23.7%

INDEX

2.43

ACCIDENT FREQUENCY

provided throughout this report.





LETTER FROM THE CHAIRMAN AND THE CHIEF EXECUTIVE OFFICER







01. THE COMPANY



O2. STRATEGY



03. CORPORATE









Å O

07. EMPLOYEES



08. SOCIETY



09. DIALOGUE WITH



10. THE ENVIRONMENT

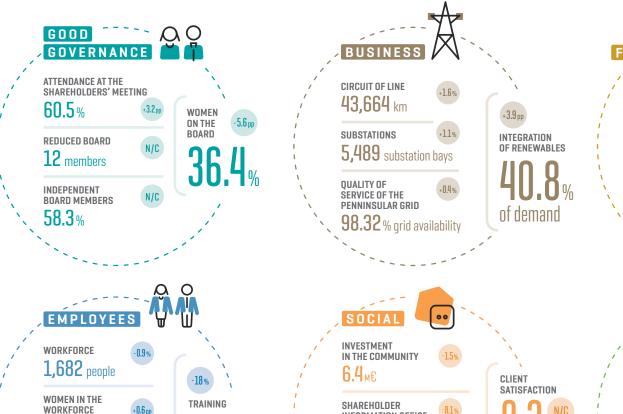


KEY PERFORMANCE

INDICATORS 2016/G4-9

The figures shown in small coloured circles reflect the variation compared to 2015

N/C: no change. pp: percentage points



hrs/employee

INFORMATION OFFICE

91% of purchases

LOCAL

SUPPLIERS

L.027 enquiries attended to

out of 10

