



Our Way to Serve

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Letter from the President

Bridgestone is a global company that since its founding has had a clear mission, Serving Society with Superior Quality. The Bridgestone Latin America North region, with less than four years of being constituted, seeks to consolidate itself as a leader in a broad market that, geographically, extends through Mexico, Central America, the Caribbean, Colombia and Ecuador.

The company celebrated several milestones in 2017, including 50 years of operations in Costa Rica with a tire manufacturing facility in Belén, while the Bandag brand celebrated its 60th anniversary with the launch of a new image.

Today, our priority is to keep moving in the strengthening of our processes and sales efficiencies and synergies, while applying our solid corporate culture to standardizing the competitive advantage and knowledge acquired in each of the markets and countries in which we operate.

We have applied different management approaches to our stakeholder relations by market type and segment, in an effort to provide integrated solutions that improve mobility, support people and communities, and promote environmental stewardship through an optimized service cycle that adapts to our consumers' changing needs.

Bridgestone's social responsibility commitment, Our Way of Serve, provides a framework for the way we do business, develop products and interact with communities and customers. This commitment is based on three Priority Areas: Mobility, People and Environment; and in six Management Fundamentals that comprehensively favor the fulfillment of our mission.

At Bridgestone, we innovate in both product development and internal mechanisms to optimize our operation, as we focus on caring for the environment and providing unparalleled customer service experiences. Examples of this are the products developed with differentiating technologies such as the Run-Flat tire and ECOPIA EP422 PLUS that today position us at the forefront of tire manufacturing due to the quality, comfort, safety and environmental care that characterize our products.

We also serve the community that welcomes us in each of the countries where we operate through our volunteer programs. During 2017, we benefited 124,556 people, thanks to initiatives that were



We celebrate the **60th** anniversary of **Bandag** by launching a **brand new image**.

developed with the aim of building a society with greater knowledge of road safety, as well as promoting a more inclusive education and healthier communities.

It is essential in our actions to support development and equity among our employees, as an integral part of our sustainability. According to the 2016 Great Place to Work® study, 91% of our employees in Mexico are proud to work at Bridgestone, while in Costa Rica they placed us in the third position among the best companies to work for, in the category of 100 to 1,000 workers.

We value the trust that each collaborator gives us and we are convinced that training is the best mechanism to guarantee their integral development. Therefore, in 2017 we invested 963,318 USD in regional training with an average of 81 hours of training per employee.

Protecting the environment is part of our Priority Areas; that is why the water consumption in the plants of Cuernavaca, Mexico and Belén, Costa Rica, was reduced by 5.6% and 0.5%, respectively. In addition, we seek to make our operation more efficient, we greatly value resources and operate in harmony with nature. So in 2017, we planted 3,600 trees and collected 198 tonnes of waste tires for their correct disposal.



124,556

people were benefitted in 2017
through our volunteering programs.



In 2017

3,600

trees were planted and 198 tonnes of
waste tires collected for their proper
disposal.

At Bridgestone we anticipate, prevent and mitigate the risks. In 2016, a renovated Corporate Program for Business Continuity and Crisis Management was launched, which was implemented in 2017 after the earthquakes in Mexico and the passage of Nate hurricane in Costa Rica. Both natural disasters were managed under the protocols established to guarantee the protection of people, property and business continuity.

There are challenges in alignment with the sustainable development of each country, which the new governments of Mexico, Colombia and the Central American countries must work on. At Bridgestone, we will continue to act as a responsible corporate citizen to contribute to the development of our markets, through active participation in associations in our sector.

Every year, this report supports our commitment to build a more inclusive, sustainable and resilient society, in absolute congruence with the Sustainable Development Goals of the United Nations.

I invite you to learn more about Bridgestone's sustainable performance and principles, as well as our contributions to enhancing Mobility, People and Environment.

Alfonso Zendejas

President

Bridgestone Latin America North, BS-LAN





Bridgestone is a Japanese company dedicated to the production and marketing of tires, committed to **Serving Society with Superior Quality**, through its operations, corporate activities, internal policies and attention to stakeholders. These aspects are aligned with The Bridgestone Essence, the philosophy stipulated at the corporate level.

Corporate Profile

The Bridgestone Essence

Mission

Serving Society with Superior Quality

Foundation

Seijitsu-Kyocho
[Integrity and Teamwork]

Shinshu-Dokuso
[Creative Pioneering]

Genbutsu-Genba
[Decision-Making Based on Verified, On-Site Observations]

Jukuryo-Danko
[Decisive Action after Thorough Planning]

BRIDGESTONE

Seijitsu-Kyocho

Adhere ourselves to the good faith principles regarding work performance, the way we treat others and how we commit with society.

Shinshu-Dokuso

It refers to building the future, daring ourselves proactively to identify and develop innovations that will benefit society and respond to our client's needs from his or her perspective.

Genbutsu-Genba

Take the time necessary to verify personally in-terrain and use our empirical observations to make decisions.

Jukuryo-Danko

Research of all options and possibilities, paying special attention how to execute decided actions.

Main products and services

Tires	The company offers a wide range of tires for automobiles, trucks, buses, aircraft, construction and mining vehicles, motorcycles, and so forth.
Diversified products	Chemical and Industrial products: Acoustic and anti-vibration insulation materials, polyurethane foam products, electro-materials, industrial rubber products, construction materials, belts, hoses and others.
	Diversified products: A business under the umbrella of Bridgestone Americas Inc. that supplies commercial roofing materials and other products.
	Sporting Goods: Golf balls, golf clubs, golf apparel, tennis goods and other products.
	Bicycles: Bicycles and articles for bicycles.
	Others: Financing services and other products.
Business solutions	Bridgestone leverages the potential for more inclusive elements in the company's portfolio, and it works on new solutions, combining maintenance services, IT/ sensor technology, tires and diversified products, to meet the needs of its customers.

