



# Global Sustainability Report 2020



## GRI, UNGC, AND SDG CONTENT INDEX

At C&A we strive to report transparently against three major global sustainability frameworks: the Global Reporting Initiative (GRI) Standards, United Nations Global Compact (UNGC), and United Nations Sustainable Development Goals (SDGs). This table details where the various framework elements are discussed in the [2020 Global Sustainability Report](#) and at other locations. A link to our UNGC Communication on Progress can be found [here](#).

GRI Disclosure	Location	UNGC Principles	SDG	Comments
<b>Universal Standards: GRI 102 General Disclosures</b>				
<b>Organizational Profile</b>				
102-1 Name of the organization	<a href="#">About the C&amp;A Brand</a> , page 6			
102-2 Activities, brands, products, and services	<a href="#">About the C&amp;A Brand</a> , page 6			
102-3 Location of headquarters	<a href="#">About C&amp;A</a>			
102-4 Location of operations	<a href="#">About the C&amp;A Brand</a> , page 6			
102-5 Ownership and legal form	<a href="#">About C&amp;A</a>			
102-6 Markets served	<a href="#">About the C&amp;A Brand</a> , page 6			
102-7 Scale of the organization	<a href="#">About the C&amp;A Brand</a> , page 6			
102-8 Information on employees and other workers	<a href="#">About the C&amp;A Brand</a> , page 6 <a href="#">Women at C&amp;A</a> , page 29 <b>Goal: Continuously increase employee engagement scores</b> , page 32 <a href="#">Worker Wellbeing</a>	Principle 6	SDG 5	
102-9 Supply chain	<b>2020 Goal: 100% of products are sourced from A/B-rated suppliers</b> , page 23 <a href="#">Worker Wellbeing</a> <a href="#">Supplier List</a>			
102-10 Significant changes to the organization and its supply chain	<a href="#">From Our Leadership</a> , page 2 <a href="#">Our COVID-19 Response</a> , page 5			

GRI Disclosure	Location	UNGC Principles	SDG	Comments
<b>Universal Standards: GRI 102 General Disclosures</b>				
<b>Organizational Profile</b>				
102-11 Precautionary Principle or approach		Principle 7		Our data is based on science – and where that is unavailable, we take a precautionary approach.
102-12 External initiatives	<a href="#">From Our Leadership</a> , page 2 <a href="#">Industry Collaboration Reporting</a> <a href="#">Our Key External Stakeholders</a> <a href="#">Our Key Partnerships</a>		SDG 9	
102-13 Membership of associations	<a href="#">From Our Leadership</a> , page 2 <a href="#">Industry Collaboration</a> <a href="#">Our Key External Stakeholders</a> <a href="#">Our Key Partnerships</a>		SDG 9	
<b>Strategy</b>				
102-14 Statement from senior decision-maker	<a href="#">From Our Leadership</a> , page 2			
102-15 Key impacts, risks, and opportunities	<a href="#">From Our Leadership</a> , page 2 <a href="#">Sustainability Strategy</a> , page 9			
<b>Ethics and integrity</b>				
102-16 Values, principles, standards, and norms of behaviour	<a href="#">From Our Leadership</a> , page 2 <a href="#">Our COVID-19 Response</a> , page 5 <a href="#">About the C&amp;A Brand</a> , page 6	Principle 1 Principle 2 Principle 3 Principle 4 Principle 5 Principle 6	SDG 5 SDG 8 SDG 12 SDG 13	
<b>Governance</b>				
102-18 Governance structure	<a href="#">How We Manage Sustainability</a>			
<b>Stakeholder engagement</b>				
102-40 List of stakeholder groups	<a href="#">Stakeholder Engagement</a> <a href="#">Industry Collaboration</a> <a href="#">Our Key External Stakeholders</a>		SDG 9	
102-41 Collective bargaining agreements	<a href="#">Worker Wellbeing</a>	Principle 3	SDG 8	We do not currently report this data at a global level, but we are working to standardize how we collect this information and hope to report it in the future.
102-42 Identifying and selecting stakeholders	<a href="#">Stakeholder Engagement</a>			
102-43 Approach to stakeholder engagement	<a href="#">Stakeholder Engagement</a>			
102-44 Key topics and concerns raised	<a href="#">Materiality</a> <a href="#">Stakeholder Engagement</a> <a href="#">Our Key External Stakeholders</a>			
<b>Reporting practice</b>				
102-45 Entities included in the consolidated financial statements	<a href="#">About the C&amp;A Brand</a> , page 6			C&A does not disclose financial statements on a global level. We publish financial statements where national regulations require this.

