

2017 SUSTAINABILITY REPORT



OVERVIEW

Introduction

CEO Message

2017 Performance Scorecard

Our Strategy

Awards

OUR OPERATIONS

Europe, Middle East & Africa

North America

Latin America

Asia

OUR PRODUCTS

Europe, Middle East & Africa

North America

Latin America

Innovation at ReNEWW House

Critical Materials Management

OUR PEOPLE

People Excellence

Ethics

Occupational Health &
Safety Management

Global Supplier Code of Conduct

Community Relations

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX



WHIRLPOOL CORPORATION

is the world's leading major home appliance company headquartered in Benton Harbor, Michigan, USA, with approximately \$21 billion in annual sales, 92,000 employees and 70 manufacturing and technology research centers in 2017. The company markets *Whirlpool*, *KitchenAid*, *Maytag*, *Consul*, *Brastemp*, *Amana*, *Bauknecht*, *Jenn-Air*, *Indesit* and other major brand names in nearly every country throughout the world.

This report covers the 2017 operational year, inclusive from January 1 to December 31, for the Whirlpool Corporation home appliances operation, excluding the Embraco business, which publishes its own sustainability report.

The Whirlpool Corporation organizational profile and our previous annual sustainability reports can be found at WhirlpoolCorp.com

OVERVIEW

Introduction

CEO Message

2017 Performance Scorecard

Our Strategy

Awards

OUR OPERATIONS

OUR PRODUCTS

OUR PEOPLE

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX

**Marc Bitzer**

CEO, Board of Directors,
Executive Committee

LETTER FROM THE CEO

At Whirlpool Corporation, we are committed to being a responsible corporate citizen, both because it's the right thing to do and because it's good for business. This year, we furthered our commitment by taking a number of steps to minimize our impact on the environment while also supporting our employees and the communities in which we live and work.

As we advance our global sustainability strategy, we remain a company that prides itself on making positive change to affect people's lives in meaningful ways. We are committed to going above and beyond the expectations, targets, and reports, by making our products in plants that are more efficient, and in sourcing materials and energy in ways that make a significant difference in lowering not just our carbon footprint, but also positively impacting our consumers and communities in which they live.

Our focus on conserving our planet's resources continued this year. We met our 2020 goals for energy and water usage three years early, and will set new sustainability goals, which will exceed the original U.S. commitments to the Paris climate accord. We also expanded our use of on-site renewable energy, including our wind turbine program in Ohio and solar program in India. We are proud to be one of the largest on-site users of wind energy in the U.S. Further, we are committed to manufacturing more water- and energy-efficient, high-performing products, helping consumers save money while lessening their impact on the environment.

We will continue to take a science-based approach to setting absolute environmental targets from the 2005 baseline. We invest in on-site renewables, achieving emission reductions and lowering costs and creating more resilient plants. We have achieved zero manufacturing landfill waste to plants in multiple regions. In products, we continue to deliver valuable efficiency while improving the core performance our consumers expect. We are driving sustainability into how we design, build, distribute, sell, and care for our products in their use and at the end of their life.

In 2017, we strengthened our commitment to being a great place to work. Our employees recognized the company with an engagement score of 85, which surpasses global consumer product companies and 'best in class' companies.

Finally, we remain passionate about giving back to our communities throughout the world, both through employee volunteerism and by supporting numerous charitable organizations, including Habitat for Humanity International, United Way, Boys and Girls Clubs of America and Instituto Consulado da Mulher®.

As you will see in this report, we remain committed to delivering positive environmental, social, and economic performance throughout the company.

A large, stylized handwritten signature in black ink, consisting of a large 'M' and 'B' joined together.

OVERVIEW

Introduction

CEO Message

2017 Performance Scorecard

Our Strategy

Awards

OUR OPERATIONS

OUR PRODUCTS

OUR PEOPLE

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX

2017 PERFORMANCE SCORECARD

ENVIRONMENTAL

	2013	2014	2015	2016	2017
Energy intensity (megajoules/product)	200.30	194.12	154.51	147.79	143.63
Water intensity (m ³ /product)	0.1560	0.1450	0.1054	0.0978	0.1002
Greenhouse gas emissions intensity Scope 1 and 2 (metric tons of CO ₂ eq/product)	0.0170	0.0178	0.0153	0.0142	0.0136
Waste intensity (kg/product)	9.36	9.19	5.96	6.37	6.71
Waste to landfill intensity (kg/product)			0.2747	0.2714	0.2521



MORE THAN
95%
OF OUR WASTE GOES
TO RECYCLING

LESS THAN

4%

OF OUR WASTE GOES
TO LANDFILL

LESS THAN

1%

OF OUR WASTE GOES
TO INCINERATION

**ENERGY & WATER INTENSITY
GOALS MET 3 YEARS EARLY**

ACHIEVED ZERO WASTE TO LANDFILL

IN SEVERAL OF OUR PLANTS IN LATIN AMERICA, EUROPE & INDIA

FINANCIAL

\$21.3B

REVENUE, AN INCREASE
OF 2.9% WITHOUT CURRENCY

\$13.74

ONGOING BUSINESS
EARNINGS PER SHARE*

\$707M

FREE CASH FLOW GENERATION,
AN INCREASE OF 12.2%*

GRI G4-23 EN5 EN18 EN23

*Reference pp. 45–46 for in-depth analysis.

OVERVIEW

Introduction

CEO Message

2017 Performance Scorecard

Our Strategy

Awards

OUR OPERATIONS

OUR PRODUCTS

OUR PEOPLE

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX

SOCIAL



- **4,483 people** directly and indirectly benefited by income generated through the program, and **245 small businesses** were advised by Consulado da Mulher® since its inception



- Employees contributed over \$1.5 million and the Whirlpool Foundation matched more than **\$3 million** in 2017



- To date, Maytag brand has donated more than **\$8 million** to help enable young people most in need to achieve great futures as productive, caring, responsible citizens



- Raised more than **\$11.6 million** for breast cancer research and education since 2001 with Cook for the Cure presented by KitchenAid program



- Since 1999, **100,000+ families** directly impacted around the world
- **8,000+ Whirlpool employees** volunteer with Habitat annually
- **\$101 million** – Value of Whirlpool Corporation's commitment



- Focused on helping families thrive by providing clean clothes to students in need
- Installed across 10 cities in **60 schools**
- Attendance improved for more than **90 percent** of clubs
- **50%+** of participating students were no longer at risk for chronic absenteeism
- **1,000+** schools interested in the program
- High-risk students attended nearly **2 more days** of school per month

OVERVIEW

Introduction
 CEO Message
 2017 Performance Scorecard
Our Strategy
 Awards

OUR OPERATIONS

OUR PRODUCTS

OUR PEOPLE

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX

OUR STRATEGY

Sustainability at Whirlpool Corporation continues to deliver significant positive impact, consistently prioritizing our responsibility to people, the planet and our shareholders. We are driving an agenda laid out by a systematic approach of stakeholder engagement, executive accountability, sustainable investments and science based targets focused on actions that drive absolute and positive environmental and social impact. We have a structured governance starting with our Sustainability Steering Committee, created in 2012 and led by our CEO and staffed with our regional and global executive team members. The Sustainability Steering Committee meets on a quarterly basis.

EARN TRUST AND CREATE DEMAND, THROUGH OUR SUSTAINABLE PRODUCTS/INVESTMENTS



In 2016, we used risk assessment tools to identify a three pillar strategy, focusing on material and operational efficiency, uncompromised performance and closing the loop. Each element of the strategy is enabled by science based life cycle thinking. Key subject matter experts in home energy and water, materials alternatives, and systems engineering are working on specific projects to improve efficiency at each product life cycle stage. Simultaneously, there is a team of regional experts translating consumer insights and environmental indicators into tangible initiatives in the regions. This reflects the philosophy of our CEO in 1969 who said, “you cannot separate the products you make, from the environment in which they operate.”



Ronall J. Voglewede

Ron Voglewede
 Global Sustainability Director

OVERVIEW

Introduction
 CEO Message
 2017 Performance Scorecard
Our Strategy
 Awards

OUR OPERATIONS

OUR PRODUCTS

OUR PEOPLE

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX

THE ASSESSMENT OF OUR SUSTAINABILITY PRIORITIES

Our sustainability strategy deployment has been defined and updated through a continuous improvement process. As a result of this process, some key areas of attention were named and prioritized according to our key internal and external stakeholders.



In 2017, we made significant progress toward our top ten priorities as outlined below.

**PRODUCT QUALITY AND
SAFETY:**

We continue to enhance the quality of our products, while reinforcing our industry leading and benchmarked safety team and processes.

PRODUCT INNOVATION:

Globally, in our category of innovative products, we launched more than 100 products in 2017. Extending our focus on product leadership, Whirlpool Corporation has invested continually since 2013 in the ReNEWW House collaboration to identify and develop breakthrough innovation that will help lead to dramatic reductions in the footprint of homes and people all over the world.

END OF LIFE:

We have taken on recycling programs for our products in more than 40 countries throughout the world and continue to innovate on circular economy approaches. In several plants and distribution centers, Whirlpool manages remanufacturing and refurbishment of products and components. Whirlpool globally maintains above 95% recycling rates, levels reaching best in class.

**RESTRICTED
CONTROVERSIAL AND
TOXIC MATERIALS:**

We continue to make progress in our critical materials management program. We are developing a system to capture material content, down to a chemical level, for full material transparency from our supply chain. This program will enter the pilot phase and is being recognized and supported by the European Commission.

OVERVIEW

Introduction
 CEO Message
 2017 Performance Scorecard
Our Strategy
 Awards

OUR OPERATIONS

OUR PRODUCTS

OUR PEOPLE

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX

RESPONSIBLE SOURCING:

The Whirlpool Corporation Supplier Code of Conduct formalizes the key principles under which suppliers to Whirlpool Corporation and its global subsidiaries are required to operate. Whirlpool established its Supplier Code of Conduct in 2006, reflecting our fundamental expectations. The principals in the Code state Whirlpool's expectation for its Suppliers on identified business practices and are updated on a regular basis.

OCCUPATIONAL HEALTH
AND SAFETY:

To address and more closely link our Environment, Health & Safety (EH&S) work, we hired a new global senior director for EH&S and merged her organization with our sustainability team to drive further efficiency in delivering on our promise to drive health and safety as well as the environmental pillars in our operations and products.

CLIMATE CHANGE/ENERGY
CONSUMPTION:

In our most important areas—our operations and products—we continue to make the most significant progress on our impacts. This year, we made the most significant improvement in our energy and emissions levels since we renewed our focus on sustainability investments in 2013. We are proud to again drive our thought leading approach to climate change and our obligations by announcing new science based GHG goals in both our operations and our products in use.

CUSTOMER
ENVIRONMENTAL ISSUES:

We continue to focus on water, where we maintained lower levels, but still need improvement going forward. Having reached our 2020 goals on energy and water intensity, Whirlpool's leadership team, in consultation with our CEO, outlined new water and energy intensity targets for our operations for the coming years. We are now considering a 10 year timeline to set priorities between regions and define resources.