Bridgestone in Global Figures

Capital:
JPY **¥ 126.3** billion.

Sales:
JPY **¥ 3,643** billion.



Locations:

1 corporate office in Japan and **regional headquarters in:**

- America
- Europe, Middle East, Russia, and Africa
- China, Asia, and Pacific

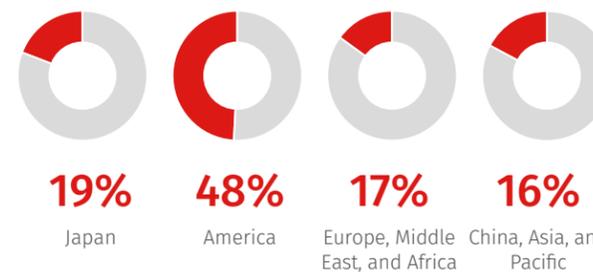


Employees:

- Direct: **142,669**
- Indirect: **13,706**

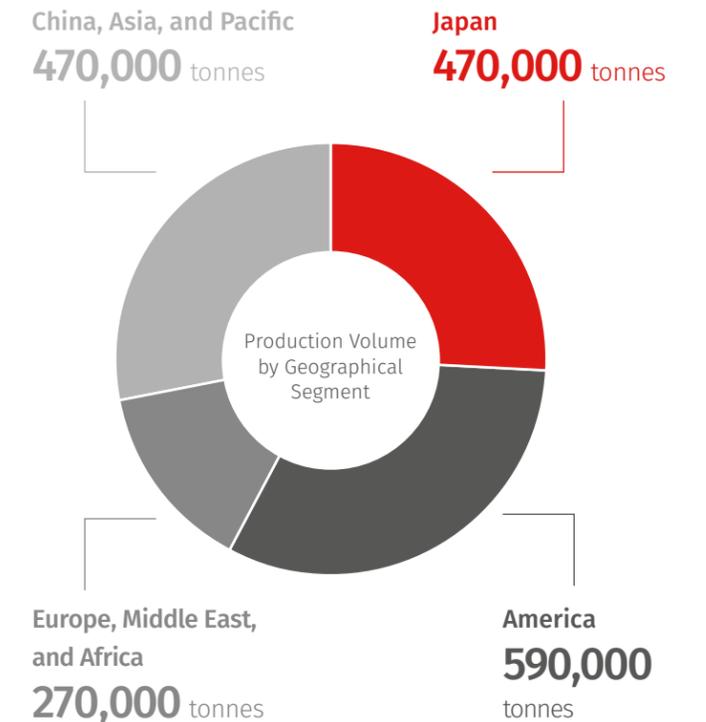
Sales by business segment and market:

- **17%** diversified products.
- **83%** tires.



Tire production (tonnes):

1.8 million



Regional figures for Bridgestone Latin America North, (BS-LAN)



Corporate Offices
Mexico City, Mexico



Plants
2 tire manufacturing facilities

- Cuernavaca, Morelos, Mexico.
- Belén, Heredia, Costa Rica.

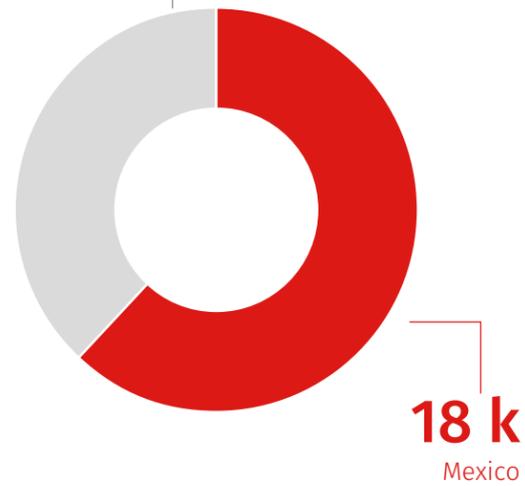
1 tire-retread manufacturing facility

- Leon, Guanajuato, Mexico.



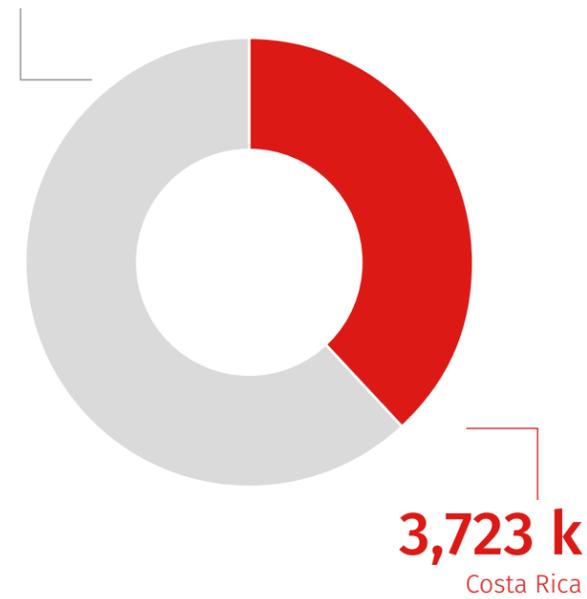
Daily Production
29 k tires.

11 k
Costa Rica



Total production
9,719 k tires.

