

Results and attachments



We are proud to be the first company in the Russian chemical industry to publish social reports and to earn a deserved reputation as a transparent and socially responsible business. For the past five years the information provided in our social reports has been independently verified.

Our Company

Economic sustainability

Environmental responsibility

Social responsibility

Results and attachments

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Key facts

2001-2010

10 years of non-financial reporting.

- **6** non-financial reports
- **5 years** of independent external verification
- **A+** self-assessment according to GRI G3 guidelines



NPK fertilizers, made up of nitrogen, phosphorus and potash, help strawberries to ripen perfectly. EuroChem offers agricultural producers a wide selection of NPK products and solutions to improve yields.
See page 12

Independent assurance of social reporting

Addressed to EuroChem Mineral and Chemical Company, OJSC

Introduction

This audit assurance relates to the EuroChem Mineral and Chemical Company, OJSC 2010 Sustainability Report (hereinafter, the 'Report').

The preparation of the Report is the sole responsibility of EuroChem. Bureau Veritas Certification Rus is responsible only to EuroChem for the work undertaken to certify this Report and is not responsible for any third party decisions made relating to this assurance.

Scope and criteria for the assurance

1. To assess the Company's adherence to the principles of inclusivity, materiality and responsiveness to the AA1000 AccountAbility Principles Standard 2008.
2. To assess the reliability of the information used to derive performance indicators relating to sustainable development according to the AA1000AS (2008) Assurance Standard.
3. To assess how well the Company engaged the stakeholders as part of reporting according to the AA1000SES (2011) Stakeholder Engagement Standard.
4. To determine whether the Report meets the A+ assessment (Company self-assessment) according to Global Reporting Initiative Sustainability Reporting Guidelines (G3) 2006.
5. To give recommendations on developing corporate governance within the scope of social reporting.
6. To apply reasonable levels of assurance on certification work provided by the International Standards on AA1000AS (2008) and Assurance Engagements (ISAE) 3000.

In the assurance of the Report we took into account the information published on EuroChem's website www.eurochem.ru, various publications including the EuroChem's corporate bulletin, the federal and local press (newspaper publications Vostochniy Bereg, Vremya (Kingisepp), TV programs and internal corporate normative acts.

Methodology

- We interviewed top executives at EuroChem regarding key economic, social and environmental aspects of the Company's operations – its intentions, commitments, priorities and goals with regard to sustainable development, the means to achieve these goals, and progress.
- We verified the goals of sustainable development for 2010 as referenced to in the 2009 social report.
- We verified documents and data presenting the effectiveness of the Company's management systems with regard to economic, social and environmental performance.
- We verified the processes that the Company uses in collecting, processing, documenting, transmitting, analyzing, selecting and consolidating the data used in the report.
- We verified the appropriateness of some of the assertions, statements and data presented in the Report by:
 - In June 2011, visiting the Company and interviewing the executives and specialists of a number of departments on quality management, environmental protection, labor protection personnel policy and industrial safety, and public relations.
 - In June 2011, visiting the production and social infrastructure facilities of Phosphorit Industrial Group, LLC located in Kingisepp, Leningrad oblast – meeting with the Administrative Director and with the heads of departments for quality management, environmental protection, labor protection and industrial safety, public relations – inspecting the shops of the enterprise (sulphuric acid production, electricity generation), observing the production processes and interviewing shop floor workers, inspecting the personnel facilities in the Kingisepp factory workshop, meeting the Kingisepp city mayor, the chief physician of the municipal hospital, and the coach of the children's soccer team.
- We reviewed data and media statements issued by third parties describing EuroChem's commitment to their values of sustainable development in order to verify the validity of the statements made in the Report.

- We analyzed the results of the certification audit of the Company's integrated management system for compliance with ISO 9001, ISO 14001 and OHSAS 18001 performed by Bureau Veritas Certification Rus in September 2010.
- We verified the Report and the information published on the corporate website against the AA1000AS (2008), AA1000APS (2008), AA1000SES (2011) standards and GRI recommendations.
- We checked how well the Company's reporting feedback mechanism works.

Limitations of the assurance

- The assurance does not apply to performance indicators beyond the 2010 reporting cycle.
- The assurance did not take into account statements expressing EuroChem's opinions, beliefs or intentions to take any actions in the future.
- The assurance was limited to visiting the Company's head office in Moscow in June 2011 and one region of the Company's operations (Phosphorit Industrial Group, LLC in Kingisepp, Leningrad oblast.

Basis for our opinion

The assurance relies on supporting information, data from available sources and analytical assurance methods provided by EuroChem's executives, divisions, and a number of stakeholder representatives, as well as from state statistical reporting data and verified data from other public sources. The assurance accounts for the specificity of the Company's industrial operations and the limitations of confidentiality.

The verification of selected information in the Report carried out as part of the "reasonable" level of assurance provides a lower level of guarantee for the assurance compared to a full verification of all the data ("highest" level). Regarding the numerical information in the Report, the work performed cannot be considered sufficient to identify all possible misreporting. Nevertheless, the data collected formed a basis sufficient for us to reach a reasonable conclusion as to the nature and extent of the Company's adherence to the principles of inclusivity, materiality and responsiveness to the AA1000 AccountAbility Principles Standard 2008 and the sustainability performance indicator disclosure quality to the AA1000AS (2008) Assurance Standard.

Our opinion

- Overall, the report accurately reflects EuroChem's performance from the perspective of corporate social reporting.
- The report is clearly written, is accurate, objective informative, and balanced. The Report contains the information required by stakeholders without going into redundant detail. Acronyms and technical terms are explained. Graphs, diagrams and charts supporting the text make for a better understanding of the Report.
- Numerical errors identified during the certification are not material and do not influence the ability of the stakeholders to draw appropriate conclusions of the Company's operation.
- The Company has an efficient management system that enables it to identify key economic, social and environmental issues within its operations, to plan, manage and improve processes, determine expectations of stakeholders and to respond to them.
- The social reporting process and control systems implemented by management are fully supported by the organization's objectives, policies and resources, as well as the compliance of its activities with the principles of the Social Charter of Russian Business.

