and disposable bottles are considered favorable, especially in urban areas. In order to minimize the impact of our containers, our suppliers are trying to increase the percentage of secondary raw materials.

The goal of our “Green Packaging” initiative is to find more efficient packaging solutions. With the aid of life cycle analysis, we are working on reducing the weight of our packaging. This is equally true for design, package size and production method.

Together with our suppliers, we lowered the weight of our disposable bottles, crown caps, can lids and cartons in 2015.



“Our suppliers and the quality of the goods delivered to our breweries determine our success. The fact that we use a large proportion of raw materials from Austria and have built solid, long-term relationships with our suppliers allows us to ensure the quality of beer produced by Brau Union.” Johann Jäger, Director of Purchasing

We audit our suppliers

All suppliers, with which we regularly conduct business, are required to sign an agreement to comply with the defined values and principles concerning human rights, occupational safety and environmental protection as outlined in the HEINEKEN Supplier Code. Our suppliers are audited and classified into risk groups. Partners in high-risk groups must undergo an assessment by EcoVadis. Finally, a plan with corrective measures to improve the CSR performance of the supplier can be drafted if

deemed necessary. In 2015, sixteen suppliers were classified as high-risk and have all successfully passed the EcoVadis assessment. An unwillingness to sign the agreement or failure to uphold the stipulations in the HEINEKEN Supplier Code can lead to the termination of business relations.

How we avoid creating waste

We have created “environmental teams” at all of our locations. Their task, as part of our TPM (Total Productive Management) process, is to reduce the amount of waste generated, to seek recycling options and to ensure the correct disposal of the remaining waste. A total of 102,733 tons of waste material was generated in 2015 – consisting of spent grains, waste yeast, cardboard, glass, cans and commercial waste – which represents an increase in waste volume of 5.8 % compared to the previous year. This increase is due to a higher production volume.

All of our disposable packaging is licensed by Altstoff Recycling Austria AG, and the material is recycled through thermal or material means after collection. This enabled us to achieve a recycling rate* of 100 % for 2015. Both internal and external audits monitor whether we are disposing of our waste in accordance with waste disposal and legislation on reporting.

The residues from beer production are also utilized in a wide variety of ways. A large proportion of the spent grains and waste yeast are used to supplement animal feed or as fertilizer in agriculture. Certification according to the AMA feed guidelines Pastus+ has been expanded to all production locations. This helps to ensure the highest quality for our animal feed.

Furthermore, we donate functional electrical appliances and furniture to social organizations such as Volkhilfe or Caritas.

* In accordance with HEINEKEN's definition, recycling means a 100 % disposal in compliance with the law as well as further material recovery where possible.

Best Practice

Energy from spent grains

We are able to utilize the new spent grain fermentation system in Göss to create energy from production residues, which can then be used for steam generation and can be converted to electricity. The residues from the spent grain fermentation system can be used as a high quality fertilizer.

Sustainable hop cultivation

Our hop suppliers in Leutschach use green electricity and energy from photovoltaic systems to power the hop drying equipment. Chemical fertilizers have been replaced with compost and humus, herbicides are not applied and insecticides are only used when absolutely necessary.



WATER IS OUR MOST IMPORTANT RAW MATERIAL. WE DO EVERYTHING WE CAN TO PROTECT IT.

“We rely on our own well to supply the water for brewing our beer – this gives us not only excellent water quality, but also a secure water supply.”

Dietmar Roher, Environmental Protection Officer

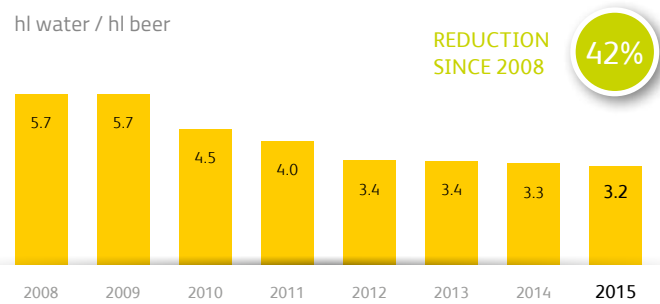
There is one raw material in beer production which is needed the most: water. Our water comes exclusively from Austria – and almost everywhere, from deep brewery-owned wells and springs. With the exception of Schladming, Brau Union Österreich owns water wells at all of its production facilities.

We carefully monitor the quality of the water at all of our breweries. All of the water required for our production process fulfills legislative requirements for potable water, i.e. water suitable for human consumption. We have also created protection areas designed to keep our water pure and to prevent any negative impact from the environment.

We are committed to recycling all of our process water and returning it to the source. Specific limits are defined in the regulations governing the emissions allowable in effluent. This is both internally and externally monitored. There were no deviations from these values in 2015. Since some of our breweries are located in sensitive watershed areas, this is of special significance. Schwechat is located on the border of the Danube Floodplain National Park, Wieselburg on the Natura 2000 Erlauf River floodplain, while Göss has its own protected reserve for natural springs. Biodiversity is something else we strongly support. As an exam-

ple, we have supported projects such as building new fish ladders in Zipf (Redl) and Wieselburg (Erlauf) and will do so in the future. We constantly work to reduce our water consumption and have implemented targeted measures in all of our breweries. The following table shows our specific water consumption starting with the reference year of 2008. During this period, we were able to reduce our water consumption by 42 %. Our consumption values are very low, even compared to others on an international level; for example, HEINEKEN's average consumption is 3.9 hl/hl.

SPECIFIC WATER CONSUMPTION
hl water / hl beer



Best Practice

Dry belt lubrication

At our facilities in Schwechat, Puntigam and Göss, we have opted for a dry belt lubrication method. This has resulted in a 50 % reduction in the volume of water required for belt lubrication at the Schwechat brewery in 2014. In Puntigam and Göss, the former lubrication system has been converted to a semi-dry lubrication method, which makes it possible to reduce water consumption by

80 % in this area. This measure to improve efficiency has played an instrumental role in the overall reduction in the specific water consumption at the Puntigam und Göss brewery. Dry belt lubrication also offers additional advantages from an employee perspective – the filling conditions are more hygienic and the danger of slipping is lower-ed which in turn positively impacts occupational safety.

HOW WE SAVE ENERGY AND REDUCE OUR CO₂ EMISSIONS



Traditionally speaking, saving energy and conserving resources has always been actively pursued at Brau Union Österreich. We utilize electricity almost exclusively from renewable resources. Energy consumption in the production areas is constantly monitored – both internally and externally – which then serves as the basis for measures to effectuate improvement.

New energy efficiency regulations went into effect on January 1st 2015. The regulations stipulate that Brau Union Österreich, as a company with more than 250 employees, must demonstrate an energy savings of 0.6 % each year. This necessitates a systematic approach in the form of an integrated environmental and energy management system, training internal energy auditors as well as reporting the measures implemented to the monitoring agency.

Transportation measures

We want to minimize transport, which is why we have organized our logistics regionally. Whenever possible, we try to limit transport distances. For example, we only send out the number of trucks we need on a given day to cover the sales volume. According to the Carbon Footprint Report, 17 % of all emissions are generated by transport, so we are implementing ongoing savings measures in this area: we only buy low-emission EURO6 trucks and remove old trucks from the market. We are in the process of replacing gas and diesel-powered forklifts with electric ones. The Gösser Brewery has a truck powered by natural gas, which is exactly in step with the times with regard to alternative fuel sources and represents an option for further investment in this area.

Our employees who drive trucks as a career receive special training – every five years they attend a session on ways to save fuel as part of the federally mandated C9 training. Furthermore, our “Car Policy” stipulates that company vehicles must be diesel-powered and low in emissions.

Direct measures implemented with customers

With the “Green Cooling Initiative”, we are working on innovative refrigeration methods with our suppliers. 100% of our equipment aggregates comply with our internal guidelines on “Green Cooling”. The guidelines prescribe the refrigerant to be used, the life cycle of the equipment, the lighting, the fans and the integration of an energy saving system.

Production measures

Our specific total energy consumption in 2015 was at 80.6 MJ per hectoliter of beer. A comparison of our energy consumption value to the mean value for HEINEKEN (93.4 MJ/hl) shows that Brau Union Österreich is doing an admirable job in this area.

Since the base year of 2008, we have been able to reduce our specific total energy consumption by more than 10 % (thermal energy -6.1 %, electricity -20.3 %). These reductions were achieved through continuous energy reduction and energy efficiency measures. In 2015, our energy audit revealed various possibilities for further energy reductions which will be implemented at our breweries through various projects in the coming year.

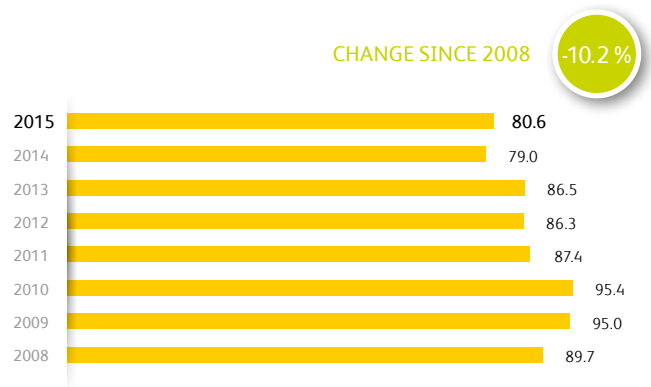
Thanks to the increased utilization of renewable energy sources, a low output of 2.9 kg CO₂e/hectoliter of beer in the production area could be reached. This corresponds to a reduction of CO₂e emissions of 45 % since the base year 2008. Our numbers compared to the HEINEKEN-2020-target of 7.6 kg CO₂e/hectoliter shows that our value is already markedly below.

The measurement value is a combination of direct emissions (combustion of fossil fuels) and indirect emissions (from the purchase of electricity and a community heating project generated with fossil fuels). In 2016 our aim is to initiate projects to further reduce our direct (2.4 kg CO₂/hl) as well as indirect (0.46 kg CO₂e/hl) CO₂e emissions.

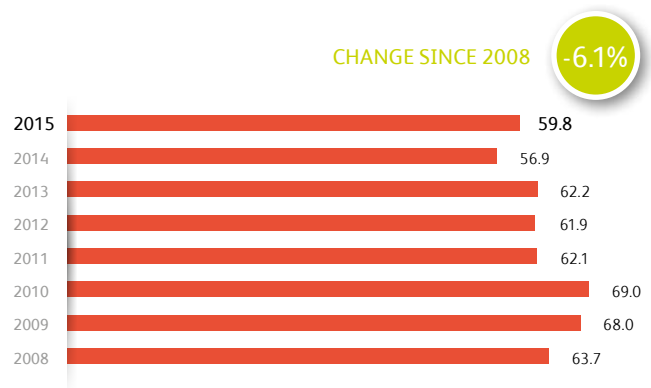
* The total amount of energy consumption is not used in calculating the specific energy consumption for beer production. In order to encourage the utilization of biogas, this quantity was not included in the calculation. The energy consumed for internal logistics processes was also not included.

Care should be taken when comparing these figures to those of the past year – the values for the Puntigam brewery have been figured on a completely new basis.

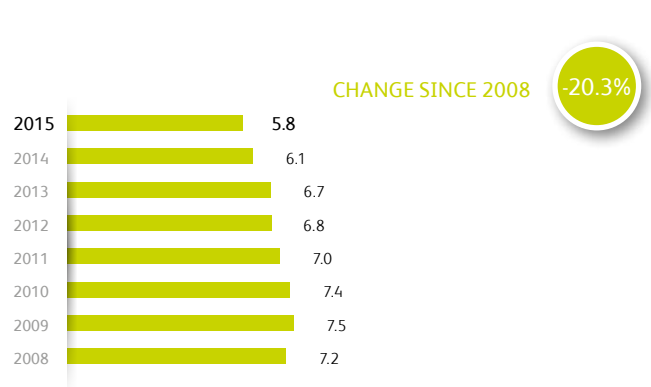
SPECIFIC ENERGY CONSUMPTION MJ/hl beer



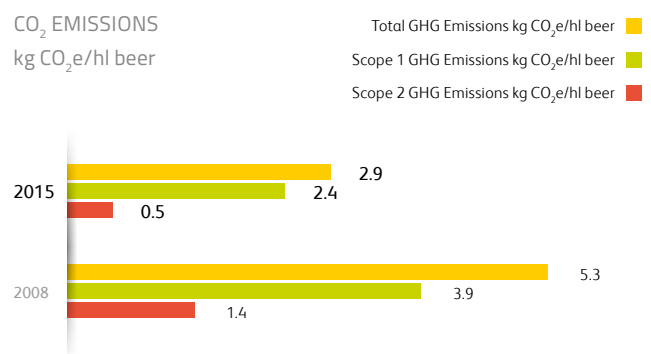
SPECIFIC THERMAL ENERGY CONSUMPTION* MJ/hl beer



SPECIFIC ELECTRIC ENERGY CONSUMPTION* kWh/hl beer



CO₂ EMISSIONS
kg CO₂e/hl beer



Best Practice

The Gösser Brewery – a green brewery

The Gösser Brewery is well on its way to becoming the world's first "green brewery". It exclusively utilizes renewable energy sources to brew the best beer in Austria. Beer production is completely CO₂-neutral, e.g. no greenhouse gases are released from fossil fuel-based energy sources. This milestone should be reached by mid-2016. The energy required at the Gösser Brewery comes from hydroelectric power, remote thermal energy generated by

biomass, the recovery of radiant heat released during the brewing process, a 1500 m² photovoltaic system and renewable energy from the recently constructed spent grain fermentation system.