GRI Disclosure	Location	UNGC Principles	SDG	Comments
<b>Universal Standards: GRI 102 General Disclosures</b>				
<b>Organizational Profile</b>				
<b>102-46</b> Defining report content and topic Boundaries	<a href="#">How We Report</a> , page 7 <a href="#">Materiality</a>			We did not conduct a materiality assessment in 2020 due to the pandemic. Report content was therefore defined using our previous assessments and our continued monitoring of and work to address the key issues facing the apparel sector.
<b>102-47</b> List of material topics	<a href="#">How We Report</a> , page 7 <a href="#">Materiality</a>			Material topics that drive C&A's sustainability reputation (identified in 2019): Sourcing materials responsibly – uses organic, minimal chemicals, minimizes pollution, avoids water pollution, minimizes climate change, uses renewable energy, minimizes climate change, uses recycled materials, no animal skins. Treating workers fairly – no child labour, respect diversity, support worker rights, engage employees, support communities. Openness and honesty – provide transparency in supply chain, make supplier list publicly available, engage with customers and employees Fair trade – require suppliers to pay workers fair wages, limit work hours, provide health and safety equipment and systems Minimizing pollution – work with suppliers to minimize chemicals, set stringent supplier standards for and monitor wastewater discharge, use recycled materials. Products – offer affordable, fashionable, comfortable, easy-to-wash, high-quality, durable products
<b>102-48</b> Restatements of information	<a href="#">2016 - 2020 Performance</a> , pages 39-40			
<b>102-49</b> Changes in reporting	<a href="#">2016 - 2020 Performance</a> , pages 39-40			Global data is provided unless stated otherwise. The 2016 – 2020 Performance Table details changes to our KPIs, methodologies, and any other relevant changes.
<b>102-50</b> Reporting period				Our 2020 report covers March 2020 - February 2021.
<b>102-51</b> Date of most recent report				Prior to our 2020 report, the most recent report covered the business year 2019 and was published in October 2020.
<b>102-52</b> Reporting cycle				We report on our sustainability progress annually.
<b>102-53</b> Contact point for questions regarding the report	<a href="#">Sustainability Team Contact</a> <a href="#">Contact &amp; Imprint</a> , page 41			
<b>102-54</b> Claims of reporting in accordance with the GRI Standards	<a href="#">How We Report</a> , page 7 and this GRI Index			
<b>102-55</b> GRI content index	This document			
<b>102-56</b> External assurance				This report is not externally assured.
<b>Universal Standards: Management Approach</b>				
<b>General requirements for reporting the management approach</b>				
<b>103-1</b> Explanation of the material topic and its Boundary	<a href="#">Materiality</a>			We did not conduct a materiality assessment in 2020 due to the pandemic. Material topics and boundaries were therefore defined using our previous assessments.

