

Social Report - 2010 and 2009

1) Calculation basis	2010 - R\$ thousand		2009 - R\$ thousand	
Net revenue (NR) ⁽¹⁾	26,855,746		20,373,854	
Operating Income (OI)	14,771,241		9,997,703	
Gross payroll (GP)	9,302,386		7,966,338	

2) Internal Social Indicators ⁽²⁾	R\$ thousand	% on GP	% on NR	R\$ thousand	% on GP	% on NR
Meals	775,689	8.3	2.9	691,785	8.7	3.4
Taxes	1,643,014	17.7	6.1	1,376,365	17.3	6.8
Private pension plans	379,486	4.1	1.4	266,519	3.3	1.3
Health care	486,505	5.2	1.8	392,502	4.9	1.9
Occupation health and safety	-	-	-	-	-	-
Education	-	-	-	-	-	-
Culture	-	-	-	-	-	-
Professional qualification and training	107,105	1.2	0.4	86,784	1.1	0.4
On-site child care and child-care benefits	51,587	0.6	0.2	42,929	0.5	0.2
Employee profit sharing	808,094	8.7	3	650,023	8.2	3.2
Other	162,670	1.7	0.6	176,030	2.2	0.9
Total – Internal social indicators	4,414,150	47.5	16.4	3,682,937	46.2	18.1

3) External social indicators	R\$ thousand	% on OI	% on NR	R\$ thousand	% on OI	% on NR
Education (*)	12,225	0.1	-	9,221	0.1	-
Culture	108,973	0.7	0.4	54,247	0.5	0.3
Health and basic sanitation	2,733	-	-	1,126	-	-
Sports	24,283	0.2	0.1	19,515	0.2	0.1
Fight on hunger and food security	100	-	-	640	-	-
Other	53,473	0.4	0.2	35,260	0.4	0.2
Total contribution to society	201,787	1.4	0.7	120,009	1.2	0.6
Taxes (excluding social charges)	7,345,599	49.7	27.4	6,366,806	63.7	31.2
Total – External social indicators	7,547,386	51.1	28.1	6,486,816	64.9	31.8

4) Environmental indicators	R\$ thousand	% on OI	% on NR	R\$ thousand	% on OI	% on NR
Investments related to company production/operation	-	-	-	-	-	-
Investments in external programs and/or projects	23,975	0.2	0.1	16,442	0.2	0.1
Total investments in the environmental protection	23,975	0.2	0.1	16,442	0.2	0.1

With regards to the establishment of "annual goals" for minimizing waste, general production/operation consumption and increasing the efficient use of natural resources, the company	() has no established goals () complies 0 to 50% () complies 51 to 75% () complies 76 to 100%	() has no established goals () complies 0 to 50% () complies 51 to 75% () complies 76 to 100%
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5) Employee indicators	2010	2009
Employees at the end of the period	95,248	85,072
Admissions during the period	15,122	5,097
Outsourced employees	9,158	8,815
Trainees/interns	841	774
Employees older than 45	11,638	10,252
Female employees	46,909	41,095
% of management positions held by women	45.8	44.7
Employees of African descent	18,424	15,989
% of management positions held by employees of African descent	18.0	18.0
Employees with disabilities or employees with special needs	1,696	1,581