A video about the green Gösser brewery can be found at:

<https://www.youtube.com/watch?v=oHmNo0J5PrU>

STARTING IN 2016, BEER PRODUCTION AT THE GÖSSER BREWERY WILL BE CO₂-NEUTRAL.



Outlook for 2016

Our activities for 2016 will focus on energy reduction, energy efficiency and reducing CO₂ emissions. Projects in planning include the following:

- **Full commissioning of the spent grain fermentation system**
- **Evaluation of the utilization of geothermal energy in Zipf** in order to promote renewable energy in Upper Austria
- **Further improvements to energy systems** and attainment of a CO₂-neutral status (for example, at the Wieselburg brewery)
- **Calculation of the environmental footprint** of our beer based on the "Product Environmental Footprint (PEF)" method used in the EU
- **Achieve further savings in packaging** → a collaboration with the Ministry of Agriculture is planned to increase awareness for returnable packaging options
- **One of the focal points for logistics in 2016** is the organizational merger of logistics functions of the Vereinigten Kärntner Brauereien AG (United Breweries of Carinthia), in order to efficiently utilize synergies and reduce distribution distances

FOR
THE GOOD
OF OUR
EMPLOYEES



A company is only as strong as its employees and Brau Union Österreich is no exception. We employ more than 2,000 people and they are the ones who brew our beer as well as advertise, sell and deliver it. We are very conscious of our responsibility to our employees. In addition to a salary, and in many cases within the framework of collective bargaining, we offer various incentives, additional training options and health programs. A centralized board of union employees along with union representatives at each brewing facility serves as employee advocates in business, social, health and cultural matters.

We strictly reject all forms of discrimination and strive to promote diversity and equal opportunity. We follow several important guidelines in our daily operations such as the "Employees and Human Rights" policy of the HEINEKEN corporation, which is based on the fundamental guidelines of the International Labour Organisation (ILO) (see www.ilo.org).

Each year we conduct a survey of our employees called the "Climate Survey". We use it to gather feedback on employee satisfaction and identify areas in need of improvement. In 2015, 80 % of all employees participated in the survey. 88% of those surveyed were satisfied with their employer and communicated this to the public with pride.

We take the matter of alcohol consumption in the workplace very seriously. Since 2007, we have had an alcohol policy in place with rules and information, but we also offer assistance for employees with alcohol problems. Adherence to the rules is continuously monitored. Other activities such as the annual "Enjoy Responsibly Day" are also part of what we do as a company to educate our employees about responsible consumption of alcohol (see <http://www.theheinekencompany.com/about-us/business-conduct>).

WE ENCOURAGE THE TRAINING AND EDUCATION OF OUR EMPLOYEES

“Development of human resources at Brau Union Österreich is strategy-oriented and connected to business, is sustainable, provides support and is innovative. This is the only way to ensure an individualized, focus-oriented development for the future.”

Angelika Mascherbauer, Head of Human Resources Development

AVERAGE HOURS OF TRAINING PER EMPLOYEE 2015 BY GENDER



As part of its training and education program, Brau Union Österreich further intensified its focus in the area of e-learning in 2015. This not only increased the rate of dissemination of information, but also allowed the greatest number of target groups to receive comprehensive professional training, independent of scheduling or geographical constraints.

In 2015, each employee received an average of 18.2 hours of continuing education. Also in 2015, Brau Union Österreich was able to offer 30 vocational trainees a position.

Our human resources development is individualized, target group-oriented and focuses on three main areas:

– **Capability Development**

Our training and education programs are based on the HEINEKEN learning philosophy: 70 % “on the job”, 20 % “near the job” (e.g. through work on interdepartmental projects) and 10 % “off the job” (seminars, professional conferences, educational courses)

– **Management Development for Current and Future Managers**

We offer a series of training courses for management development as part of the HEINEKEN family.

– **Managing Talent**

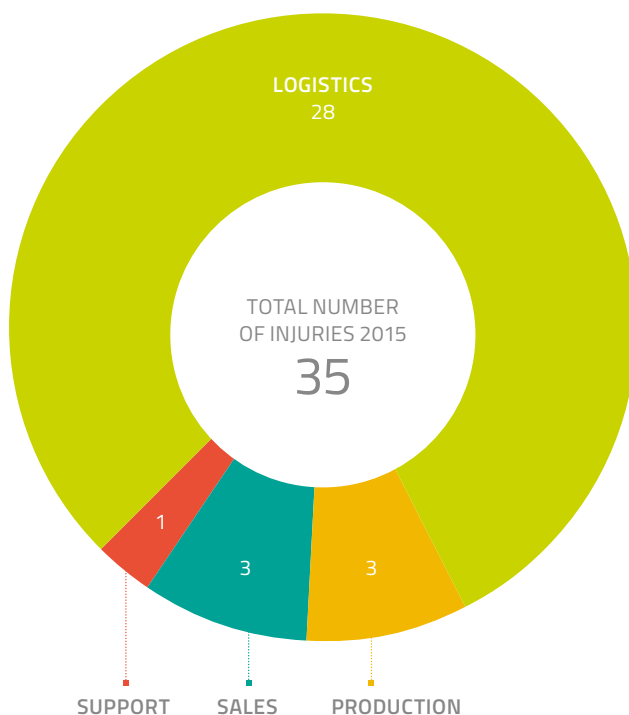
Identifying engaged, talented employees and systematically promoting their development ensures that we have the best employees, today and in the future. Through talent management, we can exploit potential in the company while improving planning for individual succession.



WE GUARANTEE OCCUPATIONAL SAFETY AND HEALTH

“Ensuring the health and safety of our employees, that is the top priority.”

Clemens Forster, Safety Officer,
Head of Quality, Safety and Environment Department



Our business success is inherently linked to the well-being and motivation of our employees. Through projects such as “Fit on the Job”, we can help prepare our employees, both physically and psychologically, to perform their work with satisfaction and motivation. Safety programs help ensure that daily operations progress smoothly. We try to inspire our employees to adopt an environmentally conscious lifestyle.

Our goal is to reduce the number of accidents on the job to zero at all of our facilities and thus to minimize days lost to absenteeism. Overall in 2015, there were no fatal accidents on the job, but 35 accidents did occur (including minor and severe injuries). Compared to 2014, the accident frequency and the accident severity dropped in 2015.

All managers are committed to these tasks and receive support from our own SHE (Safety, Health & Environment) committee with representatives from all departments. Compliance with the rules is monitored by regular walkthroughs. A “SHE day” is held every year. The 2015 focus was on “driving safety on the streets”.

Within the scope of occupational safety, an initiative involving safety observations by supervisors was introduced in 2015. The goal of this initiative is to identify the cause of accidents in order to avoid them in the future. We have also strengthened safety in production areas with the following measures.

- CO₂ detectors for beer delivery drivers and draft systems technicians are used
- Continuous machine safety tests were conducted

Best Practice

We concentrated on three areas with regard to employee health:

– **Preventative Behavior:**

- “Healthy Management” – recognize management as a relationship relevant to health, make managers and supervisors aware of this relevance, educate and support
- “Healthy Workplace” – evaluate psychological stress in the workplace

– **Promote Health:**

encourage health and safety when driving on the street

– **Reintegration:**

building the third column of health management – how can we support the successful reintegration of employees returning to work after a long illness?

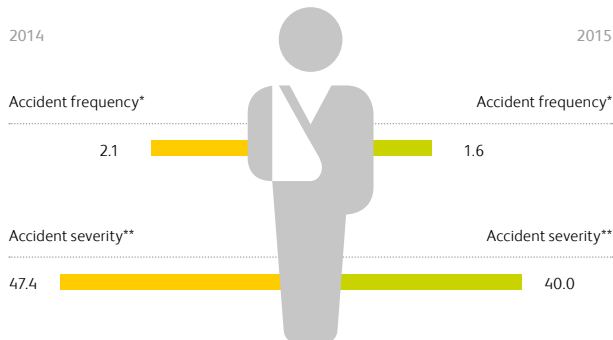
SHE Day 2015

In order to increase awareness of occupational safety, health and environment, we organized a “SHE day” in September and October of 2015 at our Linz headquarters and at other larger brewery locations. The focus of the day was the topic “driving safety on the streets”. Employees were able to gather experience on how to react correctly in extreme situations using an accident simulator.

Outlook for 2016

We are planning further activities in the SHE area. An important goal is to communicate to our employees the content of the “HEINEKEN Life Saving Rules”, a rulebook on the topic of occupational safety. There will also be work safety courses on the topic of “loading and unloading trucks safely”.

Another essential point is the reintegration of employees after an extended period of illness. As part of the BEM department (company integration management department), we want to help these employees successfully return to life at work. To this end, a pilot project will be launched in 2016 at the Linz and Zipf locations as well as at the sales warehouses. In 2017, the concept will be expanded to the entire group.



* Accidents / 100 FTE
** Days lost to injury / 100 FTE



FOR
THE GOOD
OF OUR
CUSTOMERS

One thing is clear: each of our approximately 49,000 customers trusts us to deliver the best in quality, regardless of whether it is a restaurant or a food retailer. Around 95 % of our customers in the gastronomy branch are individual operations. Brau Union Österreich products are also successful outside of Austria, for example the shandy from the Gösser Brewery, the Gösser Radler, is our leading export product.

“Our goal is to continue to successfully develop the beer market and beer category in Austria – to promote Austrian beer culture.”

Viktor Gillhofer, Head of On-Trade

OUR GOAL IS TO HAVE INSPIRED CUSTOMERS

Customers and consumers are our primary focus. We want to build and maintain a long-term relationship based on trust with them. For this reason, we position our brands clearly, customize our marketing for each and offer the benefit of the most comprehensive supply network and the fastest draft dispensing system service in Austria. And during our ongoing visits to our customers we enquire about their satisfaction. We monitor the efficacy of our advertising materials with touchpoint messaging. And we are always there for our customers – with an average of 11 deliveries per day in 2015, we were always there on-site where we were needed to guarantee the best quality.

“With innovations and our energy efficient draft dispensing systems, we help off-trade customers to inspire their guests with the best beer quality.”

Andreas Hunger, Head of Off-Trade

BEING A MARKET LEADER MEANS BEING A LEADER IN INNOVATION

Our beer brands are as unique and diverse as Austria itself. For us, being a market leader means being able to offer a beer for each person's taste and for every occasion from our more than 100 beer products. Through market research and extensive experience, we identify the primary consumer purchasing patterns and offer the perfect beer for the respective occasion – with or without alcohol. Being a market leader also means that we must be leaders in innovation. This is why we are constantly developing new products, improving our customer service and even designing draft beer dispensing systems.

Our work is determined by our category vision: Discover new, enjoying diversity, creating values. Our category vision creates a win-win-situation for customers, sales people and consumers. We want to simplify the purchase for the consumer and want to make him happy doing it. Besides the benefits for the consumer, there are also benefits for our customers: they profit from ordered structures in shelves which are adapted to consumer's needs.

INDIVIDUAL SERVICE: FROM THE BREWERY TO THE GLASS

It is particularly important to us that we can offer our customers the best service, which is why we continuously observe the market and develop new products and services for our customers.

To us, customer service means the following:

- creating an ordering process for our customers that is as simple as possible; we call at a pre-arranged time and let customers order by fax or mail
- making a delivery within 24 hours, if necessary
- enabling our customers to produce custom advertising materials online

Our draft dispensing system technicians accompany our customers from the planning stage up to professional installation, commissioning and ongoing maintenance. We work with efficient and energy-saving dispensing systems. Innovations such as CoolFlow Technology (CFT) minimize dispensing losses while saving CO₂. Our computerized dispensing systems offer the right solution for every need.