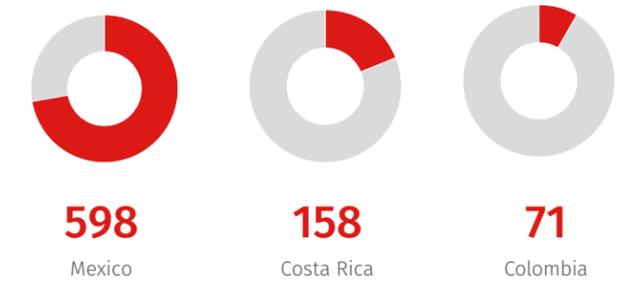
5,996 k
Mexico



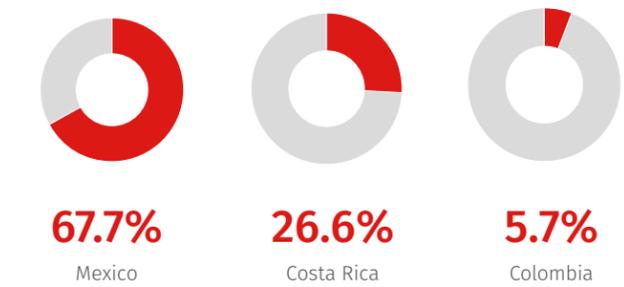
7,323 tonnes of products for tires retreading.



Points of sale
827

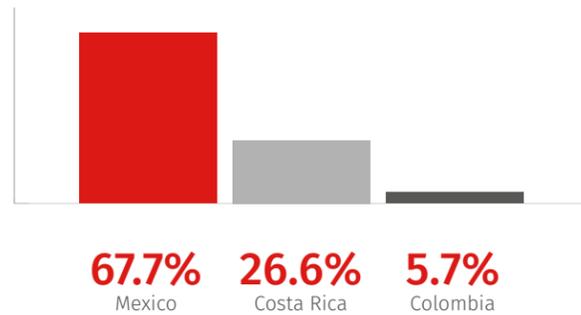


Total sales per country

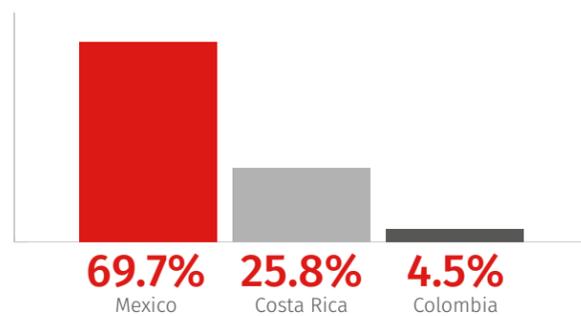




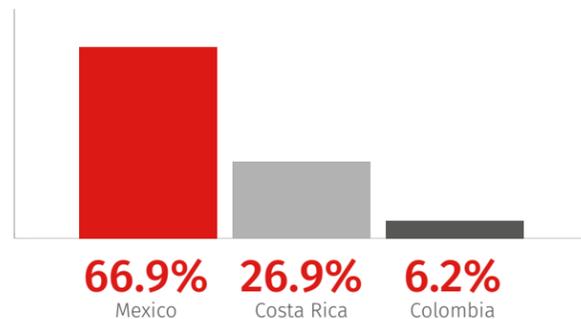
Economic value generated



Economic value distributed



Economic value retain



Total employees

2,522



Corporate volunteering

- 3,691 hours.
- 1,271 volunteers.
- 124,556 people benefited.



Training

- 191,855 hours.
- 963,318 training investment (USD).
- 81 average training hours.

Business model

Bridgestone seeks to ensure that its operation generates value for all its stakeholders, the company and society in general. Its business model is based on innovation to select and operate with the best human, material and financial resources, in order to ensure that its operation, distribution, sale and use of its products generate a positive impact on People, Mobility and Environment, promoting the reduction of emissions throughout the production cycle.



1. Development and innovation

- Guarantee tire quality and safety.
- Respond to OEMs needs on time and comply with their technical specifications.
- Manufacture ecological tires: Ecopia.
- Duplicate the useful lives of tires through renewal.



2. Raw Materials

- Establish purchasing processes based on Global Sustainable Procurement Policy.
- Make suppliers aware of ethical, environmental and human rights, as well as employment practices, among others.
- Develop local suppliers.



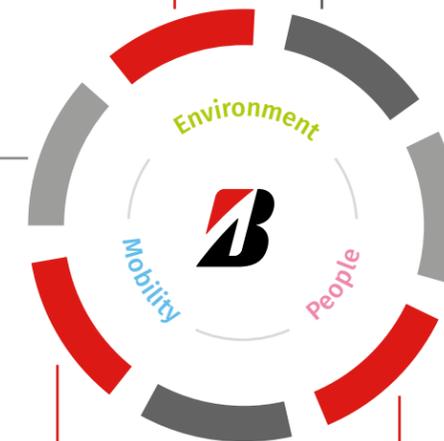
3. Manufacturing

- Maintain employees' health and safety.
- Reduce energy consumption by using less polluting fuels.
- Reduce water consumption.
- Recycle and, where possible, reuse 100% of consumed materials.



4. Distribution and logistics

- Logistics efficiencies, and customer service values.



7. Final Management

- Recovery of used tires.
- Generate alliances to contribute with solutions for a correct tire-disposal practice.



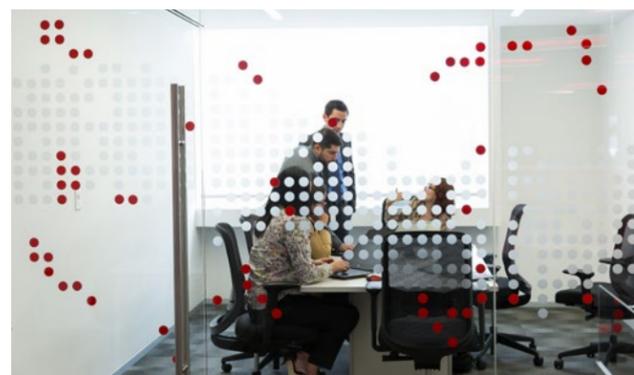
6. Use

- Create awareness among the population through diverse programs:
 - » Road Safety campaigns.
 - » Corporate volunteering.