COMPLIANCE:

"There is no right way to do a wrong thing" guides our business and operating principles. We're committed to the highest standards of ethical and legal conduct and have created an environment where open and honest communications are the expectation, not the exception. Whirlpool is continuing to invest in new systems and governance, including comprehensive global products & operations compliance systems with key accountable personnel.

COMMUNITY INVESTMENT:

We believe great communities are the foundation of great business. As a result we strive to work with other organizations to create a better community, creating a collective impact, first focusing on the social safety net to support the health and wellness needs of area residents, then helping to provide safe and affordable housing to best support youth and education development.

OVERVIEW

Introduction
CEO Message
2017 Performance Scorecard

Our Strategy

Awards

OUR OPERATIONS

OUR PRODUCTS

OUR PEOPLE

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX

“ WE WILL SET SCIENCE BASED TARGETS OF 30% REDUCTIONS IN BOTH OUR OPERATIONS AND OUR PRODUCTS IN USE BY 2025, USING A 2005 BASELINE.

COMMITMENTS

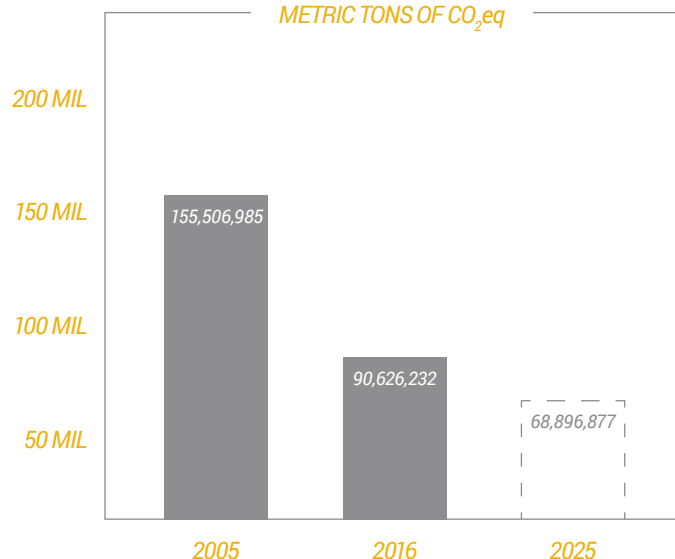
Whirlpool establishes strong commitments with regional and global initiatives for sustainable development. We have achieved all of this by working with others, collaborating, learning and sharing our work. We have presented to the G7, Sustainable Brands, the EU Commission and the World Business Council for Sustainable Development in the past year to share our benchmarked practices in resource efficiency, circular economy and sustainable innovation. Additionally, we continue to foster our relationships with leading organizations such as the Ellen MacArthur Foundation, United Nations Global Compact and Sustainable Development Goals (SDGs), the Product Sustainability Round Table (PSRT) and others.

GOALS

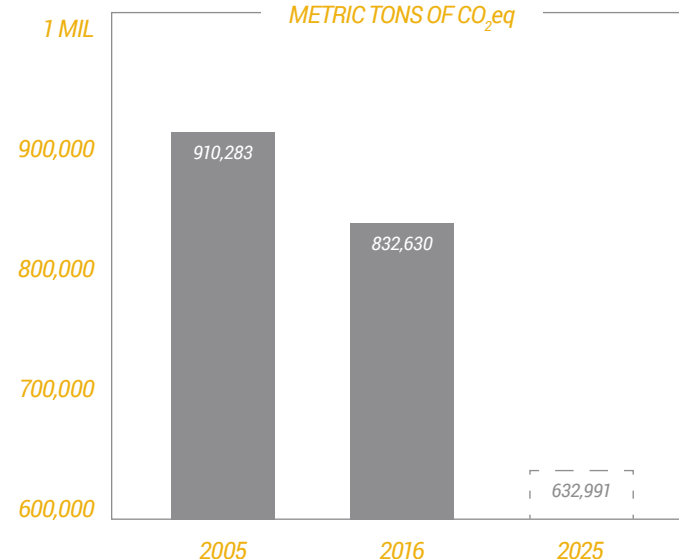
After achieving our energy and water intensity goals three years early, Whirlpool Corporation set significant Greenhouse Gas Emission (GHG) goals and new aggressive energy and water intensity targets. The new sustainability goals will exceed the original U.S. commitments to the Paris climate accord.

Whirlpool has already reduced the impacts from its operations and products in use from 2005 to 2016 by over 64 million metric tons of CO₂eq. This emissions reduction is equivalent to the yearly electrical usage of more than 9,735,000 U.S. homes! We will additionally reduce the emissions equivalent of 3,286,720 homes annual electrical usage by 2025.

PRODUCT IN USE

METRIC TONS OF CO₂eq

SCOPE 1 + 2

METRIC TONS OF CO₂eq

SCOPE 1:

Emissions caused by fuels
we burn in our processes

SCOPE 2:

Emissions caused by electricity
we buy to run our operations

OVERVIEW

Introduction
CEO Message
2017 Performance Scorecard
Our Strategy
Awards

OUR OPERATIONS

OUR PRODUCTS

OUR PEOPLE

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX



AWARDS

GLOBAL

- ★ FORTUNE Magazine - World's Most Admired
- ★ Reputation Institute - Most Reputable
- ★ Forbes Magazine - Best Corporate Citizens

U.S.

- ★ Newsweek - Green Rankings
- ★ U.S. EPA 2017 SmartWay - Excellence Award
- ★ 2017 DiversityInc - Noteworthy Company
- ★ Clarabridge - Most Innovative Customer Experience Champion

BRAZIL

- ★ Exame Magazine - Most sustainable Company in the Electro electronic sector
- ★ One of the 30 Best Workplaces for Women by GPTW
- ★ Sustentar Innovation Ranking - First place in the Sustainable Initiative category, for Zero Waste to Landfill
- ★ Expressão de Ecologia Award
- ★ Fritz Müller Award

ARGENTINA

- ★ Reader's Digest - Most trusted brand
- ★ Blue Eikon Award

EMEA

- ★ Biblioteca Bilancio Sociale Award - Commitment towards CR/Sustainability strategy, reporting and communications
- ★ Whirlpool Corporation Certified Top Employer in Italy

INDIA

- ★ Whirlpool PRO Plant - Government of Maharashtra Excellence in Energy Conservation and Management Award



Joinville representatives at the Expressão de Ecologia Awards Ceremony

OVERVIEW

- Introduction
- CEO Message
- 2017 Performance Scorecard
- Our Strategy
- Awards

OUR OPERATIONS

- Europe, Middle East & Africa
- North America
- Latin America
- Asia

OUR PRODUCTS

- Europe, Middle East & Africa
- North America
- Latin America
- Innovation at ReNEW House
- Critical Materials Management

OUR PEOPLE

- People Excellence
- Ethics
- Occupational Health & Safety Management
- Global Supplier Code of Conduct
- Community Relations

ADDITIONAL FINANCIAL INFORMATION

GRI G4 INDEX

OUR OPERATIONS



OVERVIEW

OUR OPERATIONS

Europe, Middle East & Africa

North America

Latin America

Asia

OUR PRODUCTS

OUR PEOPLE

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX

OPERATIONAL KEY PERFORMANCE INDICATORS

Below are our global numbers for water, energy, wastes, wastewater and emissions. In the following pages, you will see regional examples and best in class projects and practices that allow us to improve our performance on a continuing basis.

Energy Consumption	2013	2014	2015	2016	2017
Total energy (gigajoules)	8,410,302	8,484,279	8,743,678	8,692,508	8,340,352
GHG Emissions					
Total Scope 1 + 2 (metric tons CO ₂ eq)	714,825	777,000	867,325	832,630	788,295
Materials and Wastes					
Total waste (metric tons)	392,821	401,869	337,295	374,855	389,571
Total waste to landfill (metric tons)			15,543	15,964	14,637
Water Consumption					
Total water (m ³)	6,564,730	6,355,661	5,962,079	5,753,408	5,818,860

Water Discharge (m ³)	2015	2016	2017
Wastewater onsite chemical physical treatment	863,306	946,400	1,003,785
Wastewater onsite biological treatment	547,437	252,287	290,928
Wastewater offsite treatment	2,495,839	1,809,128	1,885,523
Wastewater land application	39,633	0	0
Wastewater surface water	511,867	493,716	484,082
Wastewater evaporation	201,493	116,844	97,784

GRI G4 EN3 EN6 EN8 EN15 EN16 EN19 EN22 EN23

OVERVIEW

OUR OPERATIONS

Europe, Middle East & Africa

North America

Latin America

Asia

OUR PRODUCTS

OUR PEOPLE

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX

EUROPE, MIDDLE EAST & AFRICA

We embrace our responsibility to develop high-performing appliances that conserve the planet's resources and help homeowners do the same. We design and modify our buildings to use renewable energy resources wherever possible to protect our environment and use our natural resources efficiently.

At our new headquarters in Pero, Milan, Italy we began an empowering journey of working together in an open-space environment, in a state-of-the-art, environmentally friendly building.

This Winning Workplace was honored in 2009 with the prestigious Golden Brick Award as the best project of sustainable construction in Italy. It was also the 2011 winner of the Urban Land Institute Awards for Excellence. It maintains an Energy Performance Certificate (EPC) rating of A. The orientation of the buildings and the brise-soleil on top of the buildings ensure the use of solar rays in the winter as a free heating source and serve as shade during the summer.

PHOTOVOLTAIC SYSTEM

The photovoltaic panels on the roof of our headquarters provide renewable energy:

- Approximately 30% of the rooftop's surface is covered by solar panels.
- About 30,000 kWh will be generated annually, resulting in a savings of 16 tons of CO₂ emissions.

CLASS A ENERGY EFFICIENCY CERTIFICATION

Our furniture is made with up to 50% recycled materials by weight, 100% recycled cardboard and is 99% recyclable at the end of life.

A significant number of our employees commute to the office, many by car. This has opened the door to a new way of thinking about standard mobility options: ecomobility, through public transportation, free shuttle buses and carpooling. All the services are accessible through the company's mobility app.



GRI G4 EN3 EN6 EN8 EN15 EN16 EN19 EN22 EN23

OVERVIEW

OUR OPERATIONS

Europe, Middle East & Africa

North America

Latin America

Asia

OUR PRODUCTS

OUR PEOPLE

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX



“ WHIRLPOOL CORPORATION IS ONE OF ONLY 11 COMPANIES TO RECEIVE THE SMARTWAY EXCELLENCE AWARD.