We also approach all events with environmental and social responsibility. For all events spanning several days, we only use returnable cups. In 2015, we participated in a can collection campaign at the Frequency Festival with Zipfer for a second time.

Best Practice

We crown restaurateurs

The work of our customers is particularly important to us and to say thank you, we have entered into a collaboration with the gourmet guide Gault Millau to recognize restaurateurs exceptional performance with a “beer crown”, Austria’s most prominent beer award. Each year, one restaurateur in each state in Austria is selected for the award for their dedication to “beer culture” and for offering “typical Austrian cuisine”.

Specialty products and trends

We closely monitor what is happening in the market at all times, which enables us to offer the best new products to our customers. Our portfolio includes international specialty beers (e.g. Affligem), Austrian craft beers (e.g. Hofbräu Kaltenhausen), local and regional specialties (e.g. Wieselburger Schwarzbier, Schwechater Wiener Lager, Reininghaus Jahrgangspils) as well as our domestic specialty beers (e.g. Zipfer and Gösser bock beers), allowing us to deliver a broad spectrum of innovations in the beer segment. Cider, an alternative for customers who do not drink beer, is very popular at the moment.

Outlook for 2016

Brau Union Österreich is constantly searching for ways to improve. In order to better serve our customers and to rapidly respond to requests, we are concentrating our effort on building a central customer service center. In 2016, we want to place more emphasis on sustainability with regard to our event advertising materials.

FOR
THE GOOD
OF
SOCIETY



To conduct business sustainably also means to act for the good of society. This is why we need to ensure that our business success helps the people around us to develop and grow. .

At Brau Union Österreich, acting for the good of society means:

- **creating jobs in Austria**
- **living Austrian beer culture according to social and environmental standards**
- **offering products of the best quality**
- **building new partnerships, which drive sustainability in all areas**

WHAT WE GIVE BACK TO SOCIETY



Brau Union Österreich employs approximately 2,200 people in many regions of the country. 2,200 jobs translate to 20 million euros of income tax which goes to support the national budget. Furthermore, the company paid around 100 million euros of tax on beer in 2015.

We donated around 20,000 euros to charity organizations in 2015.

From the beginning, our brands have sponsored activities in diverse areas – whether it is supporting the UEFA Champion's League, partnering with the Austrian ski team or sponsoring Austrian soccer (football) clubs. Brau Union Österreich has a sponsoring presence at various music events and actively assists the organization. As a producer of alcoholic beverages, it

is our duty to address societal themes, such as the responsible consumption of alcohol, protection of minors and drinking and driving.

We fully comply not only with strict legal requirements but also with the self-imposed rules outlined in “HEINEKEN Rules on Responsible Commercial Communication”.

(see <http://www.theheinekencompany.com/about-us/business-conduct>)



HOW WE STRENGTHEN AUSTRIAN BEER CULTURE



Brau Union Österreich has taken it upon itself to shape Austrian beer culture according to social and environmental requirements. Along with our commitment to the environment, we especially want to promote “responsible consumption” to our customers.

We want to bring the idea of responsible alcohol consumption closer to consumers. We do not find any kind of abuse acceptable and our activities focus on providing education and information on alcohol abuse and how to prevent it. We consciously avoid directing our advertising or marketing campaigns at teenagers or children. Regardless of whether you are a young adult attending a rock festival or an established member of the community at your local pub, we want to convince all of our consumers that quantity is not of consequence when drinking beer – only one thing is important: the quality of our products.

Since responsible consumption of alcohol is imperative to us, we have made it a topic to be communicated to everyone: this message can be seen on Gösser Beer banners displayed at winter sports events and on the Puntigam banners at soccer (football) games. The Zipfer Brewery discusses the problem of alcohol abuse on its homepage.

<http://www.goesservernuenftiggeniessen.at>¹
<http://vernunftigsamma.at>²
<http://www.zipfer.at/de/verantwortung.html>³



Heineken and Desperados take this one step further and use the slogan “Enjoy responsibly”, which makes a reference to additional information on the website and on the packaging. Moreover, Heineken has initiated its own three-part marketing campaign with the theme “Enjoy Heineken Responsibly”. Moderate alcohol consumption was publicized in 2015 at the Electric Love Festival with the motto “Dance more, drink slow”.

The HEINEKEN family, and thus Brau Union Österreich, are members of “Enjoy Responsibly Day”. Together with AB InBev and Carlsberg, we have committed to organizing an annual one-day event devoted entirely to the responsible enjoyment of alcohol.



“As the market leader, we have a certain responsibility to society – which is why we actively implement initiatives to make responsible beer consumption popular.”

Andreas Stieber, Head of Marketing

We have designed our brand portfolio to make it possible for consumers to consciously choose products which promote responsible consumption. Each year we invest 20% of our research budget in the development of non-alcoholic and reduced-alcohol beers. The result: today Brau Union Österreich offers eight reduced-alcohol beers alongside four non-alcoholic beers. The non-alcoholic shandy, Gösser Kracherl, ranked among the top innovations of 2015.

A representative survey yielded interesting results about Austrian beer culture and was included as part of our annual beer culture report. A responsible approach to alcohol was one of the focal points of the 2015 report.

We are also interested in showing our customers and consumers how we work: with brewery tours, brewery museums or through one of the special beer sommelier courses offered in Kaltenhausen. Since its inception, 100 beer sommeliers have been trained in the six-day courses (also see <http://www.kaltenhausen.at/biersommelier.html>).



WHAT WE DO TO ENSURE PRODUCT SAFETY AND HEALTH

Safe and healthy products of the best Austrian quality are exactly what beer lovers have come to expect from us. The quality of our products is continuously tested and evaluated in our laboratories. Potential risks are analyzed by HACCP systems. All of our products are free of genetic manipulation and are tested based on the International Food Standard (IFS). Austrian raw materials are used exclusively in the production of Gösser Beer and Reiningshaus, which is why they are allowed to bear the red-white-red AMA quality seal. The Schladminger Brewery offers exceptional beers certified with the BIOAustria seal of approval.

The residues from production, known as spent grains are utilized in agriculture, animal feed and as a high quality fertilizer. This saves on waste. In order to guarantee the safety of this by-product, the spent grains are labeled with the PASTUS+ symbol from Agrarmarkt Austria GesmbH.

We want consumers to have sufficient access to information about beer ingredients and nutritional values. To accomplish this, we have agreed along with other members of the "Brewers of Europe" to voluntarily provide this type of information on our products from 2016 on.

PARTNERSHIPS FOR THE FUTURE



"Good relationships are important in all areas – from product development to production, distribution and sales."

Gabriela Maria Straka, Head of Communications/PR & CSR



Good partnerships bring many advantages: We learn new things from our partners in business and research by exchanging information with customers and consumers. We foster transparency with suppliers, business operators, political representatives and other key opinion leaders. Naturally, we are always happy to receive positive feedback, but also value constructive criticism and use dialog to constantly improve our products and our work processes. We attend events, podium discussions and professional trade presentations to gather feedback and information on current innovations. In 2015, our company was represented at the Regal Branchentreff, Cash Handelsforum and the REWE Sustainability Week.

We have links to Austrian universities through collaborative projects. We are also receptive to mentoring relevant scientific research. This keeps us on the cutting edge of technology and helps drive targeted innovations. New ideas are often implemented together with other companies; for example, we worked closely with the company BDI – BioEnergy International in Göss to ensure that our spent grain fermentation system runs smoothly. In Zipf, we are working with the company RAG, Rohöl Aufsuchungs-GmbH, to utilize geothermal energy in the brewing process.

We actively participate in the following organizations so that we can help shape a more social and environmentally sustainable future:

- Austrian Economic Chamber, Austrian Brewer's Association
- ÖGI – Österreichisches Getränkeinstitut (Austrian Beverage Industry)
- IV – Industrielle Vereinigung Österreichs (Austrian Industry Association)
- MAV – Markenartikel-Verband (Association of Austrian Goods Industry)
- Österreichischer Energiekonsumenten-Verband (Association of Austrian Energy Consumers)

Once a year, we review our company image with our "Reputation Research" questionnaire. We survey stakeholders from the following sectors: gastronomy, food retail, media, politics, lobby groups, NGOs as well as Brau Union Österreich employees. The focal points of the 2015 survey included our company image, our capacity for innovation and competition, the perception of individual products, sustainability projects and employee commitment. A total of 608 people were surveyed online in addition to 55 interviewed over the telephone. The results speak for themselves: compared to 2014, the results for Brau Union Österreich's image showed an improvement in 2015, with more exposure regarding our efforts in the area of sustainability.

Best Practice

Film project „Too Fast“

We produced the film "Too Fast" in collaboration with pro mente Oberösterreich. The film is shown in Austrian schools to teach teenagers about responsible alcohol consumption and describe the consequences of alcohol abuse.

You can watch the film here:
<https://youtu.be/3jkiETb2h9M>



Outlook for 2016

Continue to be a leader in sustainability

In the coming year, we are placing a strong focus on the responsible consumption of alcohol in society. This should drive the cooperation with various stakeholders so that we remain at the forefront of sustainability in the brewing industry. New innovations will also be unveiled during this time.

OUR BREWERIES

Breweries of Brau Union Österreich AG:

Brewery Schwechat, Zipf, Puntigam, Göss, Wieselburg, Schladming, Falkenstein, Spezialitätenmanufaktur Hofbräu Kaltenhausen

Breweries of Vereinigte Kärntner Brauereien AG:

Brewery Villach, speciality brewery Schleppe

Whether it is Zipf, Göss, Kaltenhausen, Puntigam or another, each of the Brau Union Österreich breweries is unique. Some can proudly look back over hundreds of years of brewing history, while others were founded at the height of industrialization in the 19th century and successfully withstood the tumultuous period during both World Wars.

In this part of the report, we would like to briefly introduce each of our breweries and provide an overview of their commitments to sustainability. More detailed information can be found online at: sustainability.brauunion.at/breweries

* In this year's report, we did not include any facts or figures for the two breweries belonging to the Vereinigte Kärntner Brauereien AG.



"We take it upon ourselves to be responsible, for our customers as well as our suppliers, but first and foremost for the environment. We are convinced that only a sustainable strategy will allow us to move towards our goal: to make Austria the country with the best beer culture in Europe."

Markus Liebl, Director General, Brau Union Österreich

THE SCHWECHATER BREWERY

280 employees, production volume of 1,000,000 hl

For the good of the environment

- Hops from the Mühlviertel and Southern Styria, majority of malt is grown in Austria, water used in the brewery from own well on site
- Low water consumption – specific water consumption of 2.85 hl/hl
- leader in the market for packaging in cans – actively promoting recycling – “Every Can Counts” campaign

For the good of society

- support of the JobFit program - offering young individuals with disabilities an opportunity to gain job experience through internships
- invention of the bottom-fermented lager beer by Anton Dreher 1841 – release of anniversary beer Schwechater Original Wiener Lager in 2015

THE ZIPFER BREWERY

196 employees, production volume of 996,000 hl

For the good of the environment

- brewed with fresh whole hops - up to 80 % of the hops are from Austria (Mühlviertel), water flows from the brewery's own well, and up to 70 % of the barley is also grown in Austria
- Energy savings of 230,000 kWh in 2015 - LED lighting, optimizations in the brewhouse, etc.
- Construction of a new “green” energy-efficient floor heating system and automatic roll-doors
- 2016 – evaluation of the utilization of geothermal energy

For the good of society

- Zipfer Zapf Masters (Zipfer Tap Masters)- national competition for students from restaurant and hotel schools to showcase their draft beer pouring skills
- strong emphasis on responsible consumption – information to be found on the brewery's homepage, non-alcoholic and reduced-alcohol beers – Zipfer Radler, Zipfer DREI and the non-alcoholic Zipfer Hell
- partner of the FM4 Frequency Festival – can collection campaign, Local Heroes – Band contest: The winner of the contest was allowed to play at the 2015 FM4 Frequency Festival

THE PUNTIGAMER BREWERY

321 employees, production volume of 996,000 hl

For the good of the environment

- use of 15,000 year old water from thermal springs extracted by means from two deep wells, hops from the municipality of Leutschach and the Mühlviertel; the majority of our barley is also from Austria
- Partner of the Ökoprofit project (an ecological project for integrated environmental protection) in the city of Graz - approximately 580,000 kWh of energy were saved as a result
- introduction of semi-dry belt lubrication in the bottle filling area – reduction of water consumption of 80 %
- 2016 – possible cooperation with neighboring residential community – thermal energy in form of excess heat from the brewery

For the good of society

- Promoting responsible consumption - “vernünftig samma” (we are responsible)
- fighting to keep restaurant owners in smaller cities and villages in business - TV show “Dorf braucht Wirt” (Village Seeks Innkeeper”) in cooperation with PULS4
- cooperation with company Alpha Nova – jobs for those with mental and physical disabilities, or those with difficult social circumstances

THE GÖSSER BREWERY – THE GREEN BREWERY

144 employees, production volume of 991,000 hl

For the good of the environment

- goal “to become the greenest big scale brewery in the world with a CO₂-neutral production process” – this will be achieved in 2016 when the spent grain fermentation system comes in full operation
- Awarded the permission to bear the red-white-red AMA quality seal for the utilization of only local raw materials, such as hops from Leutschach in southern Styria and water from our own protected local springs
- IEAC-Solar Energy Award 2015 for advancing solar energy
- Introduction of semi-dry belt lubrication in the bottle filling area – reduction of water consumption by 80%
- 2016: carbon neutral beer production using energy exclusively from renewable sources and calculation of the environmental footprint of a beer

For the good of society

- Advocating responsible consumption – “Vernünftig genießen” (enjoy responsibly)
- Three alcohol-free or reduced-alcohol products: e.g. Gösser NaturRadler (shandy) or the non-alcoholic beer Gösser NaturGold
- collaborations with different partners, for example with Montanuniversität Leoben, the adjacent Mayr-Melnhof sawmill, and the biogas equipment manufacturer BDI, among others.