5. Sales

- Promote high quality and safer products and services.
- Maintain effective communication channels to encourage feedback about the products and services.
- Establish commercial and fair competition practices.

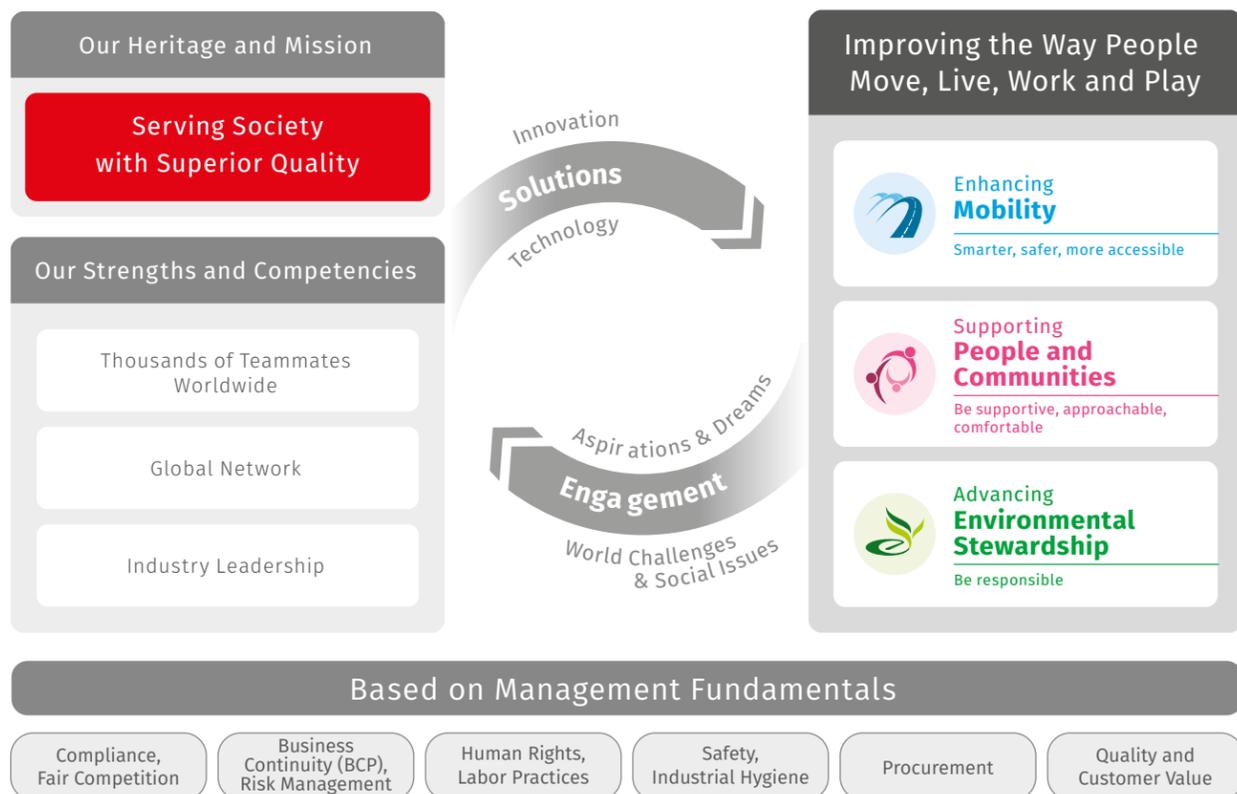


Our Way to Serve

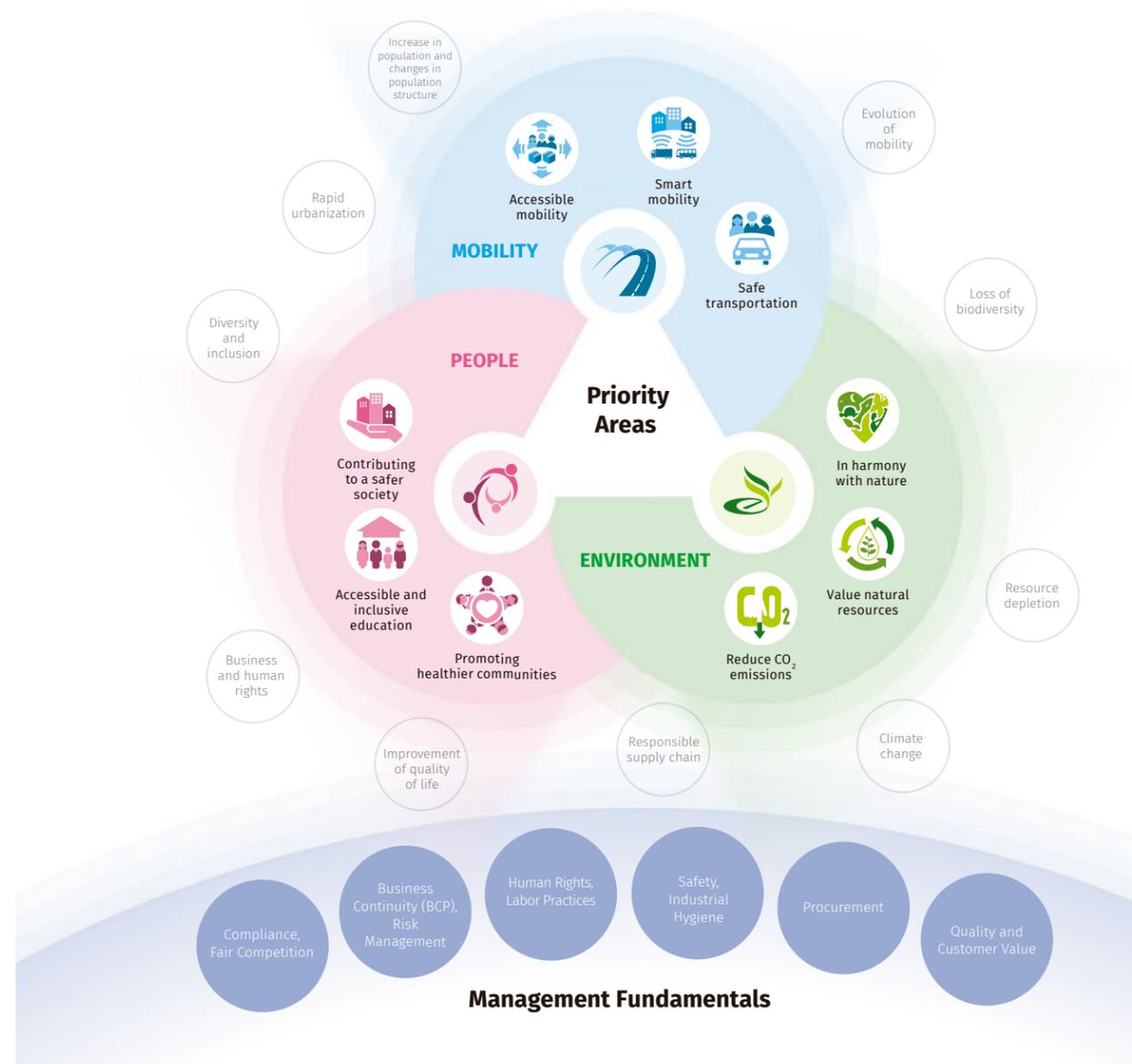
VISION

“Understanding that Serving Society with Superior Quality is our heritage and our mission, and embracing our responsibility to future generations as a global leader in our industries, Bridgestone