GRI Disclosure	Location	UNGC Principles	SDG	Comments
<b>Universal Standards: GRI 102 General Disclosures</b>				
<b>Organizational Profile</b>				
<b>Topic-specific Standards: Anti-Corruption</b>				
<b>Material Topic: Anti-Corruption</b>				
<b>103-2</b> The management approach and its components	<a href="#">Worker Wellbeing</a>	Principle 10		
<b>205-1</b> Operations assessed for risks related to corruption	<a href="#">2020 Goal: 100% of products are sourced from A/B-rated suppliers, page 23</a> <a href="#">Sustainable Supply</a>			We are working towards a risk management and reporting system that will ensure violations of the Employee Code of Ethics or the Supplier Code of Conduct are reported in the future. Operations have not been formally assessed, but no significant risks related to corruption have been identified.
<b>205-2</b> Communication and training about anti- corruption policies and procedures	<a href="#">Supplier Code of Conduct</a> <a href="#">Code of Ethics for Employees</a>			
<b>205-3</b> Confirmed incidents of corruption and actions taken				There were no incidents of corruption during this reporting period.
<b>Material Topic: Anti-Competitive Behaviour</b>				
<b>103-2</b> The management approach and its components	<a href="#">2020 Goal: 100% of products are sourced from A/B-rated suppliers, page 23</a> <a href="#">Supplier Code of Conduct</a> <a href="#">Code of Ethics for Employees</a>			
<b>206-1</b> Legal actions for anti- competitive behavior, anti-trust, and monopoly practices				No legal actions have been taken regarding anti-competitive, anti- trust or monopoly behaviour.
<b>Topic-specific Standards: Environmental</b>				
<b>Material Topic: Raw Materials</b>				
<b>103-2</b> The management approach and its components	<a href="#">Circular Fashion</a> <a href="#">Sustainable Materials</a> <a href="#">2020 Goal: 67% of our raw materials are more sustainable, page 17</a>	Principle 8 Principle 9	SDG 6 SDG 12 SDG 13	
<b>301-1</b> Materials used by weight or volume	<a href="#">2020 Goal: 67% of our raw materials are more sustainable, page 17</a>			We do not currently publish data on all materials across our business by weight or volume used, or the proportion of renewable and non- renewable materials. However, significant data on our raw materials is disclosed in the indicated pages. Cotton makes up a majority of the materials we buy and use at C&A, and man-made fibres account for more than 40%. In 2020, we were once again one of the largest buyers of organic cotton in the world.
<b>301-2</b> Recycled input materials used	<a href="#">Circular Fashion</a> <a href="#">Sustainable Materials</a> <a href="#">2020 Goal: 67% of our raw materials are more sustainable, page 17</a>			C&A Europe introduced its first recycled nylon products in early 2018. Since then, C&A has provided lingerie certified to the Global Recycled Standard and denim containing recycled cotton.
<b>301-3</b> Reclaimed products and their packaging materials	<a href="#">2020 Goal: 67% of our raw materials are more sustainable, page 17</a>		SDG 9	In addition to use of recycled materials in some products, we are helping our customers recycle used clothing. We expanded our in- store take-back programme to new geographies and stores, reaching nine countries as of 2020.