THE WIESELBURG BREWERY

184 employees, production volume of 900,000 hl

For the good of the environment

- 50% of the thermal energy requirements are covered with green district heating
- Use of hops from Leutschach and the Mühviertel (65 %), 81 % of the barley from Lower Austria and Burgenland. The brewery’s water comes from our own well.
- almost exclusively employing returnable beverage containers including the famous swing top bottle
- Energy Globe NÖ 2015

For the good of society

- Supporting the municipality of Wieselburg: feasibility study of using the brewery’s cooling water as a heat transfer medium for the municipality’s football field, putting forth the effort to ensure that Wieselburg is an e5 community
- Introduction of the speciality Wieselburger Schwarzbier
- 2016 – evaluation of construction of a system for removing alcohol to promote responsible consumption

THE SCHLADMINGER BREWERY

24 employees, production volume of 27,000 hl

For the good of the environment

- the majority of the hops are cultivated in Styria by Leutschacher hop farmers, barley from Austria and water from the Schladming region
- organic beer consumption certified with the BIOAustria seal: BioZwickl, Schladminger Schnee Weiße Bio

For the good of society

- project partner of welfare and social work in Schladming since December 2015 - enabling people with disabilities to find meaningful work, thus participating in professional working life, giving them orderly daily structure, which is essential for all people.

THE FALKENSTEIN BREWERY

35 employees, production volume of 53,000 hl

For the good of the environment

- beers carry the red-white-red AMA seal of approval – using hops from Leutschach, 100% Austrian barley and water from own wells
- continuous energy efficiency projects - 1% reduction from 2014

For the good of society

- contributing to promotion of Austrian beer culture with innovative and novel beers

SPEZIALITÄTENMANUFAKTUR HOFBRÄU KALTENHAUSEN

For the good of the environment

- largely manual production
- using untreated water, hops from the Mühlviertel region of Austria and malt made almost exclusively from Austrian barley
- renewable energy from the adjacent hydropower plant
- 2016 – goal to obtain IFS certification and the red-white-red AMA seal

For the good of society

- We train beer sommeliers under the auspices of the Austrian Association of Breweries - 2015, the 100th beer sommelier was trained
- Speciality Brewery – for example introducing 1475 Pale Ale

FACTS AND FIGURES CONCERNING OUR SUSTAINABILITY REPORT

The 2015 Sustainability Report is the first one prepared by Brau Union Österreich according to the guidelines of the Global Reporting Initiative (GRI) G4, the option "In Accordance-Core" was chosen. We want to give our readers insight into how we plan to achieve our main concern, i.e. trying to "create the best beer culture for the future and develop Austrian beer culture to meet social and environmental challenges."

We, of course, want to address both women and men with our report – even if we have omitted gender-specific formulations for the sake of readability.

The Scope of the Report

This sustainability report publishes data concerning Brau Union Österreich within the reporting period from January 1st 2015 to December 31st 2015. The environmental data refer only to our production facilities, i.e. our breweries, since we have seen no significant environmental impact at the office locations. Due to their size, the following breweries are mentioned in the report with environmental data: our five principal breweries are Göss, Puntigam, Schwechat, Wieselburg and Zipf, and our specialty breweries are Falkenstein and Schladming. Due to the size of the specialty brewery Hofbräu Kaltenhausen, no environmental data was reported. The social data also refer to our production sites, our office locations and sales depot. The Villach Brewery is not included in the report, because it first became an affiliate of Brau Union Österreich over the course of 2015.

The content of the report is based on important issues revealed by the materiality analysis and is directly connected to our international HEINEKEN Sustainability Initiative "Brewing a Better World". Additional information on our global strategy can be found in the HEINEKEN Sustainability Report under <http://www.theheinekencompany.com/sustainability>.

Reporting systems

- Data on occupational safety are reported on a quarterly basis through the global system ARISO (Accident Reporting & Investigation Software System).
- Environmental data and their validation can be found in the BCS (Business Comparison System) and is reported each month for our production sites.

- The Global Green Gauge reporting system allows us to compare our performance according to our eleven objectives in environmental and social areas on a quarterly basis. During the year, one can see the areas where improvement is needed.
- Other reporting systems that are available to us are the CLM (Contract Lifecycle System), the EcoVadis platform of Supplier Codes and SAP for employee relevant information.
- The HEINEKEN Annual Sustainability Survey along with additional information from each department provides the remaining data.

Regarding the reliability of the data

Since 2011, HEINEKEN has been working continuously to expand the scope of its reporting and to make improvements, especially concerning its production sites. To achieve this, the reporting process has been revised. The captured and entered data are validated globally by the internal managers in each department, the local CSR team, and finally by HEINEKEN. The accuracy of the data is guaranteed in this way on both a local and global level by the experts responsible for their respective areas. At a global level, we are continuously working to avoid errors in reporting in order to ensure the comparability of the data by incorporating standard calculations into the systems and formulating clear and consistent definitions.

Our global HEINEKEN auditing team also makes annual checks of the entire reporting process and also performs local validation audits. In 2015, we carried out thirteen integrated brewery audits: a global audit, supply chain auditors and local, internal auditors in the process and control improvement department.

Regarding the accuracy of the data

The accuracy of the safety data is checked both at the local level by the SHE Manager and the HR Manager. If any errors do appear, it may indicate that the basis for performing the calculation is incorrect, e.g. the number of employees may have been falsely counted or recorded.

The accuracy of the environmental data is based on the methods of calculation and on how comprehensive the collected data are. For example, we are dependent upon our suppliers to deliver the correct data regarding purchasing or waste.

Definitions

Brau Union Österreich and HEINEKEN collect data in accordance with the guidelines and definitions of the Global Reporting Initiative (GRI G4).

- Since 2013, we have aligned our definition of specific energy consumption to that of the WBCSD Protocol: thermal energy (MJ/hl) + 3.6 x electrical energy (kWh/hl).
- The energy that is supplied by back-up generators is produced in kWh and is not reported as MJ of fuel consumed. However, the resulting direct CO₂ emissions are reported.

INDEPENDENT CONFIRMATION REPORT

To the Board of BRAU UNION Österreich AG
INDEPENDENT ASSURANCE REPORT
Independent assurance over the 2015 sustainability disclosures and data of BRAU UNION Österreich AG

Attention: This letter has been translated from German to English for referencing purposes only. Please refer to the officially legally binding version as written and signed in German. Only the German version is the legally binding version.

Engagement

We were requested to perform a limited assurance engagement over the 2015 sustainability disclosures and data (hereafter “Reporting”) in accordance with the GRI G4 CORE Option of BRAU UNION Österreich AG.

The assurance engagement covers the Reporting as follows:

- “Sustainability Report 2015“ in pdf-format, concerning information and references linked from the GRI-Index to sustainability disclosures and data.

Our assurance engagement solely covers references directly specified in the GRI-Index. It does not cover any further web references, nor references made directly in the Reporting.

Our procedures have been designed to obtain a *limited level of assurance* on which to base our conclusions. The extent of evidence gathering procedures performed is less than for that of a *reasonable assurance* engagement (such as a financial audit) and therefore a lower level of assurance is provided.

Limitations to our Review

- We have not tested comparative data, derived from the Reporting from previous years.
- We did not test data derived from external surveys, we only verified that relevant disclosures and data are correctly quoted in the Reporting.
- The objective of our engagement was neither a financial audit nor a financial audit review. We did not perform any further assurance procedures on data, which were subject of the annual financial audit, the corporate governance report or the risk reporting. We merely checked that data was presented in accordance with the GRI Guidelines.
- Limited assurance over prospective information was not subject to our engagement.

- Neither the detection and investigation of criminal offenses, such as embezzlement or other fraudulent actions, nor the assessment of effectiveness and efficiency of management were subject to our engagement.

Criteria

The information included in the Reporting was based on the criteria applicable in the year 2015 (“The Criteria”), consisting of:

- GRI Sustainability Reporting Guidelines G4¹

We believe that these criteria are suitable for our assurance engagement.

Management responsibilities

BRAU UNION Österreich AG’s management is responsible for the Reporting and that the information therein is in accordance with the criteria mentioned above. This responsibility includes designing, implementing and maintaining internal controls. These are essential for the elimination of material misstatements in the Reporting.

Our responsibilities

It is our responsibility to express a conclusion on the information included in the Reporting on the basis of the limited assurance engagement.

Our assurance engagement has been planned and performed in accordance with the International Federation of Accountants’ ISAE3000² and the Code of Ethics for Professional Accountants, issued by the International Federation of Accountants (IFAC), which includes requirements in relation to our independence.

The objective of our engagement is not to account for the interests of any third parties. Our work solely serves the client and his purpose. Our engagement is thus not destined to be used as a basis of decision-making for third parties.

The “General Conditions of Contract for the Public Accounting Professions”³, are binding for this engagement. According to that, our liability is limited and an accountant is only liable for violating intentionally or by gross negligence the contractual duties and obligations entered into. In cases of gross negligence the maximum liability towards BRAU UNION Österreich AG and any third party together is EUR 726,730 in the aggregate.

What we did to form our conclusion

We have performed all the procedures deemed necessary to obtain the evidence that is sufficient and appropriate to provide a basis for our conclusions. The assurance engagement was conducted at BRAU UNION Österreich AG’s head quarter in Linz.

Our main procedures were:

- Obtained an overview over the industry as well as the characteristics and governance of the organisation;
- Interviewed a selection of Group and functional senior managers and executives to understand key expectations and identify systems, processes and internal control processes to support them;
- Reviewed Group level, Board and Executive documents to assess awareness and priority and to understand how progress is tracked;
- Examined risk management and governance processes related to sustainability and critical evaluation of the representation in the Reporting;
- Performed analytical procedures at Group level;
- Performed site visits in Zipf and Göss to review progress and obtain evidence of performance. In addition we reviewed data samples at site level for completeness, reliability, accuracy and timeliness;
- Reviewed data and processes on a sample basis to test whether they had been collected, consolidated and reported appropriately at Group level. This included reviewing data samples to test whether the data had been reported in an accurate, reliable and complete manner;

- Reviewed the coverage of material issues against the key issues raised in the stakeholder dialogues, areas of performance covered in external media reports and the environmental and social reports of BRAU UNION Österreich AG’s peers;
- Evaluated the materiality assessment, including sector specific megatrends and aspects of SASB⁴, IIRC⁵ und GRI;
- Challenged a sample of statements and claims in the Reporting against our work steps and the GRI G4 principles;
- Reviewed whether the GRI G4 Guidelines were consistently applied for the CORE Option;

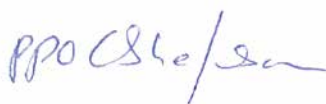
Our Conclusion

Based on the scope of our review nothing has come to our attention that causes us to believe that the disclosures and data in the Reporting were not prepared, in accordance with the criteria identified above.

Vienna, June 29th 2016

ERNST & YOUNG Wirtschaftsprüfungsgesellschaft m.b.H.


Brigitte Frey e.h.


ppa. Christine Jasch e.h.



¹ <https://www.globalreporting.org/reporting/g4/Pages/default.aspx>

² International Federation of Accountants’ International Standard for Assurance Engagements Other than Audits or reviews of Historical Financial Information (ISAE3000) Revised, effective for assurance statements dated on or after December 15, 2015.