and its teammates around the world employ innovation and technology to improve the way people move, live, work and play.”

Our Way to Serve

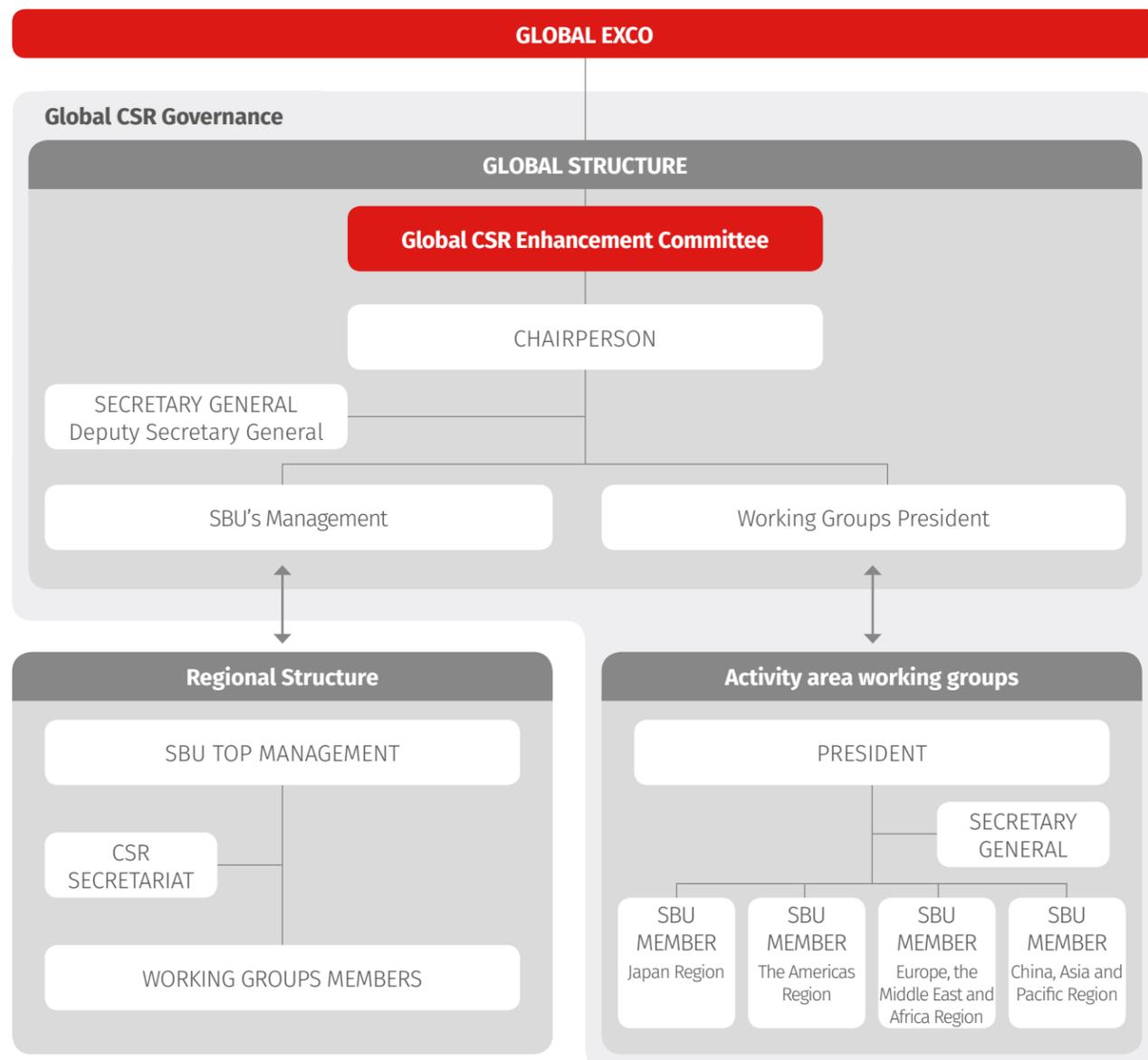


Priority Areas and Management Fundamentals of Our Way to Serve



Bridgestone has consolidated a global sustainability management system which is led by a Global Executive Committee. Its function is to review and approve the strategies that the Global CSR Enhancement Committee (Sustainability) must develop and implement.