Consistency of the Report with the principles of AA1000APS (2008)

Principle 1. Inclusivity

- The information presented in the Report supporting information show that the interests of the majority of the stakeholders were taken into account when preparing detail for inclusion in the report.
- The Company has identified 15 stakeholder groups, developed a strategy to engage them, and also defined the content, goals and areas of engagement using a multi-criteria approach based on responsibility, influence, dependence, etc.
- If and when conflicting interests are identified, the Company uses efficient means to bring them together.
- The Company has evolved procedures and mechanisms of measurement, monitoring and quality assessment for engagement with the stakeholders.
- The Company evaluates how well the identified interests of the stakeholders have been met and how well the actions planned in the previous report have been implemented.
- The principal means of informing and working with stakeholders are reports, including the present Report, news reports, press releases, public hearings, consultations, dialogues, talks, interviews, the Company's website, and articles in the media, audits and verifications, community liaison offices, and other mechanisms.
- Structured interaction with interested parties is disclosed in the Report, presenting four dialogues with stakeholders and listing 30 local community-level meetings. The Company's transparency around information is illustrated by the provision of the Report to stakeholders for review and comment.
- Involvement of regional activities is reflected in the Report, presenting the implementation of the Company's social projects and programs. Examples regarding the fulfillment of social obligations for Company employees are also presented.

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Independent assurance of social reporting

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Principle 2. Materiality

- The Company has introduced a process to identify key areas of activity, putting in place clear and comprehensive criteria for significant reporting across specific business operations, inclusive of the GRI recommendations on reporting principles. These key areas are continuously updated during the reporting period.
- The report gives a balanced and well-rounded presentation of significant economic, social and environmental areas of activities that determine EuroChem's sustainable development indicators. By publishing the results of its activities the Company highlights its contribution to sustainable development both globally and in the regions where they operate.
- The report presents information about maintaining the Company's economic stability and implementing its investment program, provides an assessment of the implementation of the assumed social obligations for 2010 and the social and regional significance of these investment projects. The attention given to various issues in the Report is proportionate to their significance.
- The Company has displayed an understanding of the concept of sustainability and used impartial information in covering various issues in its Report. The Report sets sustainable development goals for 2011 and the longer term.
- Information and data are displayed in the Report in a format that enables users to identify both the positive and negative trends in the Company's performance viewed from economic, environmental and social perspectives over the past 5-6 years.
- The information provided on the primary areas of the company's sustainable development has sufficient record in the process of collecting, processing, transmitting and presenting the data and provides succession of information presentation and comparability of the results with those attained over the earlier review periods.
- The information provided in the Report, annual report and on the Company's website is important for the stakeholders because it can affect their future decisions and behavior with respect to the Company.
- Based on an analysis of the data contained in the Report and the interviews, we cannot point to a single significant aspect of sustainable development that was overlooked or wrongly excluded from the Report. The Report includes the GRI performance indicators.

- The Report provides sufficient information on the Company's compliance with Russian laws and other normative legal acts.
- Based on an analysis of the data contained in the Report and the interviews, we cannot point to a single significant aspect of sustainable development that was overlooked or wrongly excluded from the reporting. The Report covers the GRI performance indicators.
- The Report provides sufficient information on the Company's compliance with Russian laws and other normative legal acts.

Principle 3. Responsiveness

- At present we are not aware of any areas not disclosed in the Report, in which the Company would be unable to respond to reasonable inquiries from interested parties.
- Five Company-wide policy priorities have been established: sports, health, education, environment and charity.
- The Company makes a special effort to develop partner relations with Russian and foreign users of its products. The demands of consumers are met with planned deliveries of products with quality guarantees. The Company builds its image as a reliable partner and its competitive advantage by expanding its international presence (into Europe, the USA, and South America), investment and innovation activities, relying on a tested multi-level quality assurance system, a highly skilled and competent workforce, training continuity and effective procedures of engaging consumers.
- The views and expectations of shareholders are taken into account by implementing the principles of corporate governance.
- The interests of Company enterprise employees are accounted for in collective agreement between management and trade union committees (worker collective councils) of the enterprises making up the Company.
- Responsiveness to the needs of the regions is ensured through the use of a program-oriented territorial and regulatory approach to financing a wide range of social projects. Most Company enterprises are located in single-industry towns. As part of agreements on social and economic partnerships and in conjunction with regional administrations, the Company is involved in the funding of major municipal sports and cultural sites, helping in improvement projects in towns and villages, conducting sports, educational and cultural programs, contributing significantly to the development of social infrastructure, which affects the quality of life not only of employees and their families, but the entire region.

- The right of the general public to a favorable environment is provided by the Company's planned environmental activities. The Company has introduced and certified a continuously upgradeable system of environmental management answering the requirements of the international standard ISO 14001:2004. The Company is implementing an atmospheric air monitoring network in regions of activity. The implementation of a wide-ranging action plan has introduced a positive dynamic to environmental impact assessment indicators.

Compliance of the Report with GRI recommendations

The Report takes into account the recommendations of the GRI Guidelines for reporting on sustainable development and covers all standard GRI reporting elements and performance indicators which, in general, meet the A+ level of reporting. The Report does not contain detailed information about some GRI performance indicators, because the issues concerned are not currently important for stakeholders and their contribution to reporting may be neglected compared to the Company's main activity.