³ Version of February 21th 2011 (AAB 2011) issued by the Chamber of Public Accountants and Tax Advisors, section 8 http://www.kwt.or.at/de/PortalData/2/Resources/downloads/downloadcenter/AAB_2011_englische_Fassung.pdf

⁴ <http://www.sasb.org/wp-content/uploads/2013/10/SASB-Conceptual-Framework-Final-Formatted-10-22-13.pdf>

⁵ <http://www.theiirc.org/international-ir-framework/>

General Standard Disclosures

G4 Indicators	Description	Page reference / Answer	Exclusions
STRATEGY AND ANALYSIS			
G4-1	Statement from the most senior decision-maker at the organization	Foreword, <i>page 02</i>	
G4-2	Key impacts, risks and opportunities	Foreword, <i>page 02–03</i> Brau Union Österreich, <i>page 06–07</i>	Not complete. Brau Union Österreich reports based on the "in accordance"-core. For this reason, the information provided for indicator G4-2 should be only interpreted as additional information.
ORGANIZATIONAL PROFILE			
G4-3	Name of the organization	Brau Union Österreich, <i>page 06</i>	
G4-4	Primary brands, products and services	Brau Union Österreich, <i>page 06–07</i>	
G4-5	Location of the organization's headquarters	Brau Union Österreich, <i>page 06–07</i>	
G4-6	Countries where the organization has significant operations	Brau Union Österreich, <i>page 06–07</i>	
G4-7	Nature of ownership and legal form	Brau Union Österreich, <i>page 06–07</i> Brau Union Österreich is a public company whose main shareholder is HEINEKEN International B.V. . In addition to breweries and sales depots, our company includes the Gasteiner Mineralwasser Gesellschaft m.b.H., the Vereinigte Getränke Gesellschaft m.b.H., the Kärntner Brau- und Getränke GmbH, die Schladminger Brau GmbH (90 %), the Vereinigte Kärntner Brauereien AG, Brau Union Österreich Management GmbH, die Erste Alpenländische Volksbrauerei Schladming reg. Gen.m.b.H as well as HEINEKEN d.o.o.	
G4-8	Primary markets served	Brau Union Österreich, <i>page 06–07</i>	
G4-9	Scale of the organization	Brau Union Österreich, <i>page 06–07</i>	Incomplete. Total capitalization – Brau Union Österreich is not listed – so there is no disclosure requirement. We report our annual revenues but not the disaggregated total capitalization.
G4-10	Total number of employees by employment contract and gender	Brau Union Österreich, <i>page 06</i> Appendix, <i>page 64</i> Very little of the personnel hired by Brau Union Österreich are recognized by law as freelance workers or are on the staff of contractors. This seldom occurs, usually just for special events, and is not a part of Brau Union's day-to-day business. In the brewing industry, the labor force does not experience significant fluctuations in the number of employees.	
G4-11	Percentage of total employees covered by collective bargaining agreements	For the Good of Our Employees, <i>page 26</i> All employees of Brau Union Österreich, meaning 100 % of them, are covered by collective agreements. The collective contract for employees of the industry is valid along with additional collective contracts for the brewing industry in their most recent versions.	
G4-12	Description of the company's supply chain	Brau Union Österreich, <i>page 11</i> For the Good of the Environment, <i>page 19</i>	
G4-13	Significant changes during the reporting period regarding size, structure, or ownership	The Vereinigte Kärntner Brauereien AG was acquired during the reporting period by the Brau Union Österreich but is nevertheless not within the scope of the report. Otherwise, there were no significant changes during the reporting period.	

G4 Indicators	Description	Page reference / Answer	Exclusions
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ORGANIZATIONAL PROFILE

G4-14	Explanation of whether and how the precautionary approach or principle is addressed by the organization	For the Good of the Environment, <i>page 16–23</i>	
G4-15	Externally developed initiatives to which the organization subscribes or endorses	Brau Union Österreich, <i>page 08–09</i>	
G4-16	Memberships in associations or interest groups	For the Good of Society, <i>page 39</i>	

IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES

G4-17	List of all entities included in the consolidated organization	Brau Union Österreich, <i>page 06–07</i>	
G4-18	Process for defining report content	Brau Union Österreich, <i>page 12–13</i>	
G4-19	Comprehensive material aspect identification	Brau Union Österreich, <i>page 12–13</i> Appendix, <i>page 67</i>	
		The following aspects of the GRI index are particularly relevant to BUÖ:	
		Indirect economic impacts Climate change risks Local procurement Materials Products and services Energy Emissions Transport Water Effluents and waste Compliance Equality Supplier assessment Grievance processes Employment Occupational health and safety Diversity and equal opportunity Training and education Equal remuneration for women and men Local communities Anti-corruption Customer health and safety Product and service labeling Customer satisfaction	
G4-20	Significant aspects within the organization	Apart from the data on human resources, all aspects within and outside the organization are included.	
G4-21	Significant aspects outside of the organization	Apart from the data on human resources, all aspects within and outside the organization are included.	
G4-22	Restatements of information provided in previous reports and their effects	Switch to GRI G4 In addition to issues deemed essential by our parent company, we contend with topics, which are especially important for Brau Union Österreich – refer to the Materiality Matrix.	
G4-23	Significant changes from previous reporting periods in the scope and aspect boundaries	Switch to GRI G4 In addition to issues deemed essential by our parent company, we contend with topics, which are especially important for Brau Union Österreich – refer to the Materiality Matrix.	

General Standard Disclosures

G4 Indicators	Description	Page reference / Answer	Exclusions
STAKEHOLDER ENGAGEMENT			
G4-24	Stakeholder groups engaged by the organization	For the Good of Society, <i>page 38</i> Appendix, <i>Seite 67</i>	
G4-25	Basis for identification and selection of stakeholders with whom to engage	For the Good of Society, <i>page 38–39</i> Appendix, <i>Seite 67</i>	
G4-26	Organization's approach to stakeholder engagement, including frequency of engagement stakeholder group	For the Good of Society, <i>page 38–39</i> Appendix, <i>Seite 67</i>	
G4-27	Key topics and concerns raised through stakeholder engagement	For the Good of Society, <i>page 36–39</i> Appendix, <i>Seite 67</i>	
REPORT PROFILE			
G4-28	Reporting period	2015 calendar year, January 1st 2015 - December 31st 2015	
G4-29	Date of the most recent previous report	Sep.15	
G4-30	Reporting cycle	Annually	
G4-31	Contact point for questions regarding the report or its contents	Contact Information, <i>page 68</i>	
G4-32	Option for "in accordance" with GRI and the chosen index	Facts and Figures Concerning our Sustainability Report, <i>page 44</i>	
G4-33	External assurance of the report	Independent assessment by Ernst & Young, <i>page 46–47</i>	
GOVERNANCE			
G4-34	Governance structure of the organization, including committees of the highest governance body	<p>Brau Union Österreich AG is a part of HEINEKEN International B.V. The ultimate authority and chairman of the board of Heineken is Jean-François van Boxmeer. Operationally, Brau Union Österreich is represented by the directors DI Dr. Markus Liebl (Chairman) and Mag. Rob Kleinjan. In the year, which is the subject of this report, active members of the board were as follows: Dr. Ludwig Beurle, Dkfm. Dr. Wolfgang Berger-Vogel, Mag. Wolf Müller, Erich Heiss and Johann Greimel.</p> <p>Our board members are responsible for the sustainability agendas. The five-member management team is responsible for achieving the objectives in the area of sustainability. A certain percentage of their salary depends on them meeting these objectives.</p>	
ETHICS AND INTEGRITY			
G4-56	Organization's values, principles, standards and norms of behavior	Brau Union Österreich, <i>page 44</i>	

Specific Standard Disclosures

G4 Indicators	Description	Page reference / Answer
CATEGORY ECONOMIC		
ASPECT – ECONOMIC PERFORMANCE		
DMA		Foreword, page 02-03
G4-EC 2	Financial implications and other risks and opportunities for the organization's activities due to climate change	Foreword, <i>page 02-03</i>
ASPECT – INDIRECT ECONOMIC IMPACTS		
DMA		For the Good of Society, page 36-39
G4-EC 8	Significant indirect economic impacts, including the extent of impacts	For the Good of Society, <i>page 36-39</i>
ASPECT – PROCUREMENT PRACTICES		
DMA		For the good of the environment, page 39
G4-EC 9	Proportion of spending on local suppliers at significant locations of operation	Brau Union Österreich, <i>page 10</i>
CATEGORY ENVIRONMENTAL		
ASPECT – MATERIALS		
DMA		For the good of the environment, page 16, 18
G4-EN 1	Materials utilized by weight or volume	For the good of the environment, <i>page 18</i> Appendix, <i>page 58</i>
G4-EN 2	Percentage of materials used that are recycled input materials	Appendix, <i>page 59</i>
ASPECT – ENERGY		
DMA		For the good of the environment, page 16, 22
G4-EN 3	Energy consumption within the organization	For the good of the environment, <i>page 22</i> Appendix, <i>page 59-60</i>
G4-EN 5	Energy intensity	For the good of the environment, <i>Seite 22</i> Appendix, <i>page 60</i>
G4-EN 6	Reduction in energy consumption	For the good of the environment, <i>page 21-23</i> Our Breweries, <i>page 40-43</i> Appendix, <i>page 60</i>
ASPECT – WATER		
DMA		For the good of the environment, page 16, 20
G4-EN 8	Total volume of water withdrawal by source	For the good of the environment, <i>page 20</i> Our Breweries, <i>page 40-43</i> Appendix, <i>page 62</i>
G4-EN 9	Water sources significantly affected by withdrawal of water	For the good of the environment, <i>page 20</i> Appendix, <i>page 62</i>
ASPECT – EMISSIONS		
DMA		For the good of the environment, page 16-17, 21
G4-EN 15	Direct greenhouse gas (GHG) emissions (Scope 1)	For the good of the environment, <i>page 17, 22</i> Appendix, <i>page 61</i>
G4-EN 16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	For the good of the environment, <i>page 17, 22</i> Appendix, <i>page 61</i>

Specific Standard Disclosures

G4 Indicators	Description	Page reference / Answer
CATEGORY ENVIRONMENTAL		
ASPECT – EMISSIONS		
G4-EN 18	Greenhouse gas (GHG) emissions intensity	Zum Wohl der Umwelt, <i>page 22</i> Appendix, <i>page 61</i>
G4-EN 19	Reduction of greenhouse gas (GHG) emissions	Zum Wohl der Umwelt, <i>page 21–23</i>
G4-EN 21	NO _x , SO _x and other significant air emissions	Appendix, <i>page 61</i>
ASPECT – EFFLUENTS AND WASTE		
DMA		For the Good of the Environment, <i>page 16, 20</i>
G4-EN 22	Total water discharge by quality and destination	For the Good of the Environment, <i>page 20</i> Appendix, <i>page 62</i>
G4-EN 23	Total weight of waste by type and disposal method	For the Good of the Environment, <i>page 19</i> Appendix, <i>page 62</i>
G4-EN 24	Total number and volume of significant spills	No significant spills were reported within the period of this report. Data are collected using the HEINEKEN Business Comparison System (BCS).
ASPECT – PRODUCTS AND SERVICES		
DMA		For the Good of the Environment, <i>page 16, 18</i>
G4-EN 27	Extent of impact mitigation of environmental impacts of products and services	For the Good of the Environment, <i>page 17–22</i>
G4-EN 28	Percentage of products sold and their packaging materials that are reclaimed by category	For the Good of the Environment, <i>page 18</i> Appendix, <i>page 58</i> Approximately 67 % of our products are sold in returnable containers (returnable bottles, kegs and tanker trucks).
ASPECT – COMPLIANCE		
DMA		We need to be compliant with all legal requirements in order to do business. Our legal department is responsible for that and directly reports to our Director General. Main tasks are: ensuring compliance with legal requirements and complaint management concerning non-compliance with these requirements.
G4-EN 29	Monetary value of significant fines and total number of non-monetary transactions for non-compliance with environmental laws and regulations	During the time period of the report, Brau Union Österreich did not receive any significant fines or conduct any non-monetary transactions for non-compliance with environmental law and regulations. Data are collected using the HEINEKEN Business Comparison System (BCS).
ASPECT – TRANSPORT		
DMA		For the Good of the Environment, <i>page 21</i>
G4-EN 30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce	For the Good of the Environment, <i>page 21</i> The environmental impact of domestic business trips as well as the commuter journey of our employees to and from work is considered negligible and was not reported.