The Global Committee is made up of members of the Strategic Business Units (SBU) and several working groups whose collective purpose is to manage and monitor global and regional issues in the sustainability plans established for each country and region.



Corporate governance

Bridgestone's global organizational structure is divided into four regions. One of them is Bridgestone Americas Inc., to which the Bridgestone Latin America North business unit belongs, consolidated in 2015 and which integrates operations of Mexico, Costa Rica, Central America, the Caribbean, Colombia and Ecuador. Its Executive Committee serves as the main governing body for the company's decision-making and management of its social, environmental, economic, and ethics issues. This committee is headed by the President of Bridgestone Latin America North.

This governing body is comprised of executive and managerial positions who are responsible for controlling and promoting the organization's sustainable performance in line with the vision established by Bridgestone Americas and Bridgestone Japan.



24%

of the **Executive Committee** members are **women**.

Executive Committee	Men	Average age	Women	Average age
Mexico				
President	1	46		
Deputy Directors	3	50.3	1	32
Directors, managers, or area representatives	38	41.5	4	43.9
Colombia				
Deputy Directors	1	39		
Directors, managers, or area representatives	3	44.6	1	40
Costa Rica				
Deputy Directors	4	47		
Directors, managers, or area representatives	26	45.9	1	33
TOTAL	76		7	