The extent and quality of stakeholder engagement in accordance with AA1000SES (2011)

The process of public accountability, in general, corresponds to the requirements of AA1000SES (2011) with regard to stakeholder identification, initial significant issue identification, setting the strategy, goals and scope of engagement, establishing the plan, forms and schedule for structured engagement, organizing the engagement and responding to the challenges of the engagement.

Recommendations for the development of corporate management of social reporting

- Finalize the procedure for implementing the reporting principles specified in the GRI Guide on sustainability reporting (element 3.5 of the Guide).
- Finalize data measurement and calculation methods including assumptions and techniques used for preparing indicators and other information included in the Report (elements 3.9 of the Guide).
- Organize annual social reporting publications for each region of Company activity.
- Conduct an internal audit of social reporting and generate material for subsequent reporting cycles.
- Make a provision for accounting during the subsequent period for amended and expanded sustainability recommendations (GRI Guide: version G3.1 of March 23, 2011).
- Develop and introduce a system of social responsibility management in accordance with the international standard SA 8000 and Guide ISO 26000.
- Improve the accuracy of environmental and labor and industrial safety information presented in the Report.
- Cover issues related to production certification to the standard GOST R ISO 22000-2007 and the best practice use the European technical procedure No. 1907/2006 REACH within the Company (bearing in mind the interests of companies importing chemicals into the European Union).

Statement by Bureau Veritas Certification Rus on independence, impartiality and competence

- Bureau Veritas Certification Russia CJSC is an international independent professional company specializing in providing services in the field of accredited certification of various management systems (such as management systems for quality, occupational health and safety, environmental stewardship, social responsibility, etc.).
- Bureau Veritas Certification Rus officially declares that this conclusion is an independent assessment of a third party auditor. Bureau Veritas Certification Rus has no commercial interest in the activities of EuroChem except for the certification services rendered.

Bureau Veritas Certification Rus CJSC
June 22, 2011



Vladimir Mityashin,
Lead Auditor Cand. Sc. (Econ.)



Table of standard disclosures under GRI G3 reporting

Indicator GRI G3	Indicator value in 2010
1 Strategy and analysis	
1.1 Statement from the most senior decision maker of the organization (e.g., CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy	pp 4-5, also see the Company's annual report for 2010, pp 14, 16-17, 39
1.2 Description of key impacts, risks, and opportunities	pp 24-25, 44-45, 48-49
2 Organizational Profile	
2.1 Name of the organization	EuroChem Mineral and Chemical Company, OJSC
2.2 Primary brands, products, and/or services	pp 6-7, 12-13
2.3 Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures	pp 6-7, 10-11, 22
2.4 Location of the organization's headquarters	53/6 Dubininskaya St., Moscow 115054
2.5 Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report	pp 6-11
2.6 Nature of ownership and legal form	p 6
2.7 Markets served (including geographic breakdown, sectors served, and types of customers/ beneficiaries)	pp 8-9
2.8 Scale of the reporting organization, including:	
Number of employees;	
Number of operations;	
Net sales (for private sector organizations) or net revenues (for public sector organizations);	
Total capitalization broken down in terms of debt and equity (for private sector organizations); and	
Quantity of products or services provided	pp 3, 6-7, 12-13, 32-33, 58, 61
2.9 9 Significant changes during the reporting period regarding size, structure, or ownership including:	
The location of, or changes in operations, including facility openings, closings and expansions;	
and changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations)	There have been no significant changes
2.10 Awards received in the reporting period	pp 52, 57
3 Report Parameters	
3.1 Reporting period (e.g., fiscal/calendar year) for information provided	2010
3.2 Date of most recent previous report (if any)	2010
3.3 Reporting cycle (annual, biennial, etc.)	Annual
3.4 Contact point for questions regarding the report or its contents	53/6 Dubininskaya St., Moscow 115054, Public Relations and Communications Department of EuroChem Mineral and Chemical Company, OJSC, tel. (495) 795-25-27, pr@eurochem.ru

Report scope and boundary		
3.5	Process for defining report content, including: Determining materiality; Prioritizing topics within the report; and Identifying stakeholders the organization expects to use the report	pp 0-1, 4-5, 16-17, 26-29
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance	pp 4-5, 16-19
3.7	State any specific limitations on the scope or boundary of the report	The content of the report is delimited by the business activity of the Company and managed organizations
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations	The data published in the report is comparable to those in the previous reports
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report	p 20
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods)	The present report contains no re-statements of the information contained in the previous reports
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report	The present report contains no significant changes with regard to the scope, boundary or measurement methods related to social reporting in 2010
GRI Content Index		
3.12	Table identifying the location of the Standard Disclosures in the report	p 80
Assurance		
3.13	Policy and current practice with regard to seeking external assurance for the report. If not included in the assurance report accompanying the sustainability report, explain the scope and basis of any external assurance provided. Also explain the relationship between the reporting organization and the assurance provider(s)	pp 5, 53, 74-77

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Table of standard disclosures under GRI G3 reporting