NORTH AMERICA

WHIRLPOOL CORPORATION RECEIVES FOURTH CONSECUTIVE EPA SMARTWAY AWARD

For the fourth year in a row, Whirlpool Corporation's Integrated Supply Chain organization was a finalist for the U.S. Environmental Protection Agency (EPA) SmartWay® Excellence Award. The SmartWay Excellence Award represents the EPA's highest recognition for demonstrated leadership in freight supply-chain energy and environmental performance. The program recognizes just one percent of the EPA's more than 3,000 top freight supply-chain partners. Whirlpool Corporation is one of only 11 shippers to receive the distinction in 2017 and was recognized in the large shipper category, which represents companies that move products more than 500 million miles annually.

In addition to the 2017 award, Whirlpool was also included in the first-ever EPA SmartWay High Performer list. The High Performer distinction is given to SmartWay partners with top-ranked performance efficiency and/or air quality performance. Whirlpool Corporation requires contracted carriers to be SmartWay certified. Currently, 99.8% of North American shipments for the company are moved with SmartWay carriers and 90% of our shipments over 1,000 miles use railroad boxcar or intermodal transportation and 74% of all finished product movements over 500 miles move by rail significantly reducing fuel consumption and CO₂ emissions. Our transportation sustainability efforts have saved over 6 million gallons of diesel fuel in North America and reduced our CO₂ emissions by 60,000 metric tons.



OVERVIEW

OUR OPERATIONS

Europe, Middle East & Africa

North America

Latin America

Asia

OUR PRODUCTS

OUR PEOPLE

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX

WHIRLPOOL CORPORATION AWARDED GOLD AND SILVER LEED® GREEN BUILDING CERTIFICATIONS

Whirlpool Corporation was awarded a prestigious LEED® Certification for two of its recent building projects, both located in Benton Harbor, Michigan.

Riverview Campus, the North America Region Headquarters, is now LEED® Gold certified for Phase 3 of its development, and the Global Headquarters is LEED® Silver certified for the South and East wings of the building. LEED®, or Leadership in Energy & Environmental Design, is a globally-recognized symbol of excellence in green building. These are the 14th and 15th LEED-certified projects for Whirlpool since 2009, with all projects now totaling more than 9.4 million sq. ft.



OVERVIEW

OUR OPERATIONS

Europe, Middle East & Africa

North America

Latin America

Asia

OUR PRODUCTS

OUR PEOPLE

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX



Turbine W-2 in our Findlay, OH facility. This turbine started to operate in April 2016, and together with the second turbine at that site, they are generating 13% of the site energy consumption, with a STEM scholarship of \$ 10,000.00/year and a total of 5,000 metric tons of CO₂e/year of avoided emissions.



Windmills in Marion & Ottawa, OH

NAR FACILITIES WIND FARMS

In November 2017, Whirlpool Corporation announced plans for three wind turbines to power its manufacturing facility in Greenville, Ohio and further build on the company's 46-year commitment to sustainable manufacturing. Beginning construction in early 2018, the turbines will be the same as those developed for Whirlpool Corporation's manufacturing facilities in Findlay, Marion and Ottawa, Ohio.

The three Greenville turbines are expected to generate more than 12 million kWh annually and offset approximately 70 percent of the plant's electricity consumption—eliminating the equivalent of more than 9000 annual tons of CO₂. This is equivalent to generating enough clean energy to power more than 900 average American homes.

The completion of these additional wind farms makes Whirlpool Corporation one of the largest Fortune 500 consumers of on-site wind energy in the United States.

In addition to the wind turbines and as part of its continued commitment to the community surrounding the Greenville plant, Whirlpool Corporation will also create three \$5,000 Megawatt Scholarships (one per turbine, for a total of \$15,000 annually—the same as was done in previous projects). These will be awarded annually for every year the turbines are in operation. The Megawatt Scholarships will be awarded to local high school graduates pursuing a two- or four-year STEM degree.

OVERVIEW

OUR OPERATIONS

Europe, Middle East & Africa

North America

Latin America

Asia

OUR PRODUCTS

OUR PEOPLE

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX

“ IN THE RIO CLARO PLANT...PLASTIC INJECTION MACHINES EXPERIENCED A 43% ENERGY CONSUMPTION REDUCTION.

LATIN AMERICA

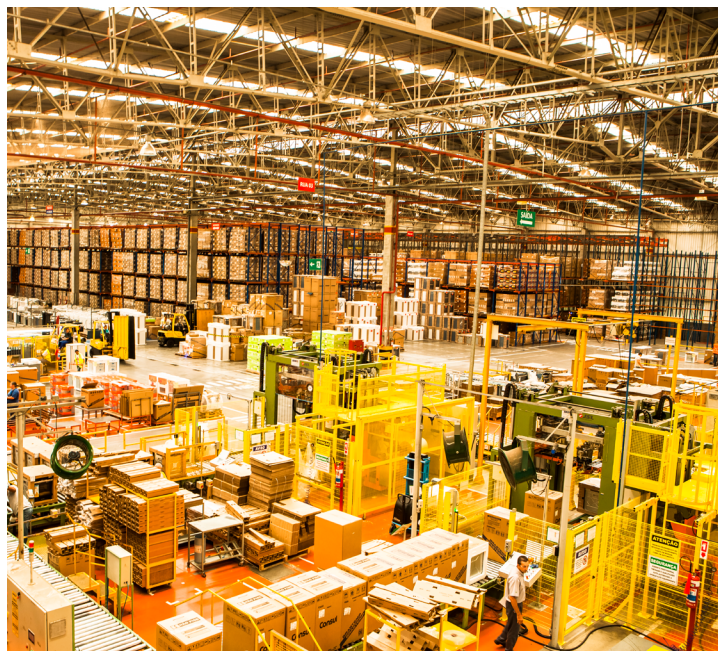
In 2017, Latin America executed several initiatives to reduce energy consumption and increase employee awareness to the importance of energy saving. One example of this is the substitution of the traditional lighting per LED lighting in the Brazilian manufacturing sites.

In the Rio Claro plant a new project replaced the existing roof with translucent roofing, taking advantage of natural lighting. Thermal blankets were installed over specific machines to avoid heat loss and to improve the stability of the production process by decreasing variations. The result was a 43% energy consumption reduction for this process. Additionally, the project improved the quality of the work environment by reducing temperature in the room.

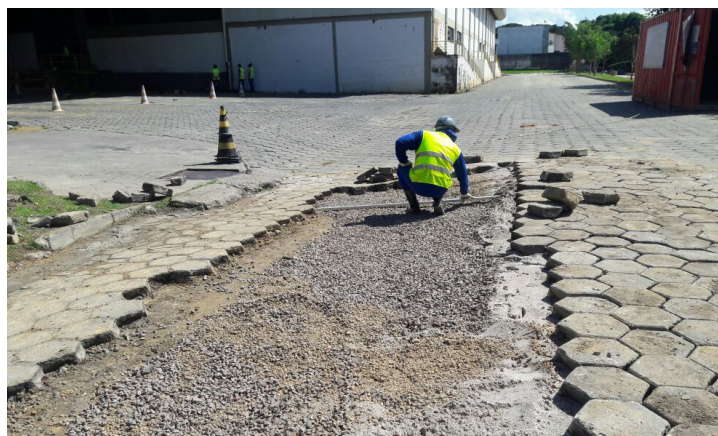
Investments in our Rio Claro plant's effluent treatment system increased capacity and improved water reuse in the site. Approximately 8,500 m³ of water are now reused for internal processes annually, equivalent to the monthly water usage of over 450 Brazilian homes.

To recycle waste, our Manaus plant used recycled dishwasher counterweights in the maintenance of a street inside the plant to reinforce the base of the pavement. This initiative avoids waste disposal for incineration, showing Whirlpool's commitment to waste management and innovative solutions.

In our Joinville plant, we initiated a relationship with TerraCycle to recycle sponges that are used for product cleaning at the end of the assembly line. Before implementation, approximately 90 kg of waste was processed per month and today it is all recycled. The capital savings of this program are donated to charity.



Translucent roof in Rio Claro Plant, Brazil



Concrete counterweight waste reuse at Manaus Plant, Brazil.

OVERVIEW

OUR OPERATIONS

Europe, Middle East & Africa

North America

Latin America

Asia

OUR PRODUCTS

OUR PEOPLE

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX

“ OUR SHUNDE (CHINA) PLANT...ACHIEVED 40% REDUCTION OF TOTAL SPENDING ON PURCHASED PARTS PACKAGES.

ASIA

CHINA

To implement Whirlpool China's commitment to energy saving and emission reduction our Hefei plant mounted solar panels that will produce electricity equivalent to approximately 2.7 million kWh per year.

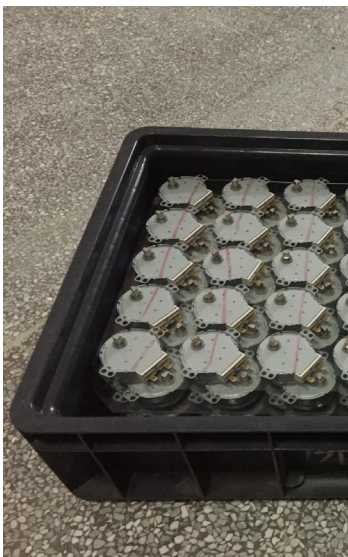
Another considerable achievement in our China operations came from our Shunde plant. In a project that started in 2015, focused on returnable packages, in partnership with our suppliers, we achieved 40% reduction of total spending on purchased parts packages.

Actions to reduce packaging materials and footprints allowed us to optimize packages to the right size containers, to fit parts exactly as required and minimize materials usage. In addition to sustainability and environmental benefits, we were able to create a better work environment with ergonomic improvements and cost reduction opportunities.

This project will continue in 2018, extending the partnership to additional suppliers and adding recycling benefits to continuously reuse packaging. We are using circular economy principles to achieve this practice in our operations.

INDIA

Our Faridabad plant in India continued on its journey of renewable energy by increasing solar panel generation capacity from 250 to 800 kWp.



Examples of returnable packaging systems in our China operations



Solar panels at our Faridabad Plant in India

OVERVIEW

- Introduction
- CEO Message
- 2017 Performance Scorecard
- Our Strategy
- Awards

OUR OPERATIONS

- Europe, Middle East & Africa
- North America
- Latin America
- Asia

OUR PRODUCTS

- Europe, Middle East & Africa
- North America
- Latin America
- Innovation at ReNEW House
- Critical Materials Management

OUR PEOPLE

- People Excellence
- Ethics
- Occupational Health & Safety Management
- Global Supplier Code of Conduct
- Community Relations

ADDITIONAL FINANCIAL INFORMATION

GRI G4 INDEX





EUROPE, MIDDLE EAST & AFRICA

WHIRLPOOL WINS UK WATER EFFICIENCY PRODUCT AWARD

The Whirlpool Supreme Clean dishwasher has won a Waterwise UK Water Efficiency Product Award, recognizing its outstanding resource efficiency. The low water consumption of just six litres is achieved by saving the water from the final rinse in a dedicated tank, where it is stored and recycled for use at the beginning of the next use. When the dishwasher is not used for three days, such as when you go on holiday, the water is automatically drained to prevent bacteria formation.