Material Issues

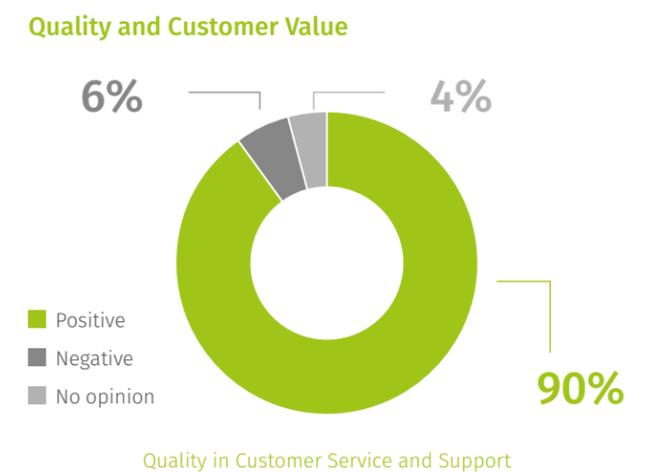
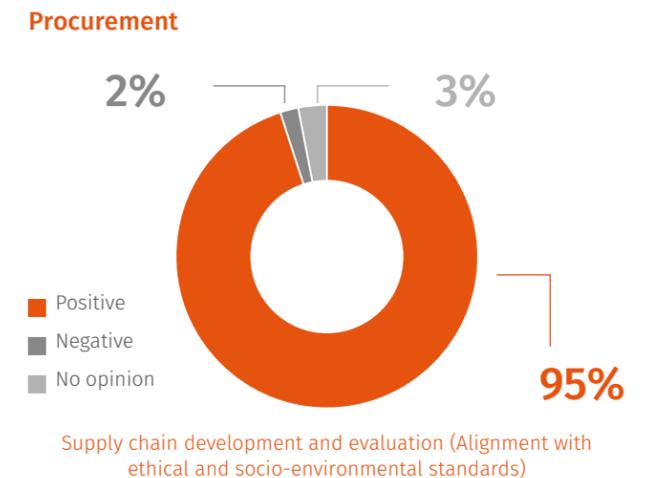
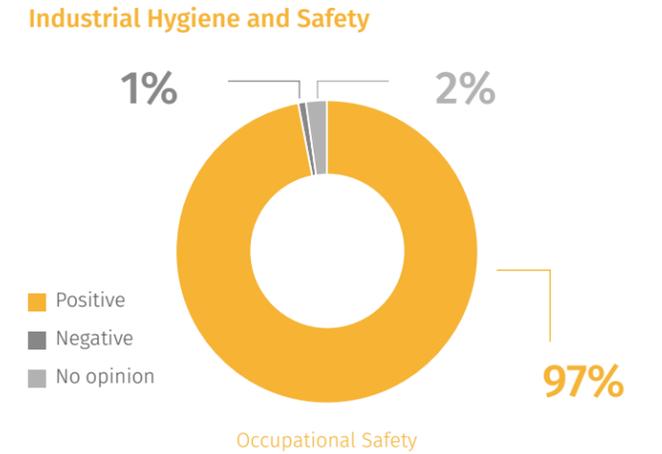
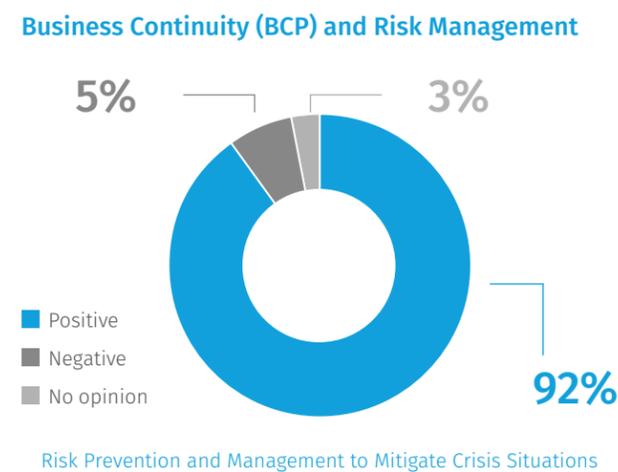
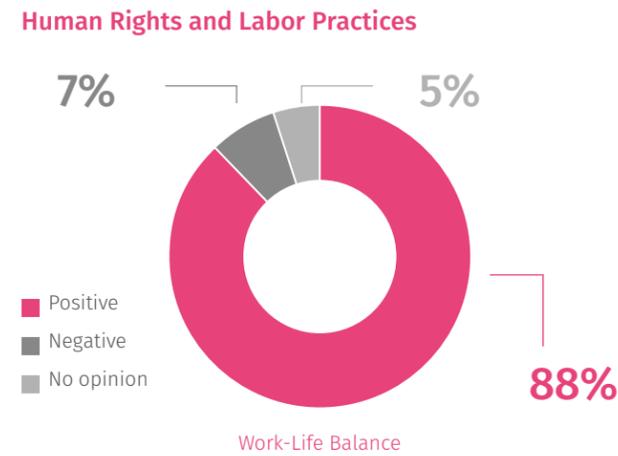
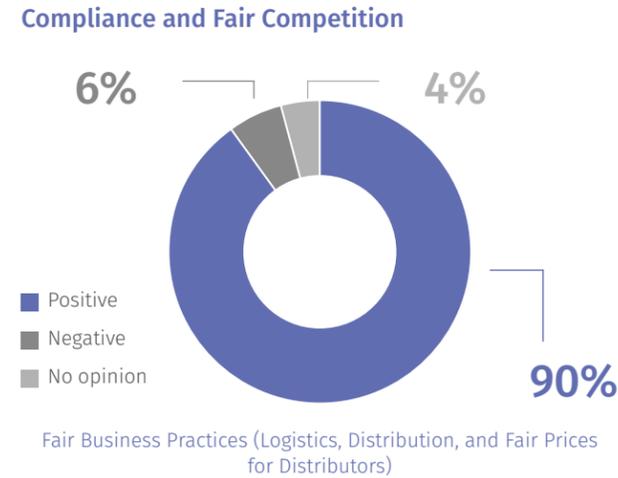
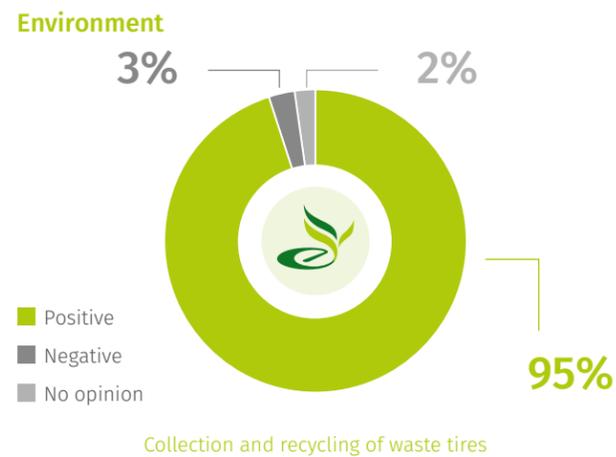
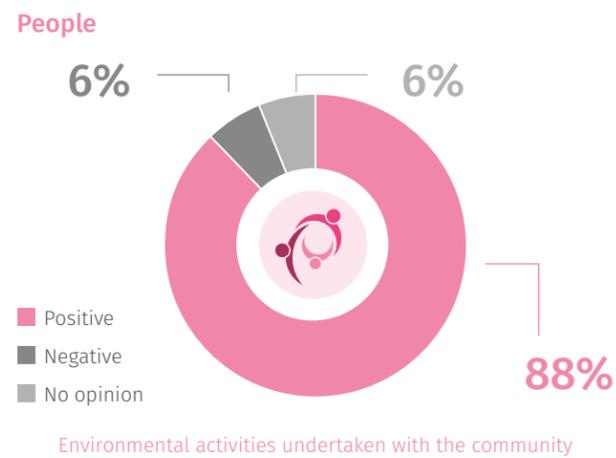
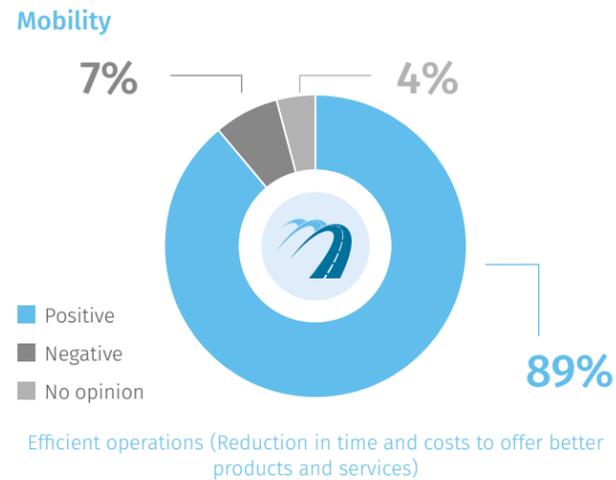
During 2017, Bridgestone Latin America North (BS-LAN) conducted a materiality study, with the following objectives:

- To identify stakeholder perceptions about the company's sustainable performance, in alignment with Our Way to Serve, the three Priority Areas and the six Management Fundamentals.
- To prioritize stakeholder needs and/or expectations through an indirect dialogue conducted through a survey, in order to establish the issues comprising the company's social responsibility strategy reported herein.

The materiality study was conducted in compliance with GRI Guidelines and INTE G: 35 Standard of the Technical Standards Institute of Costa Rica (INTECO), which is unique to that country. The materiality study initially focused on an approach involving a range of internal and external stakeholders, in an effort to identify their expectations and perceptions regarding sustainability at Bridgestone. Thus, the process served to identify issues that are relevant to ensure the continued development of the company's regional sustainability plan, seeking to connect the Priority Areas with the stakeholders' interests and with the company's business objectives.