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4 Governance, Commitments, and Engagement		
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight	pp 22-23
4.2	Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organization's management and the reasons for this arrangement)	p 23
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/ or non-executive members	p 22
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	pp 22-23, 26-29
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance)	Criteria for setting the size and procedure of compensation for members of the Board of Directors (BOD) are written into the provision on compensation for members of the BOD. The compensation is fixed and adjusted for tenure as board member or committee or board chair. See the 2010 annual report of the Company, p 44 Board members do not draw additional compensation for working as board members. The size of their compensation is linked to the performance of Company top manager functions
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided	p 22
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body to define the organization's economic, environmental and social sustainability strategy	pp 22-23, 2010 annual report, pp 38-44
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation	pp 14-17
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles	The BOD focuses entirely on strategic management and systemic independent assessment of corporate governance based on Standard & Poor's procedures, pp 17, 22-23, 2010 annual report, pp 38-44
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance	pp 22-23, 2010 annual report, pp 38-44
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization	In accounting for potential environmental risks generated by production EuroChem relies on the precautionary approach with the emphasis on an all-round evaluation of the situation to preclude grave or irreversible environmental impacts. The precautionary principle is applied within the scope of norms and standards of industrial and environmental safety guiding EuroChem in assessing, managing or preventing environmental risks. See pp 19, 24-25
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses	p 20
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: • Has positions in governance bodies; • Participates in projects or committees; • Provides substantive funding beyond routine membership dues; or, • Views membership as strategic	The Russian Association of Fertilizer Producers (RAFP) EuroChem BOD Chairman A. I. Melnichenko is a member of the Managing Bureau of the Russian Union of Industrialists and Entrepreneurs (RUIE)
Stakeholder engagement		
4.14	List of stakeholder groups engaged by the organization	pp 26-29
4.15	Basis for identification and selection of stakeholders with whom to engage	pp 26-29
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	pp 26-29
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting	pp 17-19, 26-27. Proposals and opinions expressed as part of a stakeholder engagement have been reflected in the present report

5	Data about managerial approaches and performance indicators	
EC1	EC1 Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments	pp 19, 30-33, 61
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	The structure and scale of the demand for mineral fertilizer may be affected by global warming and climate change in various parts of the world in the long term
EC3	Coverage of the organization's defined benefit plan obligations	At present EuroChem does not have a pension fund of its own but it regularly engages retirees and Company veterans as part of implementing the core principles of corporate social responsibility
EC4	Significant financial assistance received from government	The Company received no financial assistance or tax benefits from the government
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation	The average monthly wage of EuroChem's production employees in 2010 (RUB 29,069) was 37.8% higher than the average monthly wage in the Russian Federation (RUB 21,090)
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation	pp 15, 24-25, 28-29
EC7	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation	<p>The Company prefers hiring locally in the regions where it operates. Job seekers must meet the requirements defined in job descriptions, qualifications and workplace safety regulations. The hiring procedures are defined in internal labor regulations</p> <p>The below are the percentages of top managers hired locally by region in 2010:</p> <ul style="list-style-type: none"> • Krasnodar territory – 80% • Leningrad oblast – 87.5% • Murmansk oblast – 87.5% • Stavropol territory – 63.6% • Tula oblast – 50%
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement	pp 38-39, 46-47, 50-73
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts	pp 52-53

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Table of standard disclosures under GRI G3 reporting

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EN1 Materials used by weight or volume

Indicator	Unit	Description	EuroChem-BMU	Phosphorit	Nev. Azot	Nov. Azot	Kov. GOK	EuroChem-Volgakaliy	Total
Apatite concentrate	thousand tonnes	mass	710.51	1,129.11	2.57	0	0	0	1,842.19
Potassium chloride	thousand tonnes	mass	0	0	151.70	0	0	0	151.70
Sulphur	thousand tonnes	mass	158.36	229.52	0	0	0	0	387.88
Sulphuric acid	thousand tonnes	mass	185.72	192.32	19.56	6.35	0	0	403.96
Wet-process phosphoric acid	thousand tonnes	mass	0	0	37.89	0	0	0	37.89
Ammonia	thousand tonnes	mass	73.97	96.92	0	0	0	0	170.89
Caustic	thousand tonnes	mass	0.54	39.10	5.58	12.69	0	0	57.91
Lime	thousand tonnes	mass	18.36	1.75	0.36	0	0	0	20.46
Tails	thousand tonnes	mass	0	0	0	0	5,580.00	0	5,580.00
Ore	thousand tonnes	mass	0	0	0	0	16,430.00	0	16,430.00
Natural gas	million m ³	volume	6.34	93.93	1,692.94	2,269.04	0	0.22	4,062.47
Total	thousand tonnes	mass	1,151.56	1,749.29	1,309.60	1,482.57	22,010.00	0.14	27,703.17

EN2 Percentage of materials used that are recycled input materials

	Unit	Description	EuroChem-BMU	Phosphorit	Nev. Azot	Nov. Azot	Kov. GOK	EuroChem-Volgakaliy	Total
	%	relative unit	0	0	0.19	0.29	25.35	0	20.17
	thousand tonnes	mass	0	0	2.46	4.24	5,580.00	0	5,586.70
	thousand tonnes	mass phosphogypsum	1,000.00	0.71	0.83	0	0	0	1,001.54

EN3 Direct energy consumption by primary energy source

Indicator	Unit	Description	EuroChem-BMU	Phosphorit	Nev. Azot	Nov. Azot	Kov. GOK	EuroChem-Volgakaliy	Total
Heat generated chemically	thousand Gcal	chemical reaction generated	365.81	604.03	935.97	749.31	0	0	2,655.12
Gasoline	thousand tonnes	automobile fuel	0.09	0.22	0.11	0.23	0.47	0.13	1.24
Diesel	thousand tonnes	automobile diesel	0.51	1.77	1.14	0.31	37.32	0	41.05
Coal	thousand tonnes	burning	0	0	0	0	0	0	0
Gas	million m ³	burning (without process gas diverted to chemical production)	100.39	93.93	15.31	91.48	0	0.22	301.34
Fuel oil	thousand tonnes	burning	0	0	0	0	91.99	0.25	92.24
Total	thousand GJ	sum	5,473.59	6,279.09	4,569.30	6,729.19	5,335.13	24.40	28,410.70

EN4 Indirect energy consumption by primary source

Indicator	Unit	Description	EuroChem-BMU	Phosphorit	Nev. Azot	Nov. Azot	Kov. GOK	EuroChem-Volgakaliy	Total
Electricity	thousand kWatt/h	purchased	14,063.59	179,176.61	1,075,645.31	1,166,703.17	730,890.00	26,700.00	3,193,178.68
Heat	Gcal	purchased	0	0	1,232,429.00	232,950.00	0	0	1,465,379.00
Total	thousand GJ	sum	50.63	645.04	9,031.27	5,175.26	2,631.20	96.12	17,629.52