GRI Disclosure	Location	UNGC Principles	SDG	Comments
<b>Universal Standards: GRI 102 General Disclosures</b>				
<b>Organizational Profile</b>				
<b>Material Topic: Energy</b>				
103-2 The management approach and its components	<a href="#">Reducing Greenhouse Gas Emissions</a>	Principle 7 Principle 8 Principle 9	SDG 6 SDG 12 SDG 13	
302-1 Energy consumption within the organization				This data will be provided later in 2021.
302-2 Energy consumption outside of the organization				This data will be provided later in 2021.
302-3 Energy intensity				This data will be provided later in 2021.
302-4 Reduction of energy consumption				This data will be provided later in 2021.
302-5 Reduction in energy requirements of products and services				This data will be provided later in 2021.
<b>Material Topic: Emissions</b>				
103-2 The management approach and its components	<a href="#">Reducing Greenhouse Gas Emissions</a>	Principle 7 Principle 8 Principle 9	SDG 6 SDG 12 SDG 13	
305-1 Direct (Scope 1) GHG emissions	<a href="#">Reducing Greenhouse Gas Emissions</a>			This data will be provided later in 2021.
305-2 Energy indirect (Scope 2) GHG emissions	<a href="#">Reducing Greenhouse Gas Emissions</a>			This data will be provided later in 2021.
305-3 Other indirect (Scope 3) GHG emissions	<a href="#">Reducing Greenhouse Gas Emissions</a>			This data will be provided later in 2021.
305-4 GHG emissions intensity	<a href="#">Reducing Greenhouse Gas Emissions</a>			This data will be provided later in 2021.
305-5 Reduction of GHG emissions	<a href="#">Reducing Greenhouse Gas Emissions</a>			
<b>Material Topic: Effluents and Waste</b>				
103-2 The management approach and its components	<a href="#">2020 Goal: Zero Discharge of Hazardous Chemicals</a> , page 21 <a href="#">Towards Zero Waste</a>	Principle 7 Principle 8 Principle 9	SDG 6 SDG 12 SDG 13	
306-1 Water discharge by quality and destination	<a href="#">2020 Goal: Zero Discharge of Hazardous Chemicals</a> , page 21 <a href="#">Towards Zero Waste</a> <a href="#">Commitment to Safe Chemicals</a>		SDG 14 SDG 15	
306-2 Waste by type and disposal method	<a href="#">Towards Zero Waste</a>		SDG 15	
306-3 Significant spills				There were no significant spills during this reporting period.
<b>Material Topic: Compliance</b>				
103-2 The management approach and its components	<a href="#">2020 Goal: 100% of products are sourced from A/B-rated suppliers</a> , page 23 <a href="#">Commitment to Safe Chemicals</a>			

GRI Disclosure	Location	UNGC Principles	SDG	Comments
<b>Universal Standards: GRI 102 General Disclosures</b>				
<b>Organizational Profile</b>				
307-1 Non-compliance with environmental laws and regulations				There were no cases of non-compliance brought in any markets during this reporting period.
<b>Material Topic: Supplier Environmental Assessment</b>				
103-2 The management approach and its components	<a href="#">2020 Goal: 100% of products are sourced from A/B-rated suppliers, page 23</a>			
308-1 New suppliers that were screened using environmental criteria	<a href="#">2020 Goal: 100% of products are sourced from A/B-rated suppliers, page 23</a> <a href="#">Commitment to Safe Chemicals</a>			100% of new suppliers to C&A are screened using social and environmental criteria.
308-2 Negative environmental impacts in the supply chain and actions taken	<a href="#">Commitment to Safe Chemicals</a> <a href="#">Towards Zero Waste</a> <a href="#">Water Stewardship</a> <a href="#">Safeguarding Animal Welfare</a> <a href="#">Eliminate Plastic Pollution</a>		SDG 3	
<b>Topic-specific Standards: Social</b>				
<b>Material Topic: Employment</b>				
103-2 The management approach and its components	<a href="#">Employee Wellbeing</a> <a href="#">Worker Wellbeing</a> <a href="#">Community Wellbeing</a>	Principle 6	SDG 5 SDG 8 SDG 11	
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees				We do not currently report this data at a global level, but we are working to standardize how we collect this information and hope to report it in the future.
401-3 Parental leave				We do not currently report this data at a global level, but we are working to standardize how we collect this information and hope to report it in the future.
<b>Material Topic: Labour/Management Relations</b>				
103-2 The management approach and its components	<a href="#">2020 Goal: Continuously increase employee engagement scores, page 32</a> <a href="#">2020 Goal: 100% of products are sourced from A/B-rated suppliers, page 23</a> <a href="#">Worker Wellbeing</a> <a href="#">Employee Wellbeing</a>	Principle 6	SDG 8	
402-1 Minimum notice periods regarding operational changes				We do not currently report this data at a global level, but we are working to standardize how we collect this information and hope to report it in the future.
<b>Material Topic: Training and Education</b>				
103-2 The management approach and its components	<a href="#">Learning and development</a> <a href="#">Employee Wellbeing</a>		SDG 8	
404-2 Programs for upgrading employee skills and transition assistance programs	<a href="#">Learning and development</a> <a href="#">Employee Wellbeing</a>			