Further resource savings are achieved by Whirlpool 6TH SENSE[®] technology. The intelligent sensors measure the level of soiling and then adjust the wash program, so each wash cycle is tailored to the type and size of the load, ensuring perfect results every time. The Whirlpool 6TH SENSE[®] dishwasher washes efficiently while caring for the environment, with the benefit of up to 50% savings on water, energy and time.



waterwise
**UK Water Efficiency
Product Awards**

WHIRLPOOL BRAND



SPACE400 DOUBLE DOOR REFRIGERATOR

In the SPACE400, 6TH SENSE® FreshControl technology keeps foods at their optimal temperature and humidity, ensuring that they remain fresh for twice as long.* Humidity Control keeps longer shelf-life for maximum freshness without compromising food quality.

W COLLECTION FRENCH DOOR
BOTTOM MOUNT REFRIGERATOR

The Connectivity & 6TH SENSE® Live app allows full control and monitoring from anywhere. These innovations in refrigeration technology display our commitment to minimize food waste.

HOTPOINT BRAND



DISHWASHERS

With the 60cm Hotpoint dishwasher you can take care of your dishes whenever and however you need. Thanks to the 3D ZONE WASH, an innovative system of multiple water sprayers, it three-dimensionally directs the water to a selected basket, giving 40% more cleaning power to clean even the most encrusted crockery and 40% energy saving to run the cleaning cycle even with a few dishes.

INDESIT BRAND



DISHWASHERS

The new *Indesit* eXtra Hygienic Dishwasher is tailor-made for the lives of busy parents. Offering dedicated cycles and special accessories for optimally positioning and cleaning baby's items and built from durable, bisphenol A (BPA)-free materials, it is also remarkably fast.

With dedicated Eco and Baby modes, the new dishwasher offers a range of practical modes to help meet every need, and reduce energy and water usage, including: Half-load cycle for smaller loads, Rapid cycle which reduces cycle length by up to 45 minutes and Automatic cycles that set the washing parameters according to the amount of food on the dishes.



DIRECT COOL, RUSSIA

The Direct Cool feature in *Indesit* refrigerators uses controlled humidity to keep food fresh longer, no matter where you place it in the refrigerator.



TOP LOAD WASHING MACHINE – INNEX

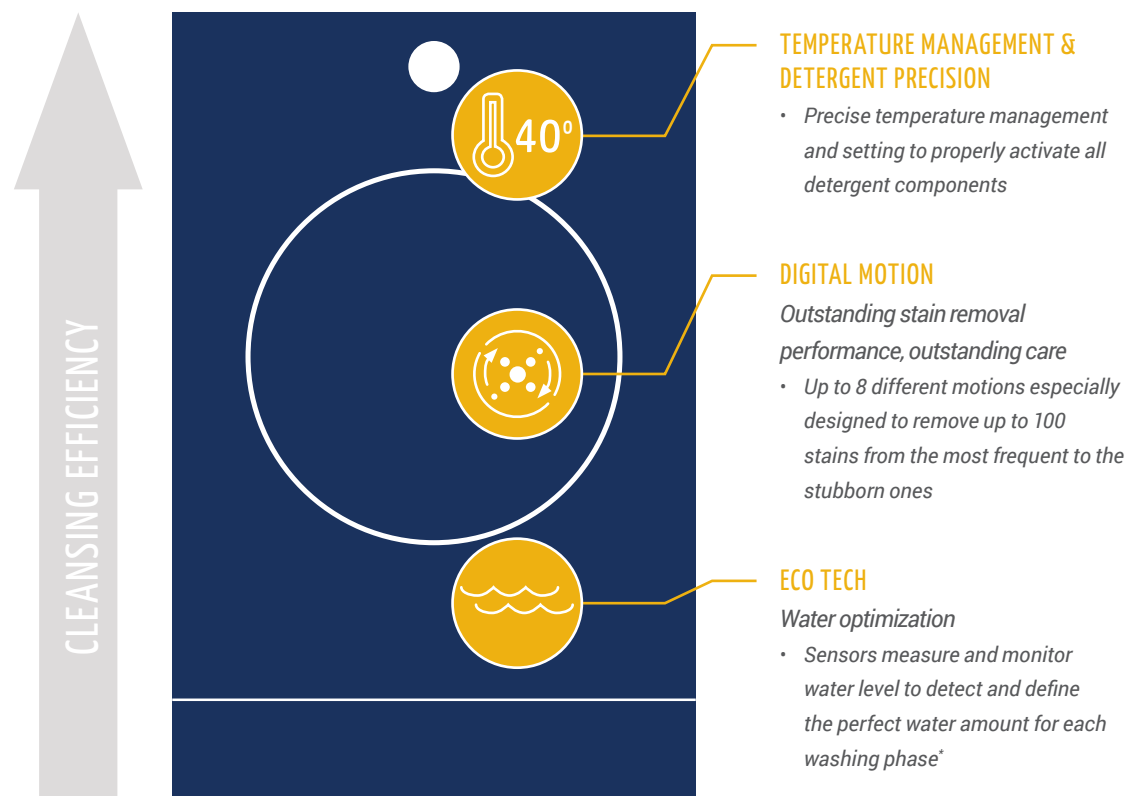
Setting your washing machine now takes two seconds. The *Indesit* Innex line of washing machines has stripped the washing process down to the minimum: a single push of a button.

BAUKNECHT BRAND

NATIS FRONT LOAD WASHING MACHINE

The new Natis washing machine from *Bauknecht* makes every day laundry care simpler. No need to pre-treat clothes anymore, because it helps remove more than 100 stains, while avoiding damage to fabrics and preserving the lasting beauty of colors. This performance is ensured by innovative precision technology that also helps save time, money and the environment through incredible A+++ efficiency.

The green and clean washing machine from *Bauknecht Eco Tech* has been created to offer an enhanced level of care at every level: the innovative Eco Tech system is able to dramatically increase energy efficiency and reduce water consumption by combining precise temperature control and optimal water level. As a result, the new *Bauknecht* washing machine is 30% more efficient than the A+++ rating*.



NORTH AMERICA

AHAM SUSTAINABILITY STANDARDS

Whirlpool continues to certify its appliances to the Association of Home Appliance Manufacturers (AHAM) Sustainability Standards. This means consumers can now find *Whirlpool* washing machines, dryers, microwave ovens, refrigeration and cooking appliances that meet AHAM Sustainability Standards, certified by UL Environment (according to UL 7001 series).

This standard requires that appliances meet lifecycle-based environmental performance criteria across five categories: materials, energy consumption during use, manufacturing and operations, product performance, and end-of-life.

WHIRLPOOL® ALL-IN-ONE WASHER AND DRYER:

Whirlpool Smart All-in-One Washer Dryer does not require a transfer between the washer and dryer, allowing for one load to be completely washed and dried in the same machine. Now when laundry is forgotten in the washer and not transferred to the dryer, it's taken care of with no worry. Automatic dispensing ensures each load gets the right amount of detergent, at the right time, giving clothing precise fabric care.

ZERA™ FOOD RECYCLER

The Zera™ Food Recycler is a state-of-the-art kitchen appliance that turns today's food waste into tomorrow's fertilizer. The Zera™ system—from WLABs of Whirlpool Corporation, the company's innovation incubator—debuted at CES® 2017.

This innovative product is the first indoor recycler in the United States that converts a week's worth of food waste into ready-to-use homemade fertilizer within 24 hours.* Zera™ Food Recycler brings purposeful innovation to consumer kitchens and delivers on an increasing demand for more environmentally driven solutions for the home.

The Zera™ Food Recycler can break down one week's worth of the average U.S. family's food waste within 24 hours* by using a combination of oxygen, moisture, heat and mixing to expedite the decomposition process.* Unlike traditional composting methods, families are able to use the Zera™ system year-round regardless of the weather and can remotely operate the appliance through the easy-to-use Whirlpool® app.

According to a study on food waste commissioned by Whirlpool Corporation, an average family in the United States produces over 400 pounds of household food waste every year. An estimated 20 percent of America's landfills are made up of food waste. With Zera™ Food Recycler, families are now able to reduce the food waste that goes to landfills, while also creating sustainable fertilizer for their outdoor lawns and gardens.



LATIN AMERICA

CONSUL BRAND



TOP LOAD WASHING MACHINE

Consul 13kg is the most economical washing machine in Brazil. New, innovative “Maxi Economia” technology saves up to 40% of water and soap used in the washing cycle, due to a new design of the basket with the level rule and dosing cup. The product also has a water reuse feature, that allows for 100% reuse of the remaining water from the washing process. And, it is Class A in energy efficiency, considered best in class in Brazil.



OVERVIEW

OUR OPERATIONS

OUR PRODUCTS

Europe, Middle East & Africa

North America

Latin America

Innovation at ReNEWW House

Critical Materials Management

OUR PEOPLE

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX

INNOVATION AT RENEWW HOUSE

The ReNEWW House (Retrofit Net-Zero Energy Water Waste) is a 1920s three-bedroom home on the campus of Purdue University in West Lafayette, Indiana, in the United States. The home was extensively retrofitted and refurbished to be as energy and water efficient as possible. Whirlpool Corporation operates it as a live-in research lab and sustainable living showcase. During the school year, Whirlpool Corporation engineers obtaining their Master's degrees at Purdue University reside in the house and perform research on innovative projects related to sustainability.



OVERVIEW

OUR OPERATIONS

OUR PRODUCTS

Europe, Middle East & Africa

North America

Latin America

Innovation at ReNEWW House

Critical Materials Management

OUR PEOPLE

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX

In 2017, a variety of new Whirlpool innovation projects were kicked off at the house.

- A major focus was on how consumers interact with the residential waste that they produce, and how to reduce the quantity of waste sent to landfill to zero. The residents took part in a variety of studies to understand how in-home waste is produced and its ending disposition.
- Besides the waste that consumers normally throw away, a significant focus of research in the house was on how we can utilize or reduce other “waste” streams. For example, engineers in the house are examining new ways to reuse waste energy, or how to reuse waste “grey” water throughout the house.
- A new effort in the ReNEWW House is to understand how well-sealed homes impact Indoor Air Quality (IAQ), and how this impacts the health and well-being of occupants of such a house.



Through outside collaborations at the ReNEWW House, a variety of new sustainable research projects started in 2017.

- Whirlpool engineers are taking part in a new research house next to ReNEWW called the “DC House”, where researchers are seeking to convert all in-home electrical power from Alternating Current to Direct Current, thus increasing in-home energy efficiency.
- An EPA-funded study, undertaken by Michigan State University and Purdue University, is seeking to understand how water-efficient and low-flow homes impact water quality, as well as any associated health risks with these changes to our plumbing. The first test-case for this study is taking place in the ReNEWW House, where the on-site water usage data will allow a deep understanding of the water quality metrics examined.
- A team of graduate engineers at Purdue has implemented a “Biowall” at the ReNEWW House, and continues to explore exciting advances in this technology. The Purdue second generation Biowall utilizes plants and phytoremediation to filter the indoor air supply of the ReNEWW House. This technology drives toward the interaction between IAQ and air tightness of homes.
- A new PhD project at the house will seek to understand the behavioral side of Sustainable Living. Utilizing the incredible quantity of data from the house, this PhD will examine what factors influence a person’s willingness to live sustainably and their impact on the environment around them.