EN5 Energy saved through conservation and efficiency improvements

	Unit	EuroChem-BMU	Phosphorit	Nev. Azot	Nov. Azot	Kov. GOK	EuroChem-Volgakaliy	Total
	GJ	4,500.00	0	38,520.00	719,242.71	4,186.80	0	766,449.51

EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives	pp 19, 44-45, 48-49
EN7	Initiatives to reduce indirect energy consumption and reductions achieved	pp 44-45, 48-49
EN8	Total water withdrawal by source	

Indicator	Unit	Description	EuroChem-BMU	Phosphorit	Nev. Azot	Nov. Azot	Kov. GOK	EuroChem-Volgakaliy	Total
runoff	thousand m ³	volume	4,739.55	7,356.31	0	33,074.00	6,434.00	0	51,603.85
rain	thousand m ³	volume	0	0	0	0	0	0	0
ground	thousand m ³	volume	172.20	87.12	0	1,853.00	0	117.21	2,229.53
Third party wastewater	thousand m ³	volume	0	0	0	0	0	0	0
Purchased water	thousand m ³	volume	0	300.48	28,111.00	0	3,677.56	0	32,089.03
Sum Total	thousand m ³	volume	4,911.74	7,743.90	28,111.00	34,927.00	10,111.56	117.21	85,922.42

EN9 Water sources significantly affected by withdrawal of water EuroChem significantly affects surface waters (Shatskoye water reservoir, Lake Kovdor)

EN10 Percentage and total volume of water recycled and reused

Indicator	Unit	Description	EuroChem-BMU	Phosphorit	Nev. Azot	Nov. Azot	Kov. GOK	EuroChem-Volgakaliy	Total
Volume of recycled water	thousand m ³	volume	118,887	139,289	600,299	296,244	110,980	0	1,265,699
Share of recycled water in water use total	%	relative unit	96.0	94.7	95.5	89.5	9.6	0.0	93.6

EN11 Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas EuroChem's facilities do not own, lease or manage lands in protected areas and areas of high biodiversity value

EN12 Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas No significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value have been reported

EN13 Habitats protected or restored 108 hectares (Phosphorit)

EN14 Strategies, current actions, and future plans for managing impacts on biodiversity The Company is guided by the acting Russian laws and the environmental obligations it has assumed

EN15 Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk At present the Company has no information about IUCN Red List species and national conservation list species with habitats in areas affected by operations

EN16 Total direct and indirect greenhouse gas emissions by weight

Indicator	Unit	Description	EuroChem-BMU	Phosphorit	Nev. Azot	Nov. Azot	Kov. GOK	EuroChem-Volgakaliy	Total
CO ₂	thousand tonnes	mass	122.13	118.52	22.08	111.19	394.63	1.34	769.88
CH ₄	tonnes	mass	11.06	10.69	1.96	10.15	14.83	0.14	48.84
N ₂ O	tonnes	mass	0.23	0.25	0.06	0.21	3.04	0.01	3.81
CO ₂ – equivalent	thousand tonnes	mass	122.44	118.82	22.14	111.46	395.88	1.35	772.09

EN17 Other relevant indirect greenhouse gas emissions by weight

Indicator	Unit	Description	EuroChem-BMU	Phosphorit	Nev. Azot	Nov. Azot	Kov. GOK	EuroChem-Volgakaliy	Total
CO ₂	thousand tonnes	mass	1.56	19.82	277.57	159.06	80.87	2,954.19	3,493.07
CH ₄	tonnes	mass	0.14	1.79	25.12	14.39	7.32	267.32	316.08
N ₂ O	tonnes	mass	0	0.04	0.50	0.29	0.15	5.35	6.32
CO ₂ – equivalent	thousand tonnes	mass	1.56	19.87	278.25	159.45	81.07	2,961.46	3,501.66

Results and attachments

Table of standard disclosures under GRI G3 reporting

Continued

EN18 Initiatives to reduce greenhouse gas emissions and reductions achieved No action has been taken to reduce greenhouse gas emissions

EN19 Emissions of ozone-depleting substances by weight

	Unit	Description	EuroChem-BMU	Phosphorit	Nev. Azot	Nov. Azot	KGOK	EuroChem-Volgakaliy	Total
	tonnes	mass	0.04	0	0.28	0	0	0	0.33

EN20 NOx, SOx, and other significant air emissions by type and weight

Indicator	Unit	Description	EuroChem-BMU	Phosphorit	Nev. Azot	Nov. Azot	KGOK	EuroChem-Volgakaliy	Total
Total	tonnes	mass	1,445.14	3,381.88	4,724.54	11,190.58	8,964.62	0	29,706.77
SO ₂	tonnes	mass	948.17	1,280.60	0.44	6.09	5,243.50	0	7,478.79
CO	tonnes	mass	33.19	170.89	937.24	4,733.72	741.40	0	6,616.44
NOx	tonnes	mass	145.05	555.76	829.76	1,744.77	1,376.96	0	4,652.31
Sulphuric acid	tonnes	mass	24.81	70.23	0.75	0	0	0	95.80
Ammonia	tonnes	mass	176.77	287.04	963.73	1,694.33	0	0	3,121.87
Solid	tonnes	mass	49.84	439.19	1,561.77	652.86	1,499.94	0	4,203.59
Hydrocarbons (without VOC)	tonnes	mass	0.16	191.13	235.60	462.60	96.07	0	985.55
Volatile organic compounds (VOC)	tonnes	mass	4.09	211.00	173.39	23.83	6.35	0	418.65

