

1. Basis of calculation	2004 Amount (in thousands of reais)			2003 Amount (in thousands of reais)		
Net revenues (NR)						
Operating results (OR)						
Gross payroll (GP)						
2. Internal social indicators	(R\$ thousand)	% of GP	% of NR	(R\$ thousand)	% of GP	% of NR
Food						
Mandatory payroll taxes and benefits						
Private pension plan						
Health						
Safety and medicine at workplace						
Education						
Culture						
Training and Professional development						
Day care or stipend for day care						
Profit-sharing						
Other						
Total - Internal social indicators						
3. External social indicators	(R\$ thousand)	% of OR	% of NR	(R\$ thousand)	% of OR	% of NR
Education						
Culture						
Health and sanitation						
Sports						
Hunger relief and food security						
Other						
Total contributions to society						
Taxes (excluding payroll taxes)						
Total - External social indicators						
4. Environmental indicators	(R\$ thousand)	% of OR	% of NR	(R\$ thousand)	% of OR	% of NR
Related to company operations						
External projects						
Total invested in environment						
Regarding the establishment of annual targets to minimize toxic waste and consumption during production/operation and to improve the better use of natural resources, the company:	<input type="checkbox"/> does not establish targets <input type="checkbox"/> attains 50 to 75% targets <input type="checkbox"/> attains 0 to 50% target <input type="checkbox"/> attains 75 to 100% targets			<input type="checkbox"/> does not establish targets <input type="checkbox"/> attains 50 to 75% targets <input type="checkbox"/> attains 0 to 50% target <input type="checkbox"/> attains 75 to 100% targets		
5. Employee composition indicators						
# of employees at the end of term						
# of hires during term						
# of outsourced employees						
# of interns						
# of employees over 45						
# of women working at the company						
% of management positions occupied by women						
# of black employees working at the company						
% of management positions occupied by blacks						
# of employees with disabilities						
6. Information relating to the exercise of corporate citizenship	2004			2005 Targets		
Ratio of highest to lowest compensation at company						
Total # of accidents at the company						
Social and environmental projects developed by the company were selected by:	<input type="checkbox"/> top-level executives	<input type="checkbox"/> top-level executives and mid-level management	<input type="checkbox"/> all employees	<input type="checkbox"/> top-level executives	<input type="checkbox"/> top-level executives and mid-level management	<input type="checkbox"/> all employees
The company's standards for safety and cleanliness in the workplace were set by:	<input type="checkbox"/> top-level executives	<input type="checkbox"/> top-level executives and mid-level management	<input type="checkbox"/> all employees	<input type="checkbox"/> top-level executives	<input type="checkbox"/> top-level executives and mid-level management	<input type="checkbox"/> all employees
Concerning freedom of association, the right to collective bargaining and employee representation in unions, the company:	<input type="checkbox"/> does not interfere	<input type="checkbox"/> follows ILO norms	<input type="checkbox"/> encourages and follows ILO norms	<input type="checkbox"/> will not interfere	<input type="checkbox"/> will follow ILO norms	<input type="checkbox"/> will encourage and follow ILO norms
The company pension plan covers:	<input type="checkbox"/> top-level executives	<input type="checkbox"/> top-level executives and mid-level management	<input type="checkbox"/> all employees	<input type="checkbox"/> top-level executives	<input type="checkbox"/> top-level executives and mid-level management	<input type="checkbox"/> all employees
The profit-sharing program covers:	<input type="checkbox"/> top-level executives	<input type="checkbox"/> top-level executives and mid-level management	<input type="checkbox"/> all employees	<input type="checkbox"/> top-level executives	<input type="checkbox"/> top-level executives and mid-level management	<input type="checkbox"/> all employees
In the selection of suppliers, the standards for ethics and social/environmental responsibility used at the company:	<input type="checkbox"/> are not taken into consideration	<input type="checkbox"/> are suggested	<input type="checkbox"/> are required	<input type="checkbox"/> will not be taken into consideration	<input type="checkbox"/> will be suggested	<input type="checkbox"/> will be required
With relation to volunteer work by employees, the company:	<input type="checkbox"/> does not become involved	<input type="checkbox"/> supports it	<input type="checkbox"/> organizes and stimulates it	<input type="checkbox"/> will not become involved	<input type="checkbox"/> will support it	<input type="checkbox"/> will organize and stimulate it
Total number of consumer complaints and criticism:	With the company _____	With the Consumer Protection Agency _____	Taken to court _____	With the company _____	With the Consumer Protection Agency _____	Taken to court _____
% of answered and solved complaints:	With the company _____ %	With the Consumer Protection Agency _____ %	Taken to court _____ %	With the company _____ %	With the Consumer Protection Agency _____ %	Taken to court _____ %
Total Added Value to be distributed (in thousands of reais)	In 2004:			In 2003:		
Distribution of Added Value:	_____% government	_____% shareholders	_____% retained earnings	_____% government	_____% shareholders	_____% retained earnings
	_____% employees	_____% retained earnings		_____% employees	_____% retained earnings	
	_____% third parties			_____% third parties		
7. Other information						