Please see <http://www.whirlpoolcorp.com/reneww-house/> for more information, including a new virtual reality tour of the house!

CRITICAL MATERIALS MANAGEMENT

The global regulatory landscape is evolving at an accelerated rate, particularly in the materials and chemicals field, creating increased pressure to provide transparency and traceability for global companies like Whirlpool Corporation. It is now more important than ever to have robust yet flexible material compliance monitoring protocols and infrastructure, not only to achieve compliance as defined by regulatory agencies or trade partners, but because protecting consumer and environmental health remains a priority for Whirlpool.

2017 was a year of learning and transition for Whirlpool Corporation's global Critical Materials Management (CMM) team, continuing down the path towards our goal of full material transparency on 90% of all new parts by 2020. In 2016, Whirlpool partnered with a third-party vendor to develop a fully automated system to collect, monitor and assess the chemical composition of our global product line.

To facilitate smooth implementation, the CMM team is taking a phased approach, initially rolling-out with one new launch project. The Compliance System went live, in a pilot phase, Q2 of 2017 followed by the first automated Full Material Disclosure (FMD) requests in Q3 of 2017.

Collecting full material disclosure data from our suppliers is a challenge. Not all suppliers consistently collect material composition data throughout the multiple tiers of their own supply chain or many claim proprietary data they are unwilling to disclose. We expect that it will take a few years to build a database of accurate and complete disclosures including a thorough change management regimen. Partnerships with key business partners across the company are imperative to establish the new normal while delivering compliant products throughout the world.

The year has been full of enhancements and modifications to the tool, constantly refining to establish the most stable environment. Strong infrastructure coupled with a strict process will build the foundation necessary to meet and exceed our transparency goals. In 2018, the team will introduce additional projects into the system and reach further with FMD requests.

Compliance applications and global compliance programs can be costly which is why the CMM team is proud to announce that in July of 2017 Whirlpool EMEA was awarded a Life Environment and Resource Efficiency grant in partnership with NTUA, the largest and oldest Engineering University in Greece and T2i, an Italian consolidated non-profit agency.

The grant funds, with the European Commission's contribution totaling over € 900,000 will support the FMD Program and Compliance System roll-out in Whirlpool's European facilities. The project explores the linkage between the Compliance System and an LCA tool outputting environmental and health impact targets, demonstrating how chemical monitoring data can drive proactive compliance. The project began in July of 2017 and will run through 2020. More information about the program can be found at the [LIFE MATHER](#) project website.

Looking forward, the CMM team will nurture vital partnerships with Governmental Relations and Global Safety and Regulatory teams, together navigating the global regulatory landscape. Equipping our design teams, materials teams, and engineers with material identity and composition data will further propel proactive design for compliance and safety.



OVERVIEW

- Introduction
- CEO Message
- 2017 Performance Scorecard
- Our Strategy
- Awards

OUR OPERATIONS

- Europe, Middle East & Africa
- North America
- Latin America
- Asia

OUR PRODUCTS

- Europe, Middle East & Africa
- North America
- Latin America
- Innovation at ReNEW House
- Critical Materials Management

OUR PEOPLE

- People Excellence
- Ethics
- Occupational Health & Safety Management
- Global Supplier Code of Conduct
- Community Relations

ADDITIONAL FINANCIAL INFORMATION

GRI G4 INDEX



OUR PEOPLE

PEOPLE EXCELLENCE

ENGAGE AND DEVELOP OUR GLOBAL WORKFORCE

We've become industry leaders by attracting, engaging and developing top talent. For the fourth consecutive year, we scored best-in-class on employee engagement among consumer goods companies. Original ideas and innovative thinking come from combining the best of everyone's differences. Celebrating diversity and including thousands of perspectives empowers us to create products that appeal to diverse consumers throughout the world. We are passionate about creating a safe, healthy and engaged workplace.

RESOURCES AND GROUPS

Our Employee Resource Groups don't just talk about business impact, community service and employee development—they bring them to life.



WHIRLPOOL ASIAN COMMUNITY

NORTH AMERICA AND WORLD HEADQUARTERS

ASIAN COMMUNITY

The Whirlpool Asian Community (WAC) cultivates Asian culture and infuses its vast benefits into our business and communities. Since its inception in 2002, WAC has grown from 20 to more than 300 passionate members who promote Asian culture and celebrate the success it brings to our company.

AVID

The AVID Employee Resource Group (Awareness of Visible and Invisible Disabilities) is dedicated to enabling Whirlpool professionals and consumers with disabilities to reach their full potential by creating a fully inclusive work environment and robust recruiting effort. AVID provides training for managers, participates in job fairs to ensure that candidates with disabilities are fully represented in our employee population, increases awareness through internal communication efforts and participates in community events.



VETERANS ASSOCIATION

Perhaps no group understands the value of home more than our Whirlpool Veterans Association (WVA). To reward the sacrifice of veterans and tap into their dedication, we work hard to be recognized as one of the top veteran friendly employers. The WVA recruits, trains and retains top veteran talent and involves their families. Everyone is welcome as veterans and non-veterans work together to further the company's excellence, help employees feel secure and continue to serve the communities we call home.



OVERVIEW

OUR OPERATIONS

OUR PRODUCTS

OUR PEOPLE

People Excellence

Ethics

Occupational Health &
Safety Management

Global Supplier Code of Conduct

Community Relations

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX



FOCUS NETWORK

The African-American Network works hard to build a culture of excellence within our company and local communities. Professional development and coaching for advancement helps attract and retain diverse talent while also serving others through strong leadership and diversity initiatives. It is with these efforts that we plan to deliver added value throughout the business as well as elevate the level of inclusion among our diverse employees.

HISPANIC AND LATINO NETWORK

It doesn't matter where you come from, because all it takes is passion to find a place in our Whirlpool Hispanic and Latino Network (WHLN). The network is 100% open to all as it provides a fun and friendly cultural experience for those who want to support the local Hispanic community or get in touch with their roots. More than 200 members and counting come together regularly to share work experiences and new ideas, while also celebrating the proud Hispanic culture enjoyed in homes everywhere.

PRIDE NETWORK

We've been creating products for a century that enhance the home with the knowledge that all types of families need to be welcomed, included and celebrated. That mindset made us the first and only appliance manufacturer to receive a 100 score from the Human Rights Campaign. We've received perfect scores ever since the initial honor in 2003. Our in-house Pride Network aligns our values of Integrity, Respect, Diversity and Inclusion, Teamwork, and Spirit of Winning. We have also included domestic partner benefits and joined the Business Coalition for Workplace Fairness because it's the right thing to do for the workplace and society. We understand that moving toward full equality helps to improve everyone's lives, one home and one family at a time.

WOMEN'S NETWORK

The Whirlpool Women's Network (WWN) empowers and engages women at all levels within our corporation and community to ensure that all voices are heard. Through activities like the Global Women's Summit, the group provides exposure to leadership and supports each individual's career success. Training and development opportunities through the WWN pave the way for both members and our company as a whole to realize their full potential. This commitment to empower our employees drives our innovation and ability to stay in touch with today's households.

YOUNG PROFESSIONALS NETWORK

Within the Young Professionals Network, "young" describes our attitude more than our age. People of all ages join the YPN! to achieve extraordinary results within their career and community. Tomorrow's world leaders need a place to evolve their enthusiasm and turn into mentors. This group does both while also creating lifelong customers as a living expression of home life for an upcoming generation. The energy created keeps our culture and products relevant and relatable so home always feels like home.

OVERVIEW

OUR OPERATIONS

OUR PRODUCTS

OUR PEOPLE

People Excellence

Ethics

Occupational Health &
Safety Management

Global Supplier Code of Conduct

Community Relations

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX

LATIN AMERICA

Since July 2015, we have been developing the Diversity and Inclusion (D&I) Program, which aims to raise awareness and promote actions related to D&I and contribute to an increasingly inclusive, respectful and inspiring environment for extraordinary and sustainable contributions.

The first actions began in 2016, when we started approaching the theme “Unconscious Bias” with the Human Resources team and directors through e-learning and face-to-face training. In 2017, we extended this initiative to the audience of managers and business partners. In addition, we implemented working groups on the subjects of gender, LGBTQ and culture or nationality. These groups were sponsored by a senior executive of the company and aimed at creating an open dialogue.

In addition to these initiatives, over the last year we have been involved in several Internal Communication campaigns, such as:

- The reinforcement of our commitment and invitation to our employees to be part of the #ElesPorElas movement, Brazilian version of #HeForShe, promoted by UN Women, of which Whirlpool is a signatory
- The promotion of Diversity Week event with round tables to discuss the subjects prioritized for the year
- Celebration of LGBTQ Pride Day talking about our support as well as reinforcing the company's openness to include same-sex partners in our benefits
- Father's Day Campaign, which focused on bringing the role of men in relation to motherhood and gender equality as well as responsible parenthood

Our team also held training sessions for the HR area on the diversity and inclusion theme for all levels.

EUROPE, MIDDLE EAST & AFRICA

In EMEA we created the Women's Network: The network reaches all women across the region through selected hubs and encourages engagement and development of women through a wide range of initiatives. There are currently 22 women leaders across our EMEA region actively working on Women's Network events in seven different hubs.

We executed Diversity & Inclusion Days in nine different countries, with a series of events aimed at increasing awareness around the value D&I creates.

We signed the Manifesto for Women's Empowerment promoted by Valore D, the first association of large companies in Italy, to support women's leadership in the corporate environment and improved our female recruitment and promotion.



OVERVIEW

OUR OPERATIONS

OUR PRODUCTS

OUR PEOPLE

People Excellence

EthicsOccupational Health &
Safety Management

Global Supplier Code of Conduct

Community Relations

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX

ETHICS

The Whirlpool Corporation Code of Ethics is a key document that every employee must comply with as a condition of employment.

Review our Code of Ethics at <http://whirlpoolcorp.com/ethics/>

Our mission at Whirlpool Corporation is to create demand and to earn trust. How we do business is just as important as what we achieve. One way we do that is by winning with integrity. We will walk away from business rather than compromise our standards or violate the law. This is the Whirlpool Way. Times may change, but our values remain constant: Respect, Integrity, Diversity and Inclusion, Teamwork, and Spirit of Winning. We believe that there is no right way to do a wrong thing. For example, we have attained a perfect score from the Human Rights Campaign's U.S. Corporate Equality Index for 13 consecutive years. Our Global Compliance Office promotes this culture of compliance and ethics throughout our company. It works with many other areas of the company to help turn our aspirations and high standards into action. Our compliance program is overseen by the Audit Committee of the Board of Directors.