EN21 Total water discharge by quality and destination

Indicator	Unit	Description	EuroChem-BMU	Phosphorit	Nev. Azot	Nov. Azot	Kov. GOK	EuroChem-Volgakaliy	Total
Total annual water discharge (including users)	thousand m ³	volume	2,040.40	4,833.30	34,990.33	38,061.00	38,602.44	0	118,527.47
Total mass of discharged pollutants (including users)	tonnes	mass	880.80	5,376.38	37,945.88	42,275.04	34,052.95	0	120,531.05
Including:									
BOD full	tonnes	mass	6.52	25.92	159.95	99.24	173.27	0	464.90
Petroleum products	tonnes	mass	0.09	0.20	2.85	3.53	2.27	0	8.94
Suspended matter	tonnes	mass	17.31	39.15	588.81	239.30	199.12	0	1,083.69
Ammonium nitrogen	tonnes	mass	2.11	21.22	13.17	184.53	40.71	0	261.74
Nitrates	tonnes	mass	5.18	108.58	924.48	2,907.92	517.53	0	4,463.69
Sulphates	tonnes	mass	165.68	605.92	7,485.46	6,241.00	9,096.8	0	23,594.88
Chlorides	tonnes	mass	40.96	250.72	1,976.47	5,759.18	364.64	0	8,391.97
Fluorine	tonnes	mass	0.75	2.86	5.50	0	0	0	9.10
Phosphorus total	tonnes	mass	1.66	13.45	38.02	10.78	15.18	0	79.09
Water body denomination	denomination	water body	Pshekha river	Luga river	Barsuki river	Shatskoye reservoir, Shat river	Kovdora river (Upper). Lake Kovdor. Mozhel river	none	*
Annual water discharged by the managed organization into this water body	thousand m ³	volume	2,040.40	4,833.30	18,255.33	23,206.00	38,602.44	0	86,937.47
Including annual volume of untreated water discharged by the managed organization into this water body	thousand m ³	volume	2,040.40	0	317.16	0	4,430.87	0	6,788.43
Mass of pollutants discharged by the managed organization into this water body	tonnes	mass	880.80	5.37	19,797.31	34,209.21	34,052.95	0	94,316.64
BOD full	tonnes	mass	6.52	.38	83.45	72.24	173.27	0	361.40
Petroleum products	tonnes	mass	0.09	25.92	1.48	2.49	2.27	0	6.54
Suspended matter	tonnes	mass	17.31	0.20	307.20	158.70	199.12	0	721.48
Ammonium nitrogen	tonnes	mass	2.11	39.15	6.87	181.87	40.71	0	252.78
Nitrates	tonnes	mass	5.18	21.22	482.33	2,374.23	517.53	0	3,487.85
Sulphates	tonnes	mass	165.68	108.58	3,905.35	5,236.95	9,096.82	0	19,010.72
Chlorides	tonnes	mass	40.96	605.92	1,031.17	6,644.98	364.64	0	8,332.47
Fluorine	tonnes	mass	0.75	250.72	2.87	0	0	0	6.47
Phosphorus total	tonnes	mass	1.66	2.86	19.84	5.09	15.18	0	55.21
Volume of polluted water treated by third parties	thousand m ³	volume	0	13.45	0	23,206.00	1,554.24	0	24,760.24

Results and attachments

Table of standard disclosures under GRI G3 reporting

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EN22 Total weight of waste by type and disposal method

Indicator	Unit	Description	EuroChem-BMU	Phosphorit	Nev. Azot	Nov. Azot	Kov. GOK	EuroChem-Volgakaliy	Total
Total waste generated	tonnes	mass	940,481.37	8,525.41	22,632.20	53,413.84	38,397,386.65	64.90	39,422,504.37
1 hazard class	tonnes	mass	0.24	0.42	3.26	1.68	0.84	0	6.44
2 hazard class	tonnes	mass	59.05	0.16	5,836.66	0	0.89	0	5,896.76
3 hazard class	tonnes	mass	14.14	29.35	1,289.15	4,200.18	634.60	2.09	6,169.52
4 hazard class	tonnes	mass	144.79	7,142.84	9,473.53	19,326.69	2,302.27	33.00	38,423.11
5 hazard class (Total)	tonnes	mass	940,263.15	1,352.65	6,029.60	29,885.29	38,394,448.06	29.80	39,372,008.54
5 hazard class (mining industry)	tonnes	mass	0	0	0	0	38,382,336.60	0	38,382,336.60
Total disposed wastes	tonnes	mass	1,002,854.65	1,337.46	11,763.30	42,503.48	5,003,346.34	17.31	6,061,822.54
1 hazard class	tonnes	mass	0	0	0	0	0	0	0
2 hazard class	tonnes	mass	0.03	0.16	3.72	0	0	0	3.91
3 hazard class	tonnes	mass	11.28	20.27	686.03	3,948.72	615.15	0	5,281.45
4 hazard class	tonnes	mass	10.54	58.87	162.73	729.70	760.21	0	1,722.06
5 hazard class (Total)	tonnes	mass	1,002,832.79	1,258.32	10,910.82	37,825.06	5,001,970.98	17.31	6,054,815.28
5 hazard class (mining industry)	tonnes	mass	0	0	0	0	4,987,100.00	0	4,987,100.00
Total decontaminated wastes	tonnes	mass	113.28	2.49	5,923.94	1.65	4.19	0	6,045.55
1 hazard class	tonnes	mass	0.31	2.49	6.70	1.65	0.60	0	11.75
2 hazard class	tonnes	mass	88.97	0	5,832.95	0	0	0	5,921.92
3 hazard class	tonnes	mass	1.80	0	84.30	0	2.70	0	88.80
4 hazard class	tonnes	mass	18.20	0	0	0	0	0	18.20
5 hazard class	tonnes	mass	4.00	0	0	0	0	0	4.00
Total buried wastes	tonnes	mass	117.99	7,288.39	11,437.92	23,129.15	33,397,026.67	45.29	33,439,045.40
1 hazard class	tonnes	mass	0	0	0	0	0	0	0
2 hazard class	tonnes	mass	0	0.16	0	0	0	0	0.16
3 hazard class	tonnes	mass	0	9.00	636.59	292.81	9.50	0.33	948.23
4 hazard class	tonnes	mass	94.00	7,237.69	7,652.15	20,083.95	1,681.50	32.48	36,781.76
5 hazard class (Total)	tonnes	mass	23.99	41.54	3,149.18	2,752.39	33,395,335.67	12.49	33,401,315.26
5 hazard class (mining industry)	tonnes	mass	0	0	0	0	33,395,236.60	0	33,395,236.60

