

## GRI Index

We used the Global Reporting Initiative G3 reporting guidelines to prepare this Sustainability Report. The GRI helps reporters select material content and key performance indicators. For more on GRI please see [www.globalreporting.org](http://www.globalreporting.org).

KEY ● Fully reported ○ Not reported ◐ Partially reported

### 1. Strategy and Analysis and Profile

Profile Disclosure	Description	Coverage	Location (this report and other sources)	Page
1.1	Statement from the most senior decision-maker of the organization	●	Chief Executive's message, Business overview	2.3
1.2	Description of key impacts, risks, and opportunities	●	Business overview, Transforming Buildings chapter	5, 6
2.1-2.6	Name, location of headquarters, ownership and legal form, structure, countries of operation, primary brands, products, and/or services.	●	Business overview, Contacts, <a href="http://knaufinsulation.com/en">knaufinsulation.com/en</a>	4-5, inside back cover (IBC)
2.7	Markets served (including geographic breakdown, sectors served, and types of customers).	●	Business overview, <a href="http://knaufinsulation.com/en">knaufinsulation.com/en</a>	4-5
2.8	Scale of the reporting organization.	●	Business overview, <a href="http://knaufinsulation.com/en/about_us">knaufinsulation.com/en/about_us</a>	4-5
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	●	Business overview, People and Community	4-5, 24
2.10	Awards received in the reporting period.	●	Business overview, Products chapter	5, 20

### 3. Report Parameters

Profile Disclosure	Description	Coverage	Location (this report and other sources)	Page No.
3.1-3.5	Reporting period for information provided, date of most recent report, reporting cycle, reporting contact point, content selection process	●	About this report, Business overview, Contacts	Inside front cover (IFC) and IBC, 4-5
3.6-3.8	Boundary of the report, any specific limitations to boundary, basis of reporting for comparability (eg joint ventures or outsourced facilities)	●	Introduction, About this report	IFC, 4-5
3.9	Data measurement techniques and the bases of calculations, assumptions and techniques underlying estimations. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	○		
3.12	Table identifying the location of the Standard Disclosures in the report.	●	GRI Index online	
3.13	Policy and current practice with regard to seeking external assurance for the report.	●	Policy under development, no external assurance selected in 2009-10	IFC

## 4. Governance, Commitments, and Engagement

Profile Disclosure	Description	Coverage	Location (this report and other sources)	Page No.
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	●	Business overview	4-5
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	●	The equivalent of such a Chair is an executive officer	
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	○	None available. Employee engagement programme further developed in 2010-11	
4.14	List of stakeholder groups engaged by the organization.	●	Business overview	5
4.15	Basis for identification and selection of stakeholders with whom to engage.	●	Business overview	5
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	◐	Business overview, People and Community	4-5, 24
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	●	People and Community	25

## 4. Disclosures on Management Approach (DMAs)

Our disclosures on management approach are found in Our Company where our environmental and social performance management is described as part of the Knauf Insulation integrated management system (IMS).

G3 DMA	Description	Coverage	Location (this report and other sources)	Page No.
DMA EC	Disclosure on Management Approach EC	○		
DMA EN	Disclosure on Management Approach EN	●	Our Company, Commitments	22, 32
DMA LA	Disclosure on Management Approach LA	●	Our Company, Commitments	24, 32
DMA HR	Disclosure on Management Approach HR	◐	Partially reported	22
DMA SO	Disclosure on Management Approach SO	◐	Partially reported	6, 22
DMA PR	Disclosure on Management Approach PR	●	Products, Buildings	6, 14, 16

## Performance indicators – Economic

Performance Indicator	Description	Coverage	Location (this report and other sources)	Page No.
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	●	Our Company	9
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	●	Buildings, Our Products	6-7, 16, 19
EC3	Coverage of the organization's defined benefit plan obligations.	○		
EC4	Significant financial assistance received from government.	○		
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	○		
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	○		
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	○		
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	○		
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	○		

## Performance indicators – Environmental

Performance Indicator	Description	Coverage	Location (this report and other sources)	Page No.
EN1	Materials used by weight or volume.	○		
EN2	Percentage of materials used that are recycled input materials.	●	Our Company	18, 29
EN3	Direct energy consumption by primary energy source.	●	Our Company	28
EN4	Indirect energy consumption by primary source.	○		
EN5	Energy saved due to conservation and efficiency improvements.	●	Transforming Buildings, Products chapter	6-10, 17
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	●	Transforming Buildings	14-20
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	○		
EN8	Total water withdrawal by source.	◐	Our Company	30
EN9	Water sources significantly affected by withdrawal of water.	◐	Our Company	30
EN10	Percentage and total volume of water recycled and reused.	○		
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	◐	Our Company	30
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	○		
EN13	Habitats protected or restored.	◐	Our Company	30
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	○		
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	○		
EN16	Total direct and indirect greenhouse gas emissions by weight.	◐	Our Company	28
EN17	Other relevant indirect greenhouse gas emissions by weight.	○		
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	◐	Our Company	28-29
EN19	Emissions of ozone-depleting substances by weight.	○		
EN20	NO <sub>x</sub> , SO <sub>x</sub> , and other significant air emissions by type and weight.	○		

## Performance indicators – Environmental continued

Performance Indicator	Description	Coverage	Location (this report and other sources)	Page No.
EN21	Total water discharge by quality and destination.	●	Our Company	30
EN22	Total weight of waste by type and disposal method.	●	Our Company	29
EN23	Total number and volume of significant spills.	○		
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	○		
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	○		
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	●	Buildings, Products, Our Company	10-13, 14-21, 29, 31
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	●	Our Company	31
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	○	Our Company	
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	○		
EN30	Total environmental protection expenditures and investments by type.	○		

## Social: Labor Practices and Decent Work

Performance Indicator	Description	Coverage	Location (this report and other sources)	Page No.
LA1	Total workforce by employment type, employment contract, and region.	●	Our Company	24
LA2	Total number and rate of employee turnover by age group, gender, and region.	●	Our Company	26
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	●	Our Company	26-27
LA4	Percentage of employees covered by collective bargaining agreements.	○		
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	●	Our Company	26
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	○		
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	●	Our Company	26
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	○		
LA9	Health and safety topics covered in formal agreements with trade unions.	○		
LA10	Average hours of training per year per employee by employee category.	●	Our Company	3, 26
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	●	Our Company	25
LA12	Percentage of employees receiving regular performance and career development reviews.	○		
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	○		
LA14	Ratio of basic salary of men to women by employee category.	○		

## Social: Human Rights

Performance Indicator	Description	Coverage	Location (this report and other sources)	Page No.
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	○		
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	○		
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	○		
HR4	Total number of incidents of discrimination and actions taken.	○		
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	●	Our Company	26
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	○		
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.	○		
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	n/a		
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	n/a		

## Social: Society

Performance Indicator	Description	Coverage	Location (this report and other sources)	Page No.
SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	○		
SO2	Percentage and total number of business units analyzed for risks related to corruption.	○		
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	○		
SO4	Actions taken in response to incidents of corruption.	○		
SO5	Public policy positions and participation in public policy development and lobbying.	●	Buildings	1, 6-11
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	○		
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	○		
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	●		26



## Social: Product Responsibility

Performance Indicator	Description	Coverage	Location (this report and other sources)	Page No.
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	●	Buildings, Products	12-13, 18-21
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	●	None in 2009	21
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	○		
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	●	None in 2009	26
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	○		
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	○		
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	○		
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	○		
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	●	No fines or non-monetary sanctions resulting from a breach of laws or regulations governing product responsibility.	