Specific Standard Disclosures

G4 Indicators	Description	Page reference / Answer
ASPECT – SUPPLIER ENVIRONMENTAL ASSESSMENT		
DMA		For the Good of the Environment, page 19
G4-EN 32	Percentage of new suppliers that were screened using environmental criteria	For the Good of the Environment, <i>page 19</i> Appendix, <i>page 63</i> All new suppliers receive our Supplier Code which also contains environmental criteria. Failure to sign the agreement or not upholding the stipulations in the supplier code can lead to the termination of business relations.
G4-EN 33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	For the Good of the Environment, <i>page 17–22</i>

ASPECT - ENVIRONMENTAL GRIEVANCE MECHANISMS

DMA		see G4-EN 29
G4-EN 34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	During the period of the report, there were no grievances filed related to environmental impacts.

CATEGORY SOCIAL

SUB-CATEGORY LABOR PRACTICES AND DECENT WORK

ASPECT – EMPLOYMENT

DMA		For the Good of our Employees page 26
G4-LA 1	Total number and rates of new employee hires and employee turnover by age group, gender, and region	For the Good of our Employees, <i>page 26</i> Appendix, <i>page 64</i>
G4-LA 2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	For the Good of our Employees, <i>page 26–29</i> Appendix, <i>page 65</i>
G4-LA 3	Return to work and retention rates after parental leave, by gender	Appendix, <i>page 65</i>

ASPECT - OCCUPATIONAL HEALTH AND SAFETY

DMA		For the Good of our Employees, page 26, 28
G4-LA 5	Percentage of total workforce represented in formal joint management–worker committees	For the Good of our Employees, <i>page 26</i> 100 % of the employees at Brau Union Österreich are represented by joint management-worker committees.
G4-LA 6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	For the Good of our Employees, <i>page 26</i> Appendix, <i>page 65</i>
G4-LA 7	Workers with high incidence or high risk of diseases related to their occupation	For the Good of our Employees, <i>page 28</i> Brau Union Österreich employees are exposed risks in different departments depending on the type of activity. Production: noise, odors, heat, cold, danger of explosion in some cases... Logistics: danger on the street due to traffic, injury from lifting or carrying heavy items Sales/Office: sitting for several hours at a time, impact on the spine, impact on vision

Specific Standard Disclosures

G4 Indicators	Description	Page reference / Answer
CATEGORY SOCIAL		
SUB-CATEGORY LABOR PRACTICES AND DECENT WORK		
ASPECT – TRAINING AND EDUCATION		
DMA		For the Good of our Employees, page 26-27
G4-LA 9	Average hours of training per year per employee by gender, and by employee category	For the Good of our Employees, <i>page 27</i> Appendix, <i>page 66</i>
G4-LA 10	Programs for skills management and lifelong learning	For the Good of our Employees, <i>page 27</i>
G4-LA 11	Percentage of employees receiving regular performance and career development reviews	Every employee at Brau Union Österreich takes part in two annual employee performance review meetings with their supervisor. During these meetings, goals are defined and a development plan is drawn up for the employee. At the end of the year, the plan is reviewed to see if the goals have been met.
ASPECT – DIVERSITY AND EQUAL OPPORTUNITY		
DMA		Diversity and ensuring equal opportunity are of core importance to Brau Union Österreich. Being part of the international HEINEKEN-family we do not tolerate any kind of discrimination and are oriented towards the European Convention for the Protection of Human Rights and Fundamental Freedoms. Our Code of Conduct, based on the UN Global Compact, is relevant for all our employees and includes anti-discrimination. Through our "Speak-Up" program we reveal any noncompliance.
G4-LA 12	Composition of governance bodies and breakdown of employees	Appendix, <i>page 66</i> The majority of the employees at Brau Union Österreich are Austrian citizens and only a few minorities are employed by the company.
ASPECT – EQUAL REMUNERATION FOR WOMEN AND MEN		
DMA		For the Good of our Employees, page 26
G4-LA 13	Ratio of basic salary and remuneration of women to men	Brau Union Österreich does not pay different salaries based on gender.
ASPECT – SUPPLIER ASSESSMENT FOR LABOR PRACTICES		
DMA		For the Good of the Environment, page 19
G4-LA 14	Percentage of new suppliers that were screened using labor practices criteria	For the Good of the Environment, <i>page 19</i> Appendix, <i>page 63</i> All new suppliers receive our Supplier Code, which also includes criteria with regard to labor practices. Failure to sign the agreement or not upholding the stipulations in the supplier code can lead to the termination of business relations.
G4-LA 15	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken	For the Good of the Environment, <i>page 19</i> Appendix, <i>page 63</i>
ASPECT – LABOR PRACTICES GRIEVANCE MECHANISMS		
DMA		see G4-EN 29
G4-LA 16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	During the report period, no grievances were filed with regard to labor practices.

Specific Standard Disclosures

G4 Indicators	Description	Page reference / Answer
SUB-CATEGORY HUMAN RIGHTS		
ASPECT – NON-DISCRIMINATION		
DMA		Brau Union Österreich, page 08
G4-HR 3	Total number of incidents of discrimination and corrective actions taken	Brau Union Österreich, <i>page 08</i> During the report period, there were no incidents of discrimination reported through our internal Speak-Up program
ASPECT – SUPPLIER HUMAN RIGHTS ASSESSMENT		
DMA		For the Good of the Environment, page 19
G4-HR 10	Percentage of new suppliers that were screened using human rights criteria	For the Good of the Environment, <i>page 19</i> Appendix, <i>page 63</i> All new suppliers receive our Supplier Code, which also contains criteria with regard to human rights. Failure to sign the agreement or not upholding the stipulations in the supplier code can lead to the termination of business relations..
G4-HR 11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	For the Good of the Environment, <i>page 63</i>
ASPECT – HUMAN RIGHTS GRIEVANCE MECHANISMS		
DMA		see G4-EN 29
G4-HR 12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	No grievances were filed during the report period with regard to labor practices.
SUB-CATEGORY SOCIETY		
ASPECT – LOCAL COMMUNITIES		
DMA		For the Good of the Environment, page 18 For the Good of Society, page 38
G4-SO 1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	For the Good of the Environment, <i>page 18–19</i> For the Good of Society, <i>page 38–39</i> At all brewing plants operated by Brau Union Österreich, we endeavor to communicate with our stakeholders and actively involve them in our activities. Thus, we frequently participate in roundtable discussions. In 2016, Brau Union Österreich plans to organize roundtable discussions at a number of their larger production sites (Göss, Puntigam, Schwechat, Wieselburg and Zipf), in order to strengthen their relationship with the local community. The implications for the environment and society are first clarified prior to making any large investments in measures to improve infrastructure.
G4-SO 2	Operations with significant actual or potential negative impacts on local communities	During the report period, no significant actual or potential negative impacts of our business activity on the local communities were reported.

Specific Standard Disclosures

G4 Indicators Description

Page reference / Answer

CATEGORY SOCIAL

SUB-CATEGORY SOCIETY

ASPECT – ANTI-CORRUPTION

DMA		Brau Union Österreich, page 08
G4-SO 3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	<p>Brau Union Österreich, <i>page 08</i></p> <p>The "Process and Control Improvement" (PCI) department is also responsible for, among other things, the fraud risk register. Every year a fraud risk assessment is conducted involving every location where business transactions are conducted, as well as all areas of operation. This has given rise to the fraud risk register in which 29 types of risk have been identified. Each type of risk has been assessed for the likelihood of its occurrence and its probable impact. Care has been taken to ensure that all locations are included in the assessment, and moreover, that the register is continuously updated.</p> <p>Due to the likelihood of their occurrence and the severe consequences associated with them, the following risks are worthy of mention:</p> <ul style="list-style-type: none"> – misappropriation of finished products – manipulation of empty packaging – "blacklisted customers"
G4-SO 4	Communication and training on anti-corruption policies and procedures	<p>Brau Union Österreich, <i>page 08</i></p> <p>When they are hired, each employee receives the Heineken Code of Conduct as part of the orientation process. This code of conduct includes guidelines regarding an anti-corruption policy with important information on measures and procedures to fight corruption.</p>
G4-SO 5	Confirmed incidents of corruption and actions taken	<p>During reporting period, Brau Union Österreich no incidents of corruption were reported.</p>

ASPECT – COMPLIANCE

DMA		see G4-EN 29
G4-SO 8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	<p>During report period, Brau Union Österreich did not receive any significant fines or conduct any non-monetary transactions for non-compliance with laws and regulations.</p> <p>Data are collected using the HEINEKEN Business Comparison System (BCS).</p>

ASPECT – SUPPLIER ASSESSMENT FOR IMPACTS ON SOCIETY

DMA		For the Good of the Environment, page 19
G4-SO 9	Percentage of new suppliers that were screened using criteria for impacts on society	<p>For the Good of the Environment, <i>page 19</i> Appendix, <i>page 63</i></p> <p>All new suppliers receive our Supplier Code, which also contains criteria with regard to impacts on society. Failure to sign the agreement or not upholding the stipulations in the supplier code can lead to the termination of business relations.</p>
G4-SO 10	Significant actual and potential negative impacts on society in the supply chain and actions taken	<p>For the Good of the Environment, <i>page 18–19</i></p>

ASPECT – GRIEVANCE MECHANISMS FOR IMPACTS ON SOCIETY

DMA		see G4-EN 29
G4-SO 11	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	<p>During the report period, there were no grievances filed with regard to impacts on society.</p>

Specific Standard Disclosures

G4 Indicators	Description	Page reference / Answer
SUB-CATEGORY PRODUCT RESPONSIBILITY		
ASPECT – CUSTOMER HEALTH AND SAFETY		
DMA		For the Good of Society, page 38
G4-PR 1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	For the Good of Society, page 38
G4-PR 2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	<p>For the Good of Society, page 38</p> <p>Brau Union Österreich is subject to strict legal requirements as well as self-imposed restrictions as a producer of alcohol. These are written into the "Heineken Rules in Responsible Commercial Communication".</p> <p>Within the timeframe of this report, we have been made aware of a potential infringement in our marketing campaign "Zipfer Festival" by ECORYS a leading research and consultancy firm, which works in association with the European Commission. They alleged that our advertising depicted minors connected with beer. Ultimately, the issue was resolved in our favor. The advertising was judged to be compliant with all legal requirements, as all the actors were of sufficient age to be in the advertisement, and therefore there was no infringement of the rules.</p>
ASPECT – PRODUCT AND SERVICE LABELING		
DMA		For the Good of Society, page 38
G4-PR 3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements	<p>For the Good of Society, page 38</p> <p>Brau Union Österreich, as part of the HEINEKEN concern, is subject to the "Labeling Requirements Standard". This standard includes mandatory as well as voluntary labeling procedures and is based on EU guidelines. Brau Union Österreich must also comply with the regulations in effect in Austria.</p>
G4-PR 4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	<p>During the report period, no incidents were reported.</p> <p>The HEINEKEN "Labeling Requirements Standard" also includes voluntary codes regarding label declarations, such as information on the responsible consumption of alcohol, for example. There is still room for revision in this area.</p>
G4-PR 5	Results of surveys measuring customer satisfaction	Every two years, Brau Union Österreich conducts customer satisfaction surveys. The last one was conducted in 2014, the next one will be done in 2016.
ASPECT – COMPLIANCE		
DMA		see G4-EN 29
G4-PR 9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	<p>During report period, Brau Union Österreich did not receive any significant fines or conduct any non-monetary transactions for non-compliance with laws and regulations regarding the provision and use of products and services.</p> <p>Data are collected using the HEINEKEN Business Comparison System (BCS).</p>

Appendix – Figures, data, facts

FOR THE GOOD OF THE ENVIRONMENT

EN1 MATERIALS USED BY WEIGHT OR VOLUME

Raw materials (t)	Göss	Puntigam	Schwechat	Wieselburg	Zipf	Falkenstein	Schladming	Total
Hops	89.8	36.6	35.0	35.0	63.6	5.3	2.9	268.2
renewable	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %
barley / malt	18,000	11,000	10,000	13,500	13,500	900	450	67,350
renewable	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %

This report focuses only on the raw materials used to brew beer and the primary packaging materials. However, we have made it our goal to include data on secondary packaging in the next sustainability report.