Whirlpool Corporation's Code of Ethics embodies our commitment to our values and doing business with integrity. The code is available in more than 15 languages. It guides our employees, officers and directors throughout the world to make decisions that are consistent with our expectations. In addition, we provide online and in-person training on the Code and our policies for all new employees and refresh trainings for our current base of employees. The training covers topics such as antitrust, anti-corruption, insider trading, financial integrity, privacy and more. We focus on making training materials engaging and informative. We enjoy using creative approaches to help employees understand challenges they may encounter and how to deal with them in the Whirlpool Way. Our leaders play an active role in our program and communicate in videos, live presentations, and other formats.

Having a speak-up culture is important to us. It helps us to solicit great ideas and helps to ensure we are following the Whirlpool Way. The Whirlpool Global Compliance team's interactive and engaging approach to building a speak-up culture has been recognized externally as a best practice by the Ethics & Compliance Initiative, a leading provider of independent research about workplace integrity, ethical standards and compliance processes and practices. This year, the team received rave reviews from employees for its Whirlpool SpeakEasy event along with the Winning Choices Challenge. We continuously offer employees multiple channels through which they may raise concerns and questions: their managers, the Law Department, the Global Compliance office, Internal Audit or the Whirlpool Ethics Hotline. You can visit www.whirlpooethicshotline.com to view our hotline website and learn more about the independent third party provider that manages it. The Global Compliance Office reviews all allegations and oversees any investigations and corrective actions. We prohibit retaliation against reports made in good faith.

OVERVIEW

OUR OPERATIONS

OUR PRODUCTS

OUR PEOPLE

People Excellence

EthicsOccupational Health &
Safety Management

Global Supplier Code of Conduct

Community Relations

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX

ANTI-CORRUPTION AND ANTI-BRIBERY

It is important to us that we avoid corruption and bribery and that we have controls that prevent and detect any improper behavior. We continuously seek to improve our program. The Finance organization is responsible for assuring appropriate accounting controls so that we report our financial performance accurately. It also tests and monitors the controls on an ongoing basis.

In 2017, we took the following steps to ensure that local practices follow our global standards:

- Strengthened our customer and supplier screening processes
- Improved our financial policies and procedures
- Increased our focus on interactions with government officials
- Continued to proactively test our controls

We expect our employees to conduct business with integrity even in challenging environments. If questionable activities are identified, we require appropriate action to be taken and we escalate credible allegations to the Audit Committee.

Over the past year, we were honored to receive external recognition for our program. Our EMEA region's legal team was awarded the "In-house Team of the Year for Compliance" by the In-house Community Awards. They were lauded for the successful design, implementation and governance of the EMEA region Compliance Program.



EMEA legal team received award by the In-house Community Awards

GRI G4-56 G4-57 G4-58 HR2 HR5 HR6 S03 S04

OCCUPATIONAL HEALTH & SAFETY MANAGEMENT

At Whirlpool Corporation, we believe it is never acceptable to put an individual or our environment at risk. Everything we do depends on the safety of our operations, our people, our products, and the communities in which we do business. Our commitment to creating a company culture that integrates Occupational Health and Safety includes a focused effort on the following elements: A **zero-risk mindset** that recognizes unsafe conditions and unsafe acts; **operational discipline** in the management of health and safety in our plants and offices; and a belief that **people are the center of our business**, whether our employees, our suppliers or our customers. We continue to make progress on each of these areas through management system initiatives and manufacturing processes.

Health and Safety Indicators*	2013	2014	2015	2016	2017
Recordable Case Rate	1.24	1.27	0.93	0.89	0.71
Lost-Time Incident Rate	0.43	0.39	0.26	0.26	0.18
Total Environmental Protection Expenditures**	2013	2014	2015	2016	2017
Millions of dollars	27.0	30.5	34.9	31.5	28.0

* Note: U.S. Occupational Safety and Health Administration accidents reported x 200,000 hours/total hours worked **Environmental Protection Expenditures does not include remediation costs.



Global EHS leadership team

GRI G4 EN31 LA6

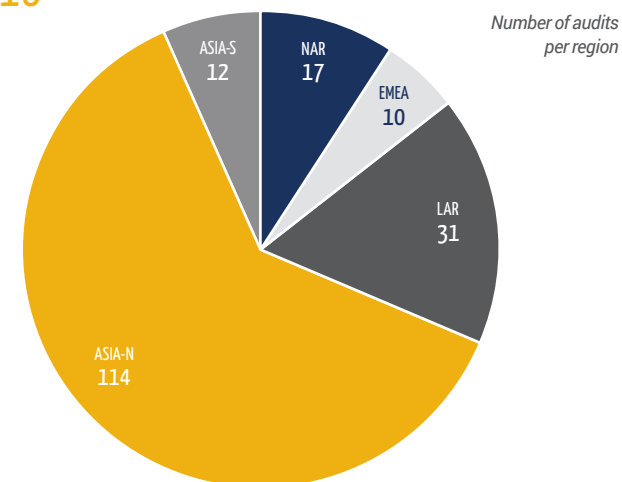
GLOBAL SUPPLIER CODE OF CONDUCT

The Whirlpool Corporation Supplier Code of Conduct (“Code”) formalizes the key principles under which suppliers to Whirlpool Corporation and its global subsidiaries are required to operate. The Code is a requirement of doing business, not an option, aligned to our values and with strong top-management support. In selecting suppliers, Whirlpool works hard to choose reputable business partners who are committed to ethical standards and business practices compatible with those of Whirlpool. This Code makes clear that, recognizing differences in cultures and legal requirements, we expect that wherever our suppliers are located, producing products, producing components and performing services, that they are produced and/or provided in a manner compatible with the high standards that contribute to the outstanding reputation of Whirlpool Corporation and our brands.

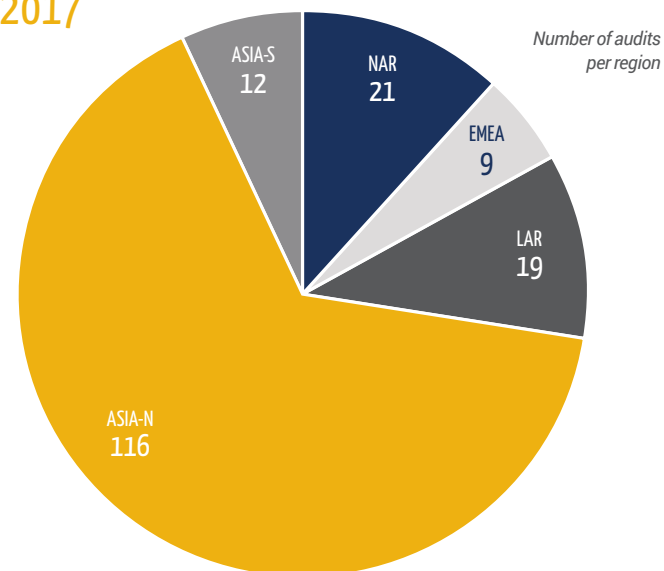
Suppliers are required to comply with our Code (available at www.WhirlpoolCorp.com/supplier-code-of-conduct) and to have and maintain practices similar to those in Whirlpool's Code of Ethics. Our Code applies to all Whirlpool suppliers including every one of the supplier's facilities. Whirlpool strongly encourages suppliers to exceed the requirements of this Code and promote best practices and continuous improvement throughout their operations and those of their suppliers, service providers and extended networks.

The Code helps to measure and control business risk. Scheduled audits of Code compliance allow Whirlpool to measure the number and severity of non-compliant events by supplier. Our audit process is a way to communicate a comprehensive performance score to our process partners. The number of annual audits is consistent over the last two years, however, we do audit all new suppliers to Whirlpool to ensure compliance with the Code.

2016



2017



OF THESE 2017 AUDITS, ONE RECEIVED 100% COMPLIANCE.
OF THE NON-COMPLIANT AUDITS, 85% OF THE PROPOSED
CORRECTIVE ACTION PLANS HAVE BEEN RESOLVED.

OVERVIEW

OUR OPERATIONS

OUR PRODUCTS

OUR PEOPLE

People Excellence

Ethics

Occupational Health &
Safety Management

Global Supplier Code of Conduct

Community RelationsADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX

COMMUNITY RELATIONS



Voluntariado Habitat Columbia

COMMUNITY RELATIONS

We are committed to maintaining strong connections in our communities, leveraging leadership and in-kind donations, in addition to providing financial support. We know change can be more impactful when addressing human needs holistically. As a result, we work with other organizations to create better communities. We first focus on supporting the social safety net to benefit the health and wellness of area residents. We then work to provide safe and affordable housing while also promoting youth development and education. This approach allows us to prioritize partnerships where we can track results and leverage our funding for maximum impact.

HABITAT FOR HUMANITY®

In more than 18 years of partnership with Habitat for Humanity, Whirlpool has developed active programs in more than 45 countries with a commitment of more than \$101 million. In the United States and Canada, the company has donated more than 191,000 ranges and refrigerators to new Habitat homes, serving more than 100,000 families. Additionally, Whirlpool has donated nearly 42,000 products to Habitat ReStore retail outlets, helping raise nearly \$5.7 million. The company has engaged thousands of employee volunteers, sponsored nearly 180 homes and donated products to more than 76,000 Habitat families in Europe, Latin America and the Asia Pacific region. Whirlpool plans to support the work of Habitat around the world through product donations, financial contribution and/or volunteerism.

THE JEFF FETTIG GLOBAL HABITAT BUILD PROJECT

Having successfully collaborated with Habitat for Humanity International for nearly 18 years, 2017 presented us with a unique opportunity. In honor of Jeff Fetting, who stepped down as CEO in 2017, we created a global build project with Habitat. From India and China to Brazil and Poland, 14 locations were selected to participate in this collective build.

OVERVIEW

OUR OPERATIONS

OUR PRODUCTS

OUR PEOPLE

People Excellence

Ethics

Occupational Health &
Safety Management

Global Supplier Code of Conduct

Community Relations

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX



BRAZIL

INSTITUTO CONSULADO DA MULHER (BRAZIL)

In 2002, the Instituto Consulado da Mulher opened to improve and empower the lives of low-income women in Brazil. We leverage our global presence to eradicate poverty and promote gender equality. With our reach and resources, the Instituto Consulado da Mulher supports small business cooperatives designed to develop the entrepreneurial and employment skills of low-income women, while also providing their families with a steady income. To date, more than 34,000 women have felt the positive impact of this program. In 2016 alone, the program assisted over 4,900 people directly and indirectly. In May 2016, Whirlpool Corporation and Instituto Consulado da Mulher partnered with the UN Global Compact Network Brazil and other companies on a project that provided opportunities for a group of women, refugees and asylum-seekers from different countries. The main goal was to empower them economically. The project also offered guidance to the women to prepare them for the labor market and raised awareness to companies in the country about the employment of refugees.