EN23	Total number and volume of significant spills and emergency discharges	There were no spills or emergency discharges in 2010
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII and percentage of transported waste shipped internationally	EuroChem does not transport, import or export wastes deemed hazardous under the Basel Convention Annex I, II, III, and VII
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff	The Company does not significantly affect water bodies having protected biodiversity status. The Company affects lake Kovdor with one protected species and the Shatskoye reservoir without any protected species
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	

Indicator	Unit	EuroChem-BMU	Phosphorit	Nev. Azot	Nov. Azot	Kov. GOK	EuroChem-VolgaKalliy
Summary of significant environmental protection action	denomination	none	none	Development of the protected industrial waste site Volchyiya Balka	Introduction of selective treatment in 2 apparatuses of workshop MUIK No.1 (unconcentrated nitric acid); Biochemical treatment of industrial and runoff waters from Chamber 1	Exploration of the possibility of immobilizing quarry steps by polymer cover and grass sod to enhance mining safety and reduce environmental impact of quarry operations	none
Environmental effect	Impact dependent	none	none	Reduction of pollutant discharge impact on public health	Reduction of total discharge from workshop MUIK No.1 (unconcentrated nitric acid) by 357.7 tons/year; Reduction of polluted water discharge by 750 m ³ /hour at outlet No.1	Reduction of suspended matter atmospheric discharges	none

EN27	Percentage of products sold and their packaging materials that are reclaimed by category	Owing to the specificity of Company products such data are not collected
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EN28	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with environmental laws and regulations	
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Indicator	Unit	Description	EuroChem-BMU	Phosphorit	Nev. Azot	Nov. Azot	Kov. GOK	EuroChem-VolgaKalliy	Total
Total monetary sanctions	RUB thousand	sum	205	0	0	201	0	0	406
Fines	RUB thousand	sum	205	3	0	201	0	0	409
Other monetary sanctions	RUB thousand	sum	0	0	0	0	0	0	0
Total number of non-monetary sanctions	units	quantity	0	0	0	0	0	0	0
Number of other administrative sanctions	units	quantity	0	0	0	0	0	0	0
Number of criminal proceedings	units	quantity	0	0	0	0	0	0	0
Number of courts cases lost	units	quantity	0	0	0	0	0	0	0
Number of noncompliance instances revealed per year	units	quantity	10	0	0	11	0	0	21
Number of noncompliance instances corrected per year	units	quantity	8	0	0	3	0	0	11

Results and attachments

Table of standard disclosures under GRI G3 reporting

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EN29 Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce

Indicator	Unit	Description	EuroChem-BMU	Phosphorit	Nev. Azot	Nov. Azot	Kov. GOK	EuroChem-VolgaKaliy	Total
Transportation by rail	thousand tonne/km	quantity	178,575.48	655,326.00	656,802.84	1,929,040.3	11,611,699.75	0	15,031,444.37
Transportation by sea	thousand tonne/km	quantity	0	0	682,932.09	371,300	0	0	1,054,232.09

EN30 Total environmental protection expenditures and investments by type

Indicator	Unit	EuroChem-BMU	Phosphorit	Nev. Azot	Nov. Azot	Kov. GOK	EuroChem-VolgaKaliy	Total
Total	RUB thousand	322,056.41	246,972.16	729,131.50	310,294.56	191,701.06	46,355.83	1,846,511.51
including:								
Current EP costs	RUB thousand	27,543.80	122,874.00	674,391.10	105,091.60	68,790.58	0	998,691.08
Expenditures on capital production asset repairs as part of EP	RUB thousand	264,869.20	22,779.00	4,314.20	10,178.00	14,809.40	0	316,949.80
Payment for negative environmental impact	RUB thousand	688.00	3,966.16	8,250.30	13,760.80	67,055.00	186.04	93,906.30
Water protection costs	RUB thousand	5,088.47	1,988.00	0	81,951.16	29,236.68	0	118,264.31
Investments in fixed capital aimed at protecting the environment and making better use of natural resources	RUB thousand	24,554.94	95,365.00	42,176.00	99,313.00	11,809.40	46,169.83	319,388.17

LA1 Total workforce by employment type, employment contract and region

Indicator	2010
Total employment on 01.01	20,348
including:	
– indefinite term employment agreement	19,760
– fixed term employment agreement	588
– full time	20,332
– part time	16
including by region:	
Krasnodar territory	
– indefinite term employment agreement	1,123
– fixed term employment agreement	17
– full time	1,140
– part time	0
Stavropol territory	
– indefinite term employment agreement	4,783
– fixed term employment agreement	330
– full time	5,109
– part time	4
Leningrad oblast	
– indefinite term employment agreement	2,213
– fixed term employment agreement	16
– full time	2,227
– part time	2
Murmansk oblast	
– indefinite term employment agreement	3,736
– fixed term employment agreement	66
– full time	3,802
– part time	0
Tula oblast	
– indefinite term employment agreement	5,836
– fixed term employment agreement	128
– full time	5,950
– part time	14