How to fill the questionnaire

Accomplishments	This Social Audit (SA) questionnaire should include all social and environmental projects and programs that were effectively accomplished by the company Suggestion: this SA should result from a broad participatory process involving internal and external communities
Publishing	This SA should be presented as a complement to other types of financial and environmental audits; be published separately in newspapers and magazines; be widely disseminated among employees, customers, suppliers and community. It can be enclosed with other materials and illustrative aides (texts and pictures) deemed necessary by the company
Ibase/Betinho Social Audit Stamp	The companies that undertake social projects and publish social audits based on this model suggested by IBASE are entitled to use Ibase/Betinho Social Audit Stamp in their reports, stationeries, documents, products, packings, web site, and the like. For further information, visit www.balancosocial.org.br RESTRICTIONS: the Ibase/Betinho Social Audit Stamp shall not have its use allowed to tobacco companies, firearms and ammunition manufacturers, alcoholic beverage companies, and private or public enterprises against which there exist substantiated evidences of involvement with and use of child labor or any form of forced labor and prostitution or sexual exploitation of children or teenagers.
1. Basis of calculation	Sources of information
Net revenues	Gross earning less taxes, interest expenses, deductions and income taxes
Operating results	This lies between Gross Revenues and profits before income tax (<i>Lucro Antes do Imposto de Renda – LAIR</i>), i.e. before non-operating revenues and disbursements.
Gross payroll	Sum total of remuneration (wages, gratifications, commissions and bonuses), 13 th wage, holiday pay and compulsory social benefit payments (INSS, FGTS and social contribution).
2. Internal social indicators	
Food	Expenses with cafeteria, meal tickets, meals, food baskets, and other food services for employees
Private pension plan	Special retirement and pension plans and provision of benefits to retirees and their dependents
Health	Health insurance and services, medical assistance, preventive care programs, life improvement programs, and other health-related expenses, including the care of retirees
Education	Expenses related to regular education at all levels, reimbursement of education costs, scholarships, magazine subscriptions, library maintenance (less personnel), and other education-related expenses
Culture	Sponsorship of artistic and cultural events (music, performing arts, film festivals, literature and other forms of artistic expressions)
Training and professional development	Investments on training, internships (less salaries) and expenses on training programs in company-related activities only
Day care or stipend for day care	In-site daycare center or daycare allowance paid to employees
Profit-sharing	Profit-sharing that are not typified as bonuses
Other benefits	Insurance (partly paid for by the company), loans (costs only), recreation activities, transportation, housing, and other benefits offered to employees can be listed here
3. External social indicators	
Total contributions to society	Sum of all listed investments in the community. The items in the chart are suggestions of important areas where the company can invest (e.g., housing, daycare center, leisure and recreation). Nevertheless, the company can report only on those areas it has traditionally developed activities (e.g., focus on education)
Taxes (excluding payroll taxes)	Taxes and similar payments accrued to federal, state and municipal governments
4. Environmental indicators	
Related to company operations	Investments, monitoring of pollution residuum, pollution cleansing programs, costs of pollution-free methods, environmental audits and assessments, environmental education programs for employees, other expenses related to the improvement of company's operation environmental quality
External projects	Depollution, environmental resources conservation, environmental campaigns, environmental education for the external community and society
Annual Targets	Average result in percentage obtained by the corporation for environmental targets set by the corporation itself, by civil society organizations and/or by international guidelines such as those of the Global Reporting Initiative (GRI)
5. Employee composition indicators	
# of black employees working at the company	Black employees are the sum of those individual self-declared as black and mulatto (according to the Social Information Annual Report, RAIS in Brazil)
6. Information relating to the exercise of corporate citizenship	
Ratio of highest to lowest compensation at company	The result from dividing the highest compensation by the lowest
Total # of accidents at the company	All work-related accidents reported during the term
Norms	According to Conventions 87, 98, 135 and 154 of the International Labor Organization (ILO) and the Social Accountability 8000 Standard (SA 8000)
Added Value	Further information: www.balancosocial.org.br/cgi/cgilua.exe/sys/start.htm?infoid=9&sid=13
7. Other information	
	This space is available for the company to add any other relevant information with regards to social responsibility and entrepreneurial citizenship