Qualitative Results

Consulado da Mulher uses 9 Key Performance Indicators (KPI)—Income Generation, Self Esteem, Autonomy, Access to Basic Rights, Management Skills, Access to Market, Entrepreneurship Skills, Gender Equality and Interpersonal Relations to understand the indirect results of the project and how the women benefited.

They respond to the same questionnaire 3 times: once before any intervention, the second one 14 months later and again 14 months later, right before they complete the program.

In the comparison between April 2016 and June 2017, there was an increase in every one of the KPIs. Autonomy, basic rights, gender equality and interpersonal relations, showed indirect results increased by 10%, however the KPIs of income generation, management skills, access to market and entrepreneurship skills increased by over 20%.



897

people directly benefited

4,483

people benefited directly + indirectly

245

community businesses that received
capacity building and consultancy

5.7M BRL

gross income generated

3.4M BRL

Whirlpool investment in these social programs
Return on investment was 1.7 to 1

39%

annual income increase



Consulado da Mulher Entrepreneurship Prize benefited 10 collective enterprises comprising 138 people highlighting two groups: Mariquilombo, 25 women from quilombos—ex-slave communities—who raise oysters for commercialization in the state of Bahia; and Cooperativa Alimentos Vida Saudável, composed of 16 women, who work with organic food in the South of Brazil.



The restaurants and snack bars located in Whirlpool's manufacturing plants and offices, Oficina do Sabor, had a gross income of 1.1 million BRL and benefited 43 women directly.



OVERVIEW

OUR OPERATIONS

OUR PRODUCTS

OUR PEOPLE

People Excellence

Ethics

Occupational Health &
Safety Management

Global Supplier Code of Conduct

Community Relations

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX



Instituto Consulado da Mulher® Partnerships

Instituto Consulado da Mulher, in partnership with Schneider Electric and Instituto Sócio Ambiental (ISA) is bringing solar powered energy and entrepreneurship training to four indigenous communities of the Xingu territory in Brazil, an isolated region with very few public policies focused on sustainable development.

The project consists of:

1. Implementing a solar powered electrical system in communities without any access to electricity
2. Teaching the community how to run and take care of the system
3. Improving productivity, through irrigation and the use of small machinery, on some of their main sources of income such as the production and commercialization of pepper - the only production chain led by women in the territory

Consulado da Mulher is teaching women how to turn the production of pepper into a successful local business by training them on simplified business management tools.

More than 1,300 people from these four indigenous communities will benefit from the project since solar energy arrived in the common areas such as schools, hospitals and the small processing bases. Regarding entrepreneurship and income generation, Consulado da Mulher is directly responsible for the capacity building part of the project, which in 2017 has benefited 40 families, in the indigenous community called Waurá. In 2018, three new communities will be identified for the program.

OVERVIEW

OUR OPERATIONS

OUR PRODUCTS

OUR PEOPLE

People Excellence

Ethics

Occupational Health &
Safety Management

Global Supplier Code of Conduct

Community Relations

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX

**Oficina do Sabor by Ádamo Gastronomia**

In 2017, Consulado da Mulher partnered with a local restaurant chain in Joinville called Ádamo Gastronomia. The objective of the partnership was to increase sales opportunities and income generation for women in the Consulado da Mulher programs.

Consulado da Mulher partnered with the restaurant (Ádamo) and opened a snack bar at the Embraco plant, which was managed by women who receive support and training on how to manage a business from Consulado's educators.

In addition to the snack bar, Ádamo also started buying products from the entrepreneurs supported by Consulado da Mulher. The restaurant buys products such as pastries, pies, and snacks to offer to the customers and, as a result, helps the women entrepreneurs. In 2017, the restaurant spent more than 100k BRL with the purchase of these products. Through this arrangement, the women in the program learn how to deal with a big client (the restaurant), which in turn expands the possibilities for them to do business with different clients too.

**Giulia—Hands that Speak
Assistive Technology for the Hearing Impaired**

Giulia is an app developed to facilitate the daily life of people with hearing disability. The application allows real time communication between people with hearing impairment. It transforms Brazilian Sign Language to audio and audio to Brazilian Sign Language.

MapInnovation developed the app and Consulado da Mulher tested it. In Whirlpool Brazilian facilities there are 156 employees with hearing disabilities.

Giulia app also allows workshops and trainings to the public with facilitators who cannot use Brazilian Sign Language. In 2017, Consulado da Mulher promoted a workshop about entrepreneurship for 5 guests with hearing disabilities who wanted to become entrepreneurs.

OVERVIEW

OUR OPERATIONS

OUR PRODUCTS

OUR PEOPLE

People Excellence

Ethics

Occupational Health &
Safety Management

Global Supplier Code of Conduct

Community Relations

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX

LATIN AMERICA

CONOCE A MAMÁ CAMPAIGN (GUATEMALA)

To celebrate Mother's Day, Whirlpool Latin America in Guatemala launched the "How much you know mom" campaign together with Habitat for Humanity, where consumers could participate with the hashtag #ConoceAMamá telling how much they know their mother. For every 100 hashtags, Whirlpool donated appliances to Habitat for Humanity.

PINK OCTOBER (BRAZIL)

Together with local institutions, Whirlpool sponsored the international forum for the fight against cancer as part of Pink October. The forum was attended by more than 500 professionals, NGOs and public sector authorities.

HABITAT FOR HUMANITY (ARGENTINA & COLOMBIA)

We have carried out three projects with the participation of 40 employees. For three days, Whirlpool Argentina volunteers worked on the construction of permanent housing for low-income families.

Two Habitat for Humanity volunteer activities were carried out in Colombia in which 30 volunteers participated.

FOOD BANK (ARGENTINA)

We developed two volunteer activities in which 30 volunteers packed more than 3000 kg of food for 800 NGOs.



GRI G4 S01 EC7 EC8

OVERVIEW

OUR OPERATIONS

OUR PRODUCTS

OUR PEOPLE

People Excellence

Ethics

Occupational Health &
Safety Management

Global Supplier Code of Conduct

Community Relations

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX

NORTH AMERICA

CARE COUNTS™ PROGRAM

Access to clean clothes is one barrier to school attendance and, ultimately, a student's education. Devoted teachers and school administrators go above and beyond to help their students, in many cases laundering and purchasing clothing for them. To address this complex issue and help reduce excessive absenteeism, *Whirlpool* brand installed washers and dryers in select schools in the United States. The 2016 pilot program tracked laundry usage and attendance to determine if better access to clean clothes could help improve attendance rates. Through the program, we learned:

- The most at-risk participants averaged almost two more weeks of school attendance than the previous year
- Each participant received nearly 50 loads of clean clothes during the school year
- Attendance improved for more than 90 percent of participants
- Tracked students who missed an average of 8.8 days the prior year missed an average of only 2.7 days in 2016

Based on the success of the initial program, *Whirlpool* brand expanded the program into additional school districts in 2017.

COOK FOR THE CURE®

Cook for the Cure®, a partnership between *KitchenAid* and Susan G. Komen Foundation, gives passionate *KitchenAid* consumers a way to raise funds and awareness for the fight against breast cancer. Pink products, celebrity chef auctions and home-based fundraising events have helped *KitchenAid* brand further a social movement and raise more than \$11.6 million over the past 16 years.

BOYS & GIRLS CLUBS OF AMERICA

In 2010, *Maytag* brand teamed up with Boys & Girls Clubs of America as a commitment to youth and communities. The partnership seeks to recognize and promote dependability—a core quality for both *Maytag* brand and the Clubs. From this partnership, the *Maytag* Dependable Leader Awards were created. These awards support the Clubs helping young people succeed for life. To date, *Maytag* brand has donated more than \$7 million to help enable young people most in need to achieve great futures as productive, caring, responsible citizens.

FIRST® ROBOTICS

At our global headquarters, Whirlpool Corporation is a proud sponsor of FIRST® Robotics, providing local teams with challenge grants, materials and supplies, including *Gladiator*® GarageWorks tool chests. Our employees also spend thousands of volunteer hours coaching and mentoring high school youth to encourage their interest in science, technology, engineering and math, as well as careers in manufacturing.

OVERVIEW

OUR OPERATIONS

OUR PRODUCTS

OUR PEOPLE

People Excellence

Ethics

Occupational Health &
Safety Management

Global Supplier Code of Conduct

Community Relations

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX



EUROPE, MIDDLE EAST & AFRICA

POPE OPENS FREE LAUNDROMAT FOR ROME'S POOR

Six washing machines, six dryers and a number of irons have been donated by the Whirlpool Corporation to Pope Francis's free laundromat for low income families in Rome.

The Vatican said the Pope's laundromat is a service to "restore dignity to many people who are our brothers and sisters." The laundromat is in the Roman neighborhood of Trastevere, not far from the Vatican, in a re-purposed hospital complex now run by the Community of Sant'Egidio.

WHIRLPOOL SOUTH AFRICA CELEBRATES NELSON MANDELA DAY

Celebrated each year on the iconic statesman's birthday, Nelson Mandela International Day aims to inspire good deeds by encouraging individuals, communities, governments and non-profit organizations to take small steps towards changing our societies.

From July 18th–27th Whirlpool South Africa launched a charity drive where a total of 33 household appliances were donated and distributed by employees to nine homes.

OVERVIEW

OUR OPERATIONS

OUR PRODUCTS

OUR PEOPLE

People Excellence

Ethics

Occupational Health &
Safety Management

Global Supplier Code of Conduct

Community Relations

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX

EUROPE, MIDDLE EAST AND AFRICA

THE BATTLE AGAINST FOOD WASTE AT THE CENTER OF A WHIRLPOOL CORPORATION EDUCATIONAL INITIATIVE

Promoting widespread reflection on the social and environmental value of food is the aim of “Moments not to be Wasted,” a Whirlpool Corporation educational project in Europe. The initiative addresses primary schools in the Lombardia and Marche regions in Italy, where 561 schools totaling 180,000 people (including students, teachers and families) have embraced the cause.

According to the latest Waste Watcher data presented on World Food Day 2016, 16 billion euros in food is wasted every year and the phenomenon grew from 15% to 24% between 2015 and 2016.

This is the background to the launch of the first edition of Moments not to be Wasted. With a multidisciplinary approach that uses play as a tool for learning and the kitchen as a place for participation, the project’s educational and formative content is organized in three main thematic areas: informed purchasing of food, correct preservation and responsible and fair consumption. The program also offers various multidisciplinary perspectives ranging across the food chain, including food safety and hygiene and multiculturalism. With this approach, students will be invited to attribute the right value to food and learn to consider it not as a mere response to a need but a source of moments that count in life—moments important for children but also for families, communities and the planet.