LA8 Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases

Indicator	Unit	Description	EuroChem-BMU	Phosphorit	Nev. Azot	Nov. Azot	Kov. GOK	EuroChem-VolgaKalliy	Total
Industrial safety certified	employees	Number of utility employees who went through industrial safety training and certification during the review period	442	410	2,208	1,265	582	168	5,075

LA9 Health and safety topics covered in formal agreements with trade unions

Description	EuroChem-BMU	Phosphorit	Nev. Azot	Kov. GOK	EuroChem-VolgaKalliy
Main provisions of collective agreements (such as expenditures on individual protective gear, insurance, etc.)	<ul style="list-style-type: none"> • IPG – RUB 3.8m • Healthful and dietary meals, milk – RUB 7.3m • Labor protection agreement – RUB 10.6m • Insurance – RUB 1.9m 	<ul style="list-style-type: none"> • IPG – RUB 7.8m • Implementation of labor protection measures – RUB 8m • Workplace certification for labor conditions – RUB 0.17m • Holiday vouchers – RUB 2.96m • Additional leaves for hazardous work conditions, issue of milk and healthful and dietary meals – RUB 14.6m 	<ul style="list-style-type: none"> • Natural juice, healthful and dietary meals, milk – RUB 27.2m • IPG – RUB 21.9m • Labor protection agreement – RUB 5.7m • Risk management plan – RUB 17.7m 	<ul style="list-style-type: none"> • IPG – RUB 12.4m • Milk – RUB 9m • Agreement – RUB 8m • Other – RUB 3.3m 	<ul style="list-style-type: none"> • IPG – RUB 3.7m

LA10 Average hours of training per year per employee by gender, and by employee category
Average hours of training per employee – 42 hours; 44.9 hours per blue color worker, 35 hours per white color worker

LA11 Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings
We enhance our competitive advantage by expanding the range of skills mastered by each employee. Mastering additional skills gives employees a better competitive advantage on the jobs market

LA12 Percentage of employees receiving regular performance and career development reviews
76%

LA13 Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity
p 58

LA14 Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation
The average monthly wage at the Company was RUB 31,700 in 2010. The ratio of men-to-women average monthly remuneration was 1.4 across the Company; 1.3 among managers 1.4 among specialists, and 1.3 among shop floor and office workers

Results and attachments

Table of standard disclosures under GRI G3 reporting

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HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening	No regular accounting was done
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken	No regular accounting was done
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	No special training was done
HR4	Total number of incidents of discrimination and corrective actions taken	p 14
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights	pp 14, 26-27, 58-61
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor	p 60
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures taken to contribute to the elimination of all forms of forced or compulsory labor	p 60
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations	All security personnel go through training on compliance with human rights and legal norms on the rights of the individual
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken	p 60
S01	Nature, scope and efficacy of programs and approaches to evaluate implemented local community engagement, impact assessments and development programs throughout the duration of activities	pp 50-57, 69-71
S02	Percentage and total number of business units analyzed for risks related to corruption	Security and internal auditing services do a 100% monitoring of corruption-related risks
S03	Percentage of employees trained in organization's anti-corruption policies and procedures	EuroChem employees adhere to Russian laws and the corporate governance code EuroChem did not conduct special training on anti-corruption policies and procedures
S04	Actions taken in response to incidents of corruption	No instances of corruption involving Company employees were revealed during the review period
S05	Public policy positions and participation in public policy development and lobbying	pp 26-29. EuroChem strives to build relations with bodies of government power and local governments in keeping with the acting laws and regulations, short of attempting to influence decisions taken by such bodies. As part of engaging bodies of government EuroChem organizes reporting on the key issues facing the chemical complex: development strategies, internal cooperation, economic management mechanisms and brings those issues before enterprises, institutions and corporations for a broad review. The Company also provides all the information requested by overseeing bodies as part of the acting legal procedures
S06	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country	The Company makes no monetary or in-kind donations to political parties, politicians or organizations related to them
S07	Total number of legal actions for anticompetitive behavior, anti-trust, and monopoly practices and their outcomes	EuroChem has not been subjected to legal action over anticompetitive behavior, anti-trust, or monopoly practices and their outcomes
S08	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations	Over the review period the Company has not been the subject of fines or non-monetary sanctions arising from noncompliance with laws or normative requirements

PR1	PR1 Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures	The Agrochemical Bulletin available on the corporate site www.eurochem.ru detailing the procedures for using the main company products with the emphasis those stage of plant life cycles when the use of these products is most beneficial, effective and safe
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes	During the period under review the Company has received no information about instance of noncompliance with normative requirements or voluntary codes of operation related to the impact of its products and services on public safety and health
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	The Company informs wholesale and retail mineral fertilizer and chemical product users in a timely fashion about product quality and also about the potential impact of its products upon the environment. All products are duly marked. All products have the required passports and certificates including the hygienic certificate and safety lists
PR4	PR4 Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	The Company has no information about instances of noncompliance with normative requirements or voluntary codes related to the marking of products or the provision of information about the properties of products and services
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	An annual review of customer satisfaction with EuroChem's products and services is conducted
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	EuroChem adheres to legal norms as well professional ethical norms and dealing with the media and marketing as a member of the Russian Public Relations Association
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship by type of outcomes	There have been no instances of noncompliance with legal norms or voluntary codes concerning marketing and commercial advertising, product placement, promotion and sponsorship
PR8	PR8 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	There have been no complaints regarding breaches of customer privacy and losses of customer data during the review period
PR9	Monetary value of significant fines for noncompliance with laws and regulations concerning the provision and use of products and services	During the review period the Company has not been fined for noncompliance with laws and regulations concerning the provision and use of products and services