Primary packaging (hl)	Göss/ Schladming	Puntigam	Schwechat	Wieselburg	Zipf	Falkenstein	Total volume in hl	Percentage
Returnable glass bottle 0.5 l	354,516.2	659,544.3		533,203.4	895,578.0	29,023.4	2,471,865.3	47.39 %
Disposable glass bottle 0.5 l		15,084.0		16,962.3			32,046.3	0.61 %
Returnable glass bottle 0.33 l	9,493.9				2,640.21		12,134.1	0.23 %
Disposable glass bottle 0.33 l		377,621.3		27,963.6			405,584.8	7.78 %
Disposable glass bottle 0.25 l		1,253.9					1,253.9	0.02 %
PET 0.4 l		23,899.1		299.5			24,198.6	0.46 %
PET 0.33 l		9,595.2					9,595.2	0.18 %
Cans 0.5 l			1,192,610.52				1,192,610.5	22.86 %
Cans 0.33 l			39,758.54				39,758.5	0.76 %
Keg, David	10,137.0			5,500.2			15,637.2	0.30 %
BT-Keg				37,057.5			37,057.5	0.71 %
Keg 20 l	3,892.6			54,841.6			58,734.2	1.13 %
Keg 25 l	3,890.8			22,766.3	53,031.0		79,688.0	1.53 %
Keg 30 l	63,821.6			2,502.0	4,211.1	9,300.3	79,835.0	1.53 %
Keg 40 l	9.2					6.8	16.0	0.00 %
Keg 50 l	360,008.5			176,356.0	205,379.5	14,130.0	755,874.0	14.49 %

Since all of our facilities are not equipped with filling lines and some breweries carry out packaging in certain types of containers for Brau Union Österreich, the data for the volume of filled and packaged products are only provided for the Göss, Puntigam, Schwechat, Wieselburg, Zipf and Falkenstein breweries. The values given in the report correspond to the volume filled in hectoliters for different types of packages. The purchasing data are not included here, because this would convey an inaccurate picture given that returnable bottles are part of the packaging.

Type of container (hl)	hl	Percentage
Returnable containers (returnable glass bottles + kegs)	3,510,841.3	67.31 %
Disposable container (disposable glass bottles, PET, cans)	1,705,047.9	32.69 %

Type of packaging	hl	Percentage
Returnable glass bottles	2,454,976.0	47.62 %
Disposable glass bottles	438,885.0	8.41 %
PET	33,793.8	0.65 %
Cans	1,232,369.1	23.63 %
Kegs/barrels	1,003,404.8	19.69 %

EN2 PERCENTAGE OF MATERIALS USED THAT ARE RECYCLED INPUT MATERIALS

The raw materials we utilize for beer production – hops, barley and water – are renewable, natural resources and cannot be reused. We receive information regarding the percentage of secondary raw materials in our packaging material from our suppliers. With glass bottles, the percentage is 71 % (up to 60 % for clear glass, up to 70 % for brown glass and up to 85 % for green glass). We also endeavor to use as much recycled material for our cans as possible; however, no concrete numbers are as yet available for this form of packaging. We do know that the recycling rate for cans is approximately 70 % in Austria. According to information from our supplier, the percentage of recycled material in PET bottles is around 35%. Unfortunately, no figures are available concerning the amount of recycled material used in the production of kegs.

EN3 ENERGY CONSUMPTION WITHIN THE ORGANIZATION & EN6 REDUCTION OF ENERGY CONSUMPTION

	Göss	Puntigam	Schwechat	Wieselburg	Zipf	Falkenstein	Schladming	Total
Total energy consumption (MJ)								
2015	77,982,367.6	82,296,782.0	83,807,381.7	85,323,525.8	81,988,930.0	7,841,655.0	4,969,322.0	424,209,964.1
2014	74,106,215.2	78,020,237.2	82,415,884.0	83,109,264.2	78,015,325.6	7,796,518.6	4,509,698.2	407,973,143.0
2013	88,270,055.6	91,532,372.2	97,336,439.6	79,233,054.0	81,547,825.4	9,322,136.2	4,717,234.6	451,959,117.6
Change from 2014-2015	5.23 %	-*	1.69 %	2.66 %	5.09 %	0.58 %	10.19 %	-*
Total consumption of thermal energy (MJ)								
2015	57,863,945.0	69,303,662.0	62,461,628.1	62,118,853.0	58,418,110.0	5,864,985.0	3,686,120.0	319,717,300.1
2014	54,480,628.0	54,979,096.0	62,013,478.0	61,455,671.0	55,511,416.0	5,844,235.0	3,337,639.0	297,622,163.0
2013	64,782,644.0	65,130,847.0	72,429,386.0	58,165,224.0	59,202,125.0	7,117,723.0	3,432,517.0	330,260,466.0
Change from 2014-2015	6.21 %	-*	-0.72 %	1.08 %	5.24 %	0.36 %	10.44 %	-*
Total consumption of electricity (kWh)								
2015	5,588,451.0	3,609,200.0	5,929,376.0	6,445,743.0	6,547,450.0	549,075.0	356,445.0	29,025,740.0
2014	5,451,552.0	6,400,317.0	5,667,335.0	6,014,887.0	6,251,086.0	542,301.0	325,572.0	30,653,050.0
2013	6,524,281.0	7,333,757.0	6,918,626.0	5,852,175.0	6,207,139.0	612,337.0	356,866.0	33,805,181.0
Change from 2014-2015	2.51 %	-*	4.62 %	7.16 %	4.74 %	1.25 %	9.48 %	-*

The data were taken from the centralized BCS data acquisition system. The data collected and stored in this system originate from the internal documentation tools of the individual breweries (Hell System) and are based on the total consumption of thermal energy (expressed in MJ) and electricity (expressed in kWh). In order to calculate the total energy consumption, we use the definition from the WBCSD protocol: thermal energy (MJ) + 3.6 x electrical energy (kWh).

We feed energy into the power grid. This quantity is subtracted from the total energy consumption.

* In 2015 we recalculated energy figures for Puntigam (thermal energy and electricity). That is why comparison to previous years is not possible. In consequence of these recalculations, total energy consumption figures changed and it is not possible to compare it to 2014 and 2013.

We operate a cogeneration plant in Puntigam which is run with natural gas. Outcome is thermal as well as electrical energy. In the reporting year this is reported as follows: The natural gas consumption is attributed to thermal energy consumption, the produced thermal and electrical energy are not reported separately.

Thermal energy - by type of source (2015)	Percentage of total consumption (%)	Total consumption of thermal energy (MJ)
Renewable energy sources (biogas, biomass)	19.09 %	58,498,619.8
Gas fuels	58.29 %	179,185,578.7
Liquid fuels	3.22 %	9,853,004.4
Imported thermal energy	19.41 %	59,487,188.0
Total thermal energy	100.00 %	307,024,391.0

Electricity - by type of source (2015)	Percentage of total consumption (%)	Total consumption of electricity (kWh)
Self-generated renewable energy	3.41 %	1,210,132.0
Imported renewable energy	88.80 %	31,524,385.0
Self-generated non-renewable energy	7.79 %	2,766,100.0
Total electrical energy	100.00 %	35,500,617.0
Exported electrical energy	10.45 %	3,708,778.0

With regard to thermal energy production, the most frequently consumed fuel is natural gas followed by imported heat (e.g. community heating in Göss and Wieselburg) and renewable thermal energy. Imported energy accounts for the largest share of electricity – this kind of imported energy is 100 % renewable and is verified with a green electricity certificate.

EN5 ENERGY INTENSITY- SPECIFIC ENERGY CONSUMPTION

	2008	2009	2010	2011	2012	2013	2014	2015	Compared to the average value for HEINEKEN N.V. in 2015	Change from 2008 to 2015
Specific consumption – thermal energy MJ/hl	63.7	68.0	69.0	62.1	61.9	62.2	56.9	59.8	65.1	-6.10 %
Specific consumption – electricity kWh/hl	7.2	7.5	7.4	7.0	6.8	6.7	6.1	5.8	7.9	-12.66 %
Total specific energy consumption MJ/hl	89.8	95.0	95.4	87.4	86.3	86.5	79.0	80.6	93.4	-8.00 %

In order to calculate the total energy consumption, we use the definition from the WBCSD protocol: thermal energy (MJ) + 3.6 x electrical energy (kWh). For calculating the specific energy consumption of beer production, we do not take the total energy consumption. To enhance further use of biogas, we do not include it in this calculation. In addition, energy demand of internal logistics is out of scope.

In 2015 we recalculated energy figures for Puntigam (thermal energy and electricity) which also influenced total energy consumption. The shown figures of previous years can therefore only be compared keeping this change in mind - we only show the difference between base year 2008 and 2015 numbers.

EN8 TOTAL WATER WITHDRAWAL BY SOURCE (m³)

	Göss	Puntigam	Schwechat	Wieselburg	Zipf	Falkenstein	Schladming	Total
2015	306,593.0	316,171.0	299,691.0	316,016.0	355,393.0	22,223.0	11,564.0	1,627,651.0
2014	295,420.0	324,477.0	295,238.0	320,728.0	397,663.0	21,707.0	10,422.0	1,665,655.0
2013	304,333.0	346,809.0	316,696.0	303,562.0	399,713.0	24,011.0	11,009.0	1,706,133.0
Change from 2014 to 2015	3.78 %	-2.56 %	1.51 %	-1.47 %	-10.63 %	2.38 %	10.96 %	-2.28 %

The majority of the water supplying Brau Union Austria originates from privately owned wells. The Schladming Brewery is the only facility to utilize city water. Our own wells meet all of the drinking water quality standards. the source in Puntigam even thermal spa water quality.

	2008	2009	2010	2011	2012	2013	2014	2015	Compared to the average value for HEINEKEN N.V. in 2015	Change from 2008 to 2015	Change from 2014 to 2015
Specific water consumption in hl water/hl beer	5.7	5.7	4.5	4.1	3.4	3.4	3.3	3.2	3.9	-42.62 %	-2.94 %

EN15 DIRECT GREENHOUSE GAS (GHG) EMISSIONS (SCOPE 1) (kg CO₂e)

	Göss	Puntigam	Schwechat	Wieselburg	Zipf	Falkenstein	Schladming	Total
2015	1.918.462,6	1.764.939,8	3.426.679,3	1.900.534,0	3.222.232,0	442.299,7	279.736,6	12.954.884,1

The following emissions are incorporated in calculations of direct and indirect greenhouse gas emissions: direct emissions: CO₂ emissions from the combustion of fuels and losses of refrigerants (as HCFCs); indirect emissions: emissions from imported thermal energy and emissions from purchased electricity. The emission factors and the Global Warming Potential were taken from the Greenhouse Gas Protocol. In some cases they were input by the breweries directly into the system.

EN16 INDIRECT GREENHOUSE GAS (GHG) EMISSIONS (SCOPE 2) (kg CO₂e)

	Göss	Puntigam	Schwechat	Wieselburg	Zipf	Falkenstein	Schladming	Total
2015	–	2,295,128.0	–	–	–	–	–	2,295,128.0

The allocation of scope 1 and scope 2 emissions was wrong in 2014 - that explains the difference from 2014 to 2015.

In 2015 we recalculated CO₂e emission (direct and indirect CO₂e emissions) figures. As these figures can not be compared to previous years due to calculation differences, we do not report on them in this report, but only show numbers for 2015 and our base year 2008.

EN18 GREENHOUSE GAS (GHG) EMISSIONS INTENSITY (SCOPE 1 AND SCOPE 2) & EN19 REDUCTION OF GHG EMISSIONS

	2008	2015	Compared to the average value for HEINEKEN N.V. in 2015	Change from 2008 to 2015
Direct GHG emissions in kg CO ₂ e/hl beer	3.9	2.4	–	–37.72%
Indirect GHG emissions in kg CO ₂ e/hl beer	1.4	0.5	–	–67.72%
Total GHG emissions in kg CO ₂ e/hl beer	5.3	2.9	6.70	–45.71%

As CO₂e emissions were recalculated for 2015, we only report on numbers for our base year 2008 and the reporting year 2015.

EN21 NO_x, SO_x AND OTHER SIGNIFICANT AIR EMISSIONS

	2013	2014	2015
NO _x emissions (kg)	27,488.8	16,740.5	15,417.5
SO _x emissions (kg)	224.9	–	331.2
NH ₃ usage (kg)	44,291.0	44,291.0	44,291.0
NH ₃ losses (kg)	3,037.0	1,800.0	2,770.0
hydrocarbon-based refrigerants (kg)	694.0	696.0	701.0
hydrocarbon-based refrigerant losses (kg)	11.8	6.0	11.0
kg R11 equivalents	–	–	–
Tons of CO ₂ equivalents	34.1	11.7	36.2

Losses of refrigerants (as HCFCs) are detrimental with regard to their effect on the ozone layer and as greenhouse gases. Eutrophication is caused by NO_x, SO_x and NH₃ emissions. R11 is the ozone depletion potential. The greenhouse gas emissions reported under EN21 are not included in Scope 1 emissions.