The schools that have joined the program received a learning kit containing a teacher’s guide and materials designed to stimulate students’ creativity and encourage them to think about anti-waste themes. These materials include an interactive illustrated album, My Anti-waste Kitchen, for students to take home to share the project with their family; a game, No Wasting in our Kitchen!, with a poster board and 12 cards for exercising non-waste; and a mini publication on the contest, Talent Kitchen, which features stories of kitchens that don’t waste and includes the rules, registration form and suggestions for creating deliverables.

To make the project even more stimulating classes can take part in a contest in which they will compete in terms of ideal behavior. By submitting various deliverables (photos, videos, drawings) classes will be encouraged to voice their opinions and share their ideas and suggestions. In addition to prizes for the winning classes, Whirlpool Corporation made a donation to ActionAid International, an association that supports projects against hunger, poverty and social inequality in Italy and the world.



OVERVIEW

Introduction
CEO Message
2017 Performance Scorecard
Our Strategy
Awards

OUR OPERATIONS

Europe, Middle East & Africa
North America
Latin America
Asia

OUR PRODUCTS

Europe, Middle East & Africa
North America
Latin America
Innovation at ReNEW House
Critical Materials Management

OUR PEOPLE

People Excellence
Ethics
Occupational Health & Safety Management
Global Supplier Code of Conduct
Community Relations

ADDITIONAL FINANCIAL INFORMATION

GRI G4 INDEX

ADDITIONAL FINANCIAL INFORMATION

The Private Securities Litigation Reform Act of 1995 provides a safe harbor for forward-looking statements made by us or on our behalf. Certain statements contained in this sustainability report and other written and oral statements made from time to time by us or on our behalf do not relate strictly to historical or current facts and may contain forward looking statements that reflect our current views with respect to future events and financial performance. As such, they are considered “forward-looking statements” which provide current expectations or forecasts of future events. Such statements can be identified by the use of terminology such as “may,” “could,” “will,” “should,” “possible,” “plan,” “predict,” “forecast,” “potential,” “anticipate,” “estimate,” “expect,” “project,” “intend,” “believe,” “may impact,” “on track,” and similar words or expressions. These forward-looking statements should be considered with the understanding that such statements involve a variety of risks and uncertainties, known and unknown, and may be affected by inaccurate assumptions. Consequently, no forward-looking statement can be guaranteed and actual results may vary materially.

This document contains forward-looking statements about Whirlpool Corporation and its consolidated subsidiaries (“Whirlpool”) that speak only as of this date. Whirlpool disclaims any obligation to update these statements. Forward-looking statements in this document may include, but are not limited to, statements regarding environmental, social and governance outcomes related to our sustainability efforts, our product innovation expectations, and the impact of our efforts on financial results. Many risks, contingencies and uncertainties could cause actual results to differ materially from Whirlpool’s forward-looking statements. Among these factors are: (1) intense competition in the home appliance industry reflecting the impact of both new and established global competitors, including Asian and European manufacturers, and the impact of the changing retail environment; (2) Whirlpool’s ability to maintain or increase sales to significant trade customers and the ability of these trade customers to maintain or increase market share; (3) Whirlpool’s ability to maintain its reputation and brand image; (4) the ability of Whirlpool to achieve its business plans, productivity improvements, and cost control objectives, and to leverage its global operating platform, and accelerate the rate of innovation; (5) Whirlpool’s ability to obtain and protect intellectual property rights; (6) acquisition and investment-related risks, including risks associated with our past acquisitions, and risks associated with our increased presence in emerging markets; (7) risks related to our international operations, including changes in foreign regulations, regulatory compliance and disruptions arising from political, legal and economic instability; (8)

information technology system failures, data security breaches, network disruptions, and cybersecurity attacks; (9) product liability and product recall costs; (10) the ability of suppliers of critical parts, components and manufacturing equipment to deliver sufficient quantities to Whirlpool in a timely and cost-effective manner; (11) our ability to attract, develop and retain executives and other qualified employees; (12) the impact of labor relations; (13) fluctuations in the cost of key materials (including steel, resins, copper and aluminum) and components and the ability of Whirlpool to offset cost increases; (14) Whirlpool’s ability to manage foreign currency fluctuations; (15) impacts from goodwill impairment and related charges; (16) triggering events or circumstances impacting the carrying value of our long-lived assets; (17) inventory and other asset risk; (18) the uncertain global economy and changes in economic conditions which affect demand for our products; (19) health care cost trends, regulatory changes and variations between results and estimates that could increase future funding obligations for pension and postretirement benefit plans; (20) litigation, tax, and legal compliance risk and costs, especially if materially different from the amount we expect to incur or have accrued for, and any disruptions caused by the same; (21) the effects and costs of governmental investigations or related actions by third parties; and (22) changes in the legal and regulatory environment including environmental, health and safety regulations, and taxes and tariffs.

We undertake no obligation to update any forward-looking statement, and investors are advised to review disclosures in our filings with the SEC. It is not possible to foresee or identify all factors that could cause actual results to differ from expected or historic results. Therefore, investors should not consider the foregoing factors to be an exhaustive statement of all risks, uncertainties, or factors that could potentially cause actual results to differ from forward-looking statements.

Additional information concerning these and other factors can be found in Whirlpool’s filings with the Securities and Exchange Commission, including the most recent annual report on Form 10-K, quarterly reports on Form 10-Q, and current reports on Form 8-K.

FREE CASH FLOW

As defined by the company, free cash flow is cash provided by (used in) operating activities after capital expenditures, proceeds from the sale of assets and businesses and changes in restricted cash. The reconciliation provided below reconciles twelve months ended December 31, 2017 and 2016 free cash flow with cash provided by (used in) operating activities, the most directly comparable GAAP financial measure.

	Twelve Months Ended December 31,	
(Millions of dollars)	2017	2016
Cash provided by operating activities	\$ 1,264	\$ 1,203
Capital expenditures, proceeds from sale of assets/businesses and changes in restricted cash*	\$(557)	\$(573)
Free cash flow	\$ 707	\$ 630
Cash flow from investing activities and financing activities	\$(1208)	\$(866)

*The change in restricted cash relates to the private placement funds paid by Whirlpool to acquire majority control of Whirlpool China and which are used to fund capital and technical resources to enhance Whirlpool China's research and development and working capital, as required by the terms of the Hefei Sanyo acquisition completed in October 2014.

ONGOING BUSINESS EARNINGS PER DILUTED SHARE

The reconciliation provided below reconciles the non-GAAP financial measure of ongoing earnings per diluted share with the most directly comparable GAAP financial measure, net earnings per diluted share available to Whirlpool, for the twelve months ended December 31, 2017. The earnings per diluted share GAAP measure and ongoing business measure are presented net of tax, while each adjustment is presented on a pre-tax basis. The aggregate income tax impact of the taxable components of each adjustment is presented in the income tax impact line item at our 2017 full-year tax rates of 14.7%.

Earnings per Diluted Share
Twelve Months Ended December 31,

	2017
Reported GAAP Measure	\$4.70
Restructuring Expense	\$3.70
Out-of-period Adjustment	\$0.27
Income Tax Impact	\$(0.56)
Normalized Tax Rate Adjustment	\$5.63
Ongoing Business Measure	\$13.74*

OVERVIEW

Introduction
 CEO Message
 2017 Performance Scorecard
 Our Strategy
 Awards

OUR OPERATIONS

Europe, Middle East & Africa
 North America
 Latin America
 Asia

OUR PRODUCTS

Europe, Middle East & Africa
 North America
 Latin America
 Innovation at ReNEW House
 Critical Materials Management

OUR PEOPLE

People Excellence
 Ethics
 Occupational Health &
 Safety Management
 Global Supplier Code of Conduct
 Community Relations

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX

GRI G4 INDEX

GENERAL		SDG*	PAGE
G4-1	Statement from senior decision-maker		2
G4-2	Key impacts, risks, and opportunities		5
G4-3	Name of the organization		1
G4-4	Brands, products, and services		1
G4-5	Location of headquarters		1
G4-6	Location of operations		1
G4-7	Ownership and legal form		1
G4-8	Markets served		1
G4-9	Scale of the organization		1
G4-12	Supply chain		35
G4-15	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses		8
G4-17	Additional financial information		45–46
G4-19	List of material aspects		6–7
G4-23	Changes in reporting		3
G4-28	Reporting period		1
G4-29	Date of most recent previous report		1
G4-30	Reporting cycle		1
G4-31	Contact point for questions regarding the report or its contents		1
G4-34	Governance structure		5
G4-47	Frequency of governance body's review of economic, environmental, and social impacts, risks, and opportunities		5
G4-56	Values, principles, standards, and norms of behavior		32–33



*At the United Nations General Assembly in September 2015, Sustainable Development Goals (SDGs) were adopted by the United Nations for the purpose of establishing a sustainable society across the world and will be carried out from 2016 to 2030. Key aspects of the SDGs include 17 goals and 169 targets. We are defining a focus on several of these goals with a cross-functional and cross-regional team to prioritize where our company can best apply its resources to make the greatest meaningful impacts.

OVERVIEW

OUR OPERATIONS

OUR PRODUCTS

OUR PEOPLE

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX

G4-57	Mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity		32–33
G4-58	Mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity		32–33

ENVIRONMENTAL

EN3	Energy consumption within the organization			11–17
EN5	Energy intensity			3
EN6	Reduction of energy consumption			11–17
EN7	Reductions in energy requirements of products and services			19–27
EN8	Total water withdrawal by source			11–17
EN15	Direct greenhouse gas (GHG) emissions (Scope 1)			11–17
EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)			11–17
EN18	Greenhouse gas (GHG) emissions intensity			3

OVERVIEW

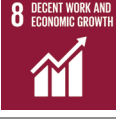
OUR OPERATIONS

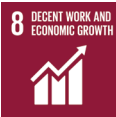
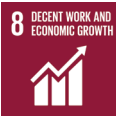
OUR PRODUCTS

OUR PEOPLE

ADDITIONAL FINANCIAL
INFORMATION

GRI G4 INDEX

EN19	Reduction of greenhouse gas (GHG) emissions		11–17, 19–27
EN22	Total water discharge by quality and destination		11–17
EN23	Total weight of waste by type and disposal method		3, 11–17
EN27	Extent of impact mitigation of environmental impacts of products and services		19–27
EN31	Total environmental protection expenditures and investments by type		34
EN32	Percentage of new suppliers that were screened using environmental criteria		35
SOCIAL			
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	  	36–44
SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified		33
SO4	Communication and training on anti-corruption policies and procedures		33
LABOR			
LA6	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		34

LA14	Percentage of new suppliers that were screened using labor practices criteria		35
HUMAN RESOURCES			
HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained		32–33
HR5	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor		32–33, 35
HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor		32–33, 35
HR10	Percentage of new suppliers that were screened using human rights criteria		35
PRODUCT			
PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement		19–27
ECONOMIC			
EC7	Development and impact of infrastructure investments and services supported	  	4, 36–44
EC8	Significant indirect economic impacts, including the extent of impacts	  	36–44