GRI Disclosure	Location	UNGC Principles	SDG	Comments
<b>Universal Standards: GRI 102 General Disclosures</b>				
<b>Organizational Profile</b>				
<b>Material Topic: Diversity and Equal Opportunity</b>				
<b>103-2</b> The management approach and its components	<a href="#">Women's Empowerment</a> , page 29 <a href="#">Women at C&amp;A</a> , page 29	Principle 6	SDG 5	
<b>405-1</b> Diversity of governance bodies and employees	<a href="#">Women at C&amp;A</a> , page 29			We do not currently report this data at a global level, but we are working to standardize how we collect this information and hope to report it in the future.
<b>405-2</b> Ratio of basic salary and remuneration of women to men				We do not currently report this data at a global level, but we are working to standardize how we collect this information and hope to report it in the future.
<b>Material Topic: Non-discrimination</b>				
<b>103-2</b> The management approach and its components	<a href="#">Women's Empowerment</a> , page 29 <a href="#">Women at C&amp;A</a> , page 29	Principle 6	SDG 5	
<b>406-1</b> Incidents of discrimination and corrective actions taken	<a href="#">Worker Wellbeing</a> <a href="#">Employee Wellbeing</a>			There were no credible incidents of discrimination.
Material Topic: Freedom of Association and Collective Bargaining				
<b>103-2</b> The management approach and its components	<a href="#">Supplier and Worker Engagement</a> <a href="#">Worker Wellbeing</a>	Principle 3	SDG 8	
<b>407-1</b> Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	<a href="#">Worker Wellbeing</a>			
<b>Material Topic: Child Labour</b>				
<b>103-2</b> The management approach and its components	<a href="#">Worker Wellbeing</a> <a href="#">Supplier Code of Conduct</a>	Principle 5	SDG 8	
<b>408-1</b> Operations and suppliers at significant risk for incidents of child labour	<a href="#">Supplier and worker engagement</a> <a href="#">Worker Wellbeing</a>			
<b>Material Topic: Forced or Compulsory Labour</b>				
<b>103-2</b> The management approach and its components	<a href="#">Protecting the most vulnerable</a> <a href="#">Worker Wellbeing</a>	Principle 4	SDG 8	
<b>409-1</b> Operations and suppliers at significant risk for incidents of forced or compulsory labour	<a href="#">Protecting the most vulnerable</a> <a href="#">Supplier and worker engagement</a> <a href="#">Worker Wellbeing</a>			