* Due to changes in EDV-systems the value for 2014 can not be reported.

EN22 TOTAL WATER DISCHARGE BY QUALITY AND DESTINATION

	2013	2014	2015
Total volume of wastewater (m³)	2,712,584.0	1,202,740.0	1,171,223.0
Quality of the wastewater			
Organic load of the wastewater in (t COD)	2,696.5	2,588.4	2,530.3
Nitrogen content (kg N)	13,220.0	-	-
Phosphorus content (kg P)	4,209.0	-	-
Suspended solids (t SS)	11.2	-	-
Discharge destination of the wastewater			
Surface water	1 %	0 %	0 %
Water treatment plant	99 %	100 %	100 %

COD = Chemical oxygen demand of the treated or untreated wastewater, which is taken from the surface of the water.
Nitrification is determined using the values for COD and the nitrogen and phosphorus content of the wastewater.
The wastewater is not reused.

EN23 TOTAL WEIGHT OF WASTE BY TYPE AND DISPOSAL METHOD

	2013	2014	2015
Total by-products, packaging and industrial waste (t)	97,875.3	95,781.4	102,625.3
Non-recycled waste (%)	0.00 %	0.00 %	0.00 %
Total sewage sludge (t)	15.5	141.8	57.4
Non-recycled sludge (%)	0.00 %	0.00 %	0.00 %
Total hazardous waste in (t)	67.4	65.9	50.5
Non-recycled hazardous waste (%)	0.03 %	0.00 %	0.00 %
Total waste (t)	97,958.0	95,989.0	102,733.2

The amount of waste is recorded in the decentralized AMES System at the respective locations and is then entered into the BCS System.
We recycle all of our waste - for us this means disposing all waste in compliance with law.

by type of disposal method (2015)	Total weight (t)	Percentage of total weight (%)
Reuse	–	0.00 %
Human nutrition	–	0.00 %
Animal feed	92,863.8	90.39 %
Materials	5,597.1	5.45 %
Compost / Fertilizer	2,301.9	2.24 %
Energy (biogas)	1,449.1	1.41 %
Combustion with energy generation	521.3	0.51 %
Combustion with heat generation	–	0.00 %
Disposal in landfill	–	0.00 %
Total waste	102,733.2	100 %

EN32, LA14, HR10, SO9 SUPPLIER ASSESSMENT BASED ON ENVIRONMENTAL IMPACTS AS WELL AS CRITERIA REGARDING LABOR PRACTICES, HUMAN RIGHTS AND IMPACTS ON SOCIETY

Current suppliers	2,104
Suppliers which do not conform to the Supplier Code	-
Suppliers with a confirmed deviation from code*	2
Suppliers which have not been sent the Supplier Code yet	-
Suppliers which we are waiting on a signature from	7
Suppliers which have sent a signature	2,095
Percentage of suppliers submitting a signature	99,6 %
Suppliers which have been subjected to a risk analysis	2,104
Percentage of suppliers undergoing risk analysis	100 %
Total number of suppliers, who represent a high risk according to the EcoVadis assessment	18
Suppliers which have been evaluated due to the existence of plan for correction measures in 2016	16
Percentage of correction measures introduced	89 %

* Suppliers that are reported here, have not taken part in an Eco-Vadis Assessment due to various reasons.

FOR THE GOOD OF OUR EMPLOYEES

LA1 TOTAL NUMBER AND RATES OF NEW EMPLOYEE HIRES AND EMPLOYEE TURNOVER
BY AGE GROUP, GENDER AND REGION

Total employees in 2015	2,228
Full-time	2,030
Part-time	198
male	1,814
female	414
under 30 years old	308
30-50 years old	1016
over 50 years old	904

Total employees in 2015 by region

West	902
East	596
South	730

West = Sales depots in Vorarlberg, Tyrol, Salzburg, Upper Austria, the Falkenstein, Kaltenhausen and Zipf breweries, and the headquarters in Linz
 East = Sales depots in Lower Austria, Vienna and the Nordburgenland, as well as the Wieselburg & Schwechat breweries
 South = Sales depots in Styria, Südburgenland and the Göss, Puntigam & Schladming breweries

New employee hires by age group and gender	2013	2014	2015
under 30 years old	105	240	82
30-50 years old	99	101	47
over 50 years old	6	21	3
male	152	258	87
female	58	104	45
Total new employee hires	210	362	132

Employees which terminated employment by age group and gender

under 30 years old	47	192	37
30-50 years old	63	65	47
over 50 years old	76	69	45
male	134	234	86
female	52	92	43
Total employees leaving the company	186	326	129

During the year covered in this report, the turnover rate for employees at Brau Union Österreich was close to 6 %, representing a slight increase compared to 2014 (5.3 %).

LA2 BENEFITS PROVIDED TO FULL-TIME EMPLOYEES

All of the services offered by Brau Union Österreich are available to all employees, regardless of whether they are full or part-time, or if they are employees with fixed-term contracts.

The following services, among others, are available to the employees:

- payment above the collective
- social security and health and pension insurance
- special allowance for seniority (after 2 years)
- pension fund (after 5 years)
- right to parental leave
- discounts for beverage purchases
- occupational health management
- etc.

LA3 RETURN TO WORK AND RETENTION RATES AFTER PARENTAL LEAVE, BY GENDER

	männlich	weiblich
Total number of employees eligible for part-time work for parental reasons	1,814	414
Total percentage of employees eligible for part-time employment due to parental reasons	100 %	100 %
Total number of employees, which took advantage of part-time employment for parental reasons	0	13
Total number of employees, which returned to work after parental leave	0	2
Total number of employees, which returned to work after parental leave and were still present 12 months later	0	2
Rate of employees returning to work	–	15 %
Employee retention rate	–	100 %

There are clearly defined requirements for parental leave in Austria. New mothers are not allowed to work any earlier than 8 weeks (16 weeks, in some cases) after childbirth (= maternity leave). Parental leave begins after maternity leave and lasts at the most to the second birthday of the child. Thus, after one year, Brau Union Austria does not receive meaningful statistics in terms of either the return rate or retention rate.

LA6 TYPE OF INJURY AND RATES OF INJURY, OCCUPATIONAL DISEASES, LOST DAYS, AND ABSENTEEISM AND TOTAL NUMBER OF WORK-RELATED FATALITIES

2015	Support	Logistik	Verkauf	Produktion	Gesamt
Work-related fatal accidents	0	0	0	0	0
Severe accidents	0	27	1	2	30
Minor accidents	1	1	2	1	5
Total accidents	1	28	3	3	35
Number of days lost due to injury	1	926	14	40	981
		2014		2015	Veränderung 14-15
Accident rate		2.1		1.6	-22.93 %
Accident severity		47.4		40	-15.61 %

The figures reported for this evaluation are drawn from our own internal HEINEKEN system ARISO (Accident Reporting & Investigation Software) and include accidents and number of days lost for Brau Union Austria employees and around 70 leased employees.

Injury rate = accidents / 100 FTE

Accident severity = days lost / 100 FTE

FTE = Full-time equivalent

LA9 AVERAGE HOURS OF TRAINING AND EDUCATION PER YEAR PER EMPLOYEE BY GENDER, AND BY EMPLOYEE CATEGORY

Hours by employee gender (h)		2015
male		19.2
female		13.9
average		18.2
Hours by employee category		
Senior management		14.2
Middle management		20.5
Other employees		18.1
Total hours for all employees (h)		42,632
male		36,503
female		6,129

We count hours of training of Brau Union Österreich employees as well as of leased employees.

LA12 COMPOSITION OF GOVERNANCE BODIES AND BREAKDOWN OF EMPLOYEES PER EMPLOYEE CATEGORY

	2013		2014		2015	
	male	female	male	female	male	female
Senior management						
under 30 years old	0	0	0	0	0	0
30-50 years old	4	0	3	0	2	0
over 50 years old	3	0	4	0	5	0
Middle management						
under 30 years old	2	3	0	4	4	3
30-50 years old	49	15	57	14	57	14
over 50 years old	44	0	45	1	46	1
Other employees						
under 30 years old	179	90	187	97	207	94
30-50 years old	874	168	834	169	774	169
over 50 years old	607	124	653	124	719	133

G4-19 COMPREHENSIVE MATERIAL ASPECTS & G4-27 KEY TOPICS AND CONCERNS RAISED BY STAKEHOLDERS

Stakeholder	Key Topics and Concerns	GRI / Brau Union Aspects	G4 Performance Indicators / Brau Union Figures	Aspects from the Materiality Analysis
Owners	Profit	Economic performance		
	Compliance with HEINEKEN targets	Indirect economic effects	G4-EC8	Indirect economic effects
Customers	Quality, flexibility, price to performance relationship	Customer satisfaction	G4-PR5	Customer satisfaction
	Declaration of ingredients in the product - health aspects Transparency in sustainability matters	Product labeling	G4-PR3, PR4, PR9	Consumer health and safety Compliance
	Organic raw materials	Products and services	G4-EN27	Materials, products and services
Employees	Job stability	Employment	G4-LA1, LA2, LA3	Employment and diversity
	Diversity and equality	Diversity and equal opportunity Non-discrimination	G4-LA12, HR3	Employment and diversity Compliance
	Training and education	Training and education	G4-LA9, LA10, LA11	Training and education
	Occupational health and safety	Occupational health and safety	G4-LA5, LA6, LA7	Occupational health and safety
	Salary levels	Equal remuneration for men and women	G4-LA13	Remuneration
Suppliers	Local procurement / regionality	Local procurement	G4-EC9	Indirect economic effects
	Long-term partnerships	Supplier assessment	G4-EN32, EN33, LA14, LA15, LA15, HR10, HR11, SO9, SO10	Supplier assessment
Environment	Reduction in energy consumption and CO ₂ emissions	Energy Emissions Transport	G4-EN3, EN4, EN6 G4-EN15, EN16, EN17, EN18, EN19, EN21 G4-EN30	Energy & CO ₂ Emissions (NO _x , SO _x)
	Protection of water resources	Water	G4-EN8, EN9	Water and wastewater
	Waste reduction	Wastewater and waste	G4-EN22, EN23	Water and wastewater Waste
	Climate change	Climate change risk	G4-EC2	Climate change risk
	Environmentally friendly materials	Materials	G4-EN1, EN2	Materials, products and services
	Environmental management and environmental costs	Environmental management	G4-DMA	Environmental management
Lawmakers/ Nation	Transparency on significant court judgements and fines	Compliance	G4-EN29, SO8	Compliance
	Prevention of corruption	Anti-corruption	G4-SO3, SO4, SO5	Anti-corruption
	Complaint management	Grievance management	G4-EN34, LA16, HR12, SO11	Grievance management
	Fair competition Complaint management Beer tax	Indirect economic effects	EC8	Indirect economic effects
Society	Prevention of addiction	Customer health and safety	G4-PR1, PR2	Customer health and safety
	Obesity	Local communities	G4-SO1	Indirect economic effects
	Conservation and promotion of Austrian beer culture	Beer culture	BUÖ internal indicator: number of beer sommeliers	Beer culture

The table below provides a list of our stakeholders and the topics about which they are most concerned. In addition, the table contains information regarding which topics can be assigned to specific GRI performance indicators and how our comprehensive material aspects have been derived from the materiality analysis.

We ascribe great importance to meeting the demands of our consumers and customers, whom we support with our product portfolio and our activities, not only in terms of creating quality products but also in terms of sustainability and corporate responsibility. Therefore, we maintain a regular line of communication with all those who are involved in or are affected by our products or activities – our stakeholders. It is of prime importance that we not only notify our stakeholders of our activities but that we are receptive to their views through open dialogue, to identify important issues or any challenges we may face. Developing concrete objectives and implementing policies allow us to stay on point and bring about improvements.

Consequently, we frequently communicate with our stakeholders and constantly monitor our impact on the environment:

We gather information concerning the issues which our owners and suppliers deem significant in personal conversations as well as in regularly scheduled meetings. We also receive clear objectives from our owners every quarter. Working together with our suppliers, we are also finding ways to efficiently cultivate raw materials and to develop efficient packaging methods, i.e. our suppliers are directly involved in these processes. We are kept abreast of legal requirements and learn about issues important for the Austrian state in the regular meetings held by the various organizations to which we belong. Relevant topics for our customers and society at large are explored through market research, social media, attendance at various trade shows, and especially from our customers in regular visits by our sales representatives. We are also in regular contact with our employees – via e-mail, announcements on notice boards, staff events, employee representatives and our staff newspaper PROST. So that we can continue to live in an intact natural environment, we also constantly monitor the state our environment and the effects of our actions on it.

IMPRINT

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