GRI Disclosure	Location	UNGC Principles	SDG	Comments
<b>Universal Standards: GRI 102 General Disclosures</b>				
<b>Organizational Profile</b>				
<b>Material Topic: Human Rights Assessment</b>				
103-2 The management approach and its components	<a href="#">Worker Wellbeing</a> <a href="#">Supplier Code of Conduct</a>	Principle 1 Principle 2	SDG 5 SDG 8	
412-1 Operations that have been subject to human rights reviews or impact assessments	<a href="#">Supplier Code of Conduct</a>	Principle 1 Principle 2	SDG 8	
412-2 Employee training on human rights policies or procedures	<a href="#">Protecting the most vulnerable</a> <a href="#">Engaging Employees</a> , page 32 <a href="#">Worker Wellbeing</a> <a href="#">Supplier Code of Conduct</a>			We support supplier training on human rights to make sure C&A suppliers understand the requirements for acceptable work ages and hours, overtime, communication with workers, safety, and other workplace concerns. As well, C&A employees receive training on our Code of Ethics. We do not currently report other human rights training data at a global level, but we are working to standardize how we collect this information and hope to report it in the future.
412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	<a href="#">Supplier Code of Conduct</a>			100% of our supplier agreements and contracts include human rights clauses.
<b>Material Topic: Local Communities</b>				
103-2 The management approach and its components	<a href="#">Community Wellbeing</a>		SDG 1 SDG 2 SDG 3 SDG 11	
413-1 Operations with local community engagement, impact assessments, and development programs	<a href="#">2020 Goal: Continuously increase employee engagement scores</a> , page 32 <a href="#">Community Wellbeing</a>		SDG 1 SDG 2 SDG 3 SDG 11	
413-2 Operations with significant actual and potential negative impacts on local communities	<a href="#">2020 Goal: 100% of products are sourced from A/B-rated suppliers</a> , page 23			
<b>Material Topic: Supplier Social Assessment</b>				
103-2 The management approach and its components	<a href="#">Worker Wellbeing</a> <a href="#">2020 Goal: 100% of products are sourced from A/B-rated suppliers</a> , page 23	Principle 1 Principle 2 Principle 3 Principle 4 Principle 5 Principle 6	SDG 3 SDG 5 SDG 8	
414-1 New suppliers that were screened using social criteria	<a href="#">Worker Wellbeing</a>			100% of new suppliers to C&A are screened using social and environmental criteria.
414-2 Negative social impacts in the supply chain and actions taken	<a href="#">2020 Goal: 100% of products are sourced from A/B-rated suppliers</a> , page 23 <a href="#">Worker Wellbeing</a>		SDG 1 SDG 2	
<b>Material Topic: Public Policy</b>				
103-2 The management approach and its components	<a href="#">Our Key External Stakeholders</a> <a href="#">Our Key Partnerships</a> <a href="#">Industry Collaboration</a>			



GRI Disclosure	Location	UNGC Principles	SDG	Comments
<b>Universal Standards: GRI 102 General Disclosures</b>				
<b>Organizational Profile</b>				
415-1 Political contributions		Principle 10		No financial or in-kind political contributions were made directly or indirectly.
<b>Material Topic: Customer Health &amp; Safety</b>				
103-2 The management approach and its components	<a href="#">Product quality and safety</a> <a href="#">2020 Goal: Zero Discharge of Hazardous Chemicals</a> , page 21 <a href="#">Towards Zero Waste</a>		SDG 12	
416-1 Assessment of the health and safety impacts of product and service categories	<a href="#">Product quality and safety</a>			Approximately 95% of our products are assessed for health and safety impacts globally (100% in Europe).
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	<a href="#">Product quality and safety</a>			C&A had no product recalls across our retail markets in 2020.
<b>Material Topic: Marketing and Labelling</b>				
103-2 The management approach and its components	<a href="#">2020 Goal: C&amp;A is recognized as the most sustainable retail fashion brand</a> , page 35			
417-1 Requirements for product and service information and labelling				We do not currently report this data at a global level, but we are working to standardize how we collect this information and hope to report it in the future.
417-2 Incidents of non-compliance concerning product and service information and labelling				C&A Brazil experienced 8 incidents of labeling non-compliance, including one that resulted in a penalty.
417-3 Incidents of non-compliance concerning marketing communications				C&A Brazil experienced 10 incidents of marketing communication non-compliance, resulting in financial penalties.
<b>Material Topic: Customer Privacy</b>				
103-2 The management approach and its components	<a href="#">C&amp;A Privacy Statement</a>			
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data				No incidents were reported during this reporting period.
<b>Material Topic: Socioeconomic Compliance</b>				
103-2 The management approach and its components	<a href="#">About the C&amp;A Brand</a> , page 6 <a href="#">Code of Ethics for Employee</a> <a href="#">Supplier Code of Conduct</a>			
419-1 Non-compliance with laws and regulations in the social and economic area				There were no incidents of non-compliance during this reporting period.