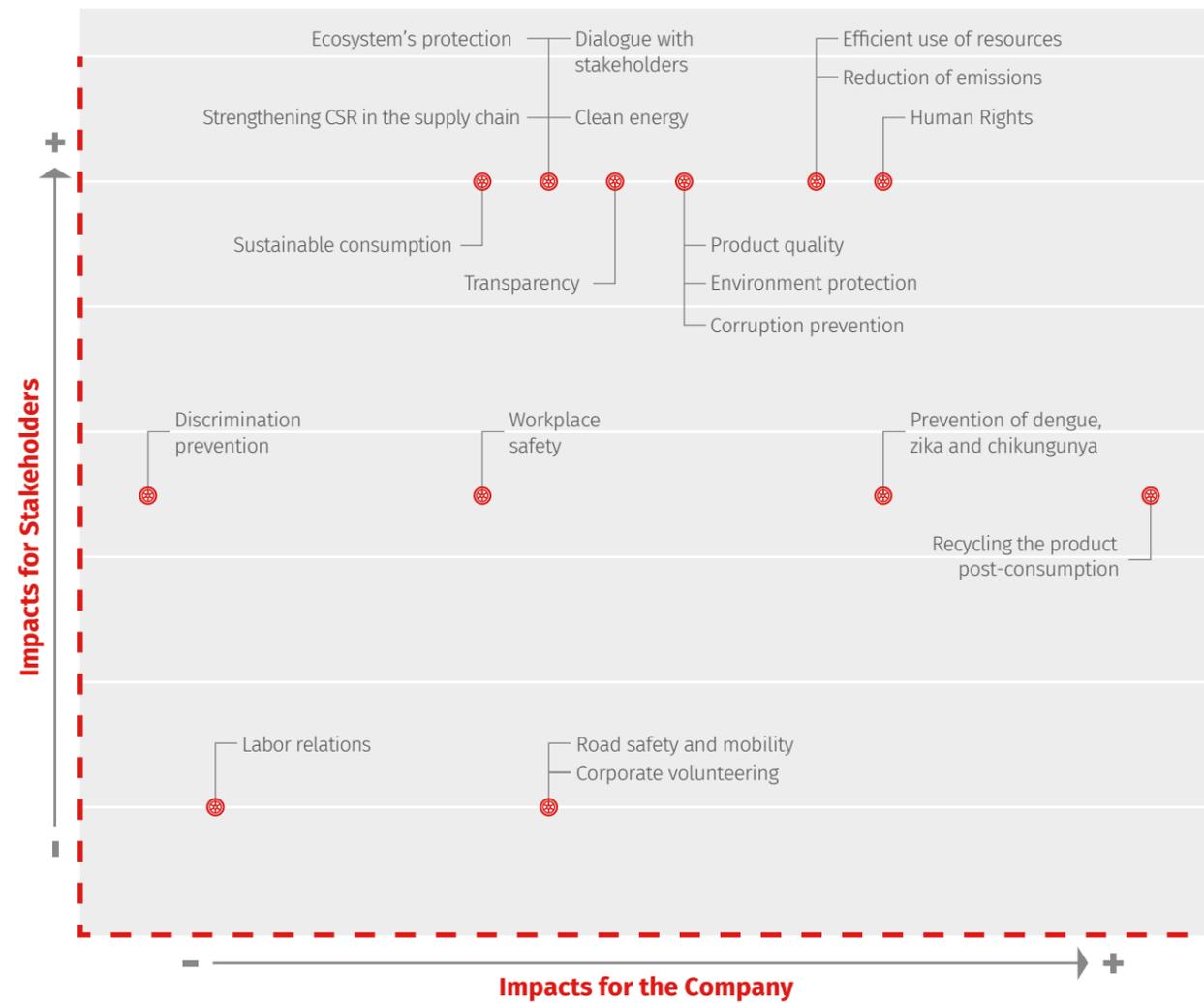
According to the stakeholders consulted, it was concluded that in Costa Rica there is a positive perception of the company's sustainability above 91% average.

The charts show the percentage of positive, negative, and neutral perception stated by the stakeholders regarding the performance of each Bridgestone's Priority Area and Management Fundamentals, as well as the issue they considered most relevant in each of them.



Costa Rica

In Costa Rica, the most important impacts for the organization were defined in order to build an action plan consistent with each of them. The impacts were evaluated according to the G:35 Standard Methodology for Corporate Social Responsibility certified by INTECO considering their potential effect in different dimensions affecting the company and stakeholders alike. Bridgestone also conducted a benchmark (comparative analysis) on the sustainability of companies of a similar size and geographical location in Costa Rica. Moreover, an assessment of national and international media outlets was made to include relevant news regarding the status of sustainability and its most outstanding practices at a country level. The results are reflected in the following Materiality Chart:



Stakeholders

Bridgestone Costa Rica believes that the success of the business and its permanence depend on working together with its stakeholders, so it seeks to maintain constant communication, meet their expectations and establish partnerships that allow collaboration on topics of mutual interest.

The company has established several communication channels with its stakeholders, in order to respond to the relevant issues. These channels include meetings, opinion studies, surveys, alliances and initiatives of the sector, among others, and are led by the different directions or areas of the organization related to each stakeholder group.

Continuous 

Stakeholder	Description	Communication Channels	Frequency of contact	
 Employees	These are all Bridgestone staff members, whose rights are respected while promoting the development of their skills and abilities. The company respects diversity and encourages communication between employees and managers.	<ul style="list-style-type: none"> • Meetings • Activities • Internal communications 	<ul style="list-style-type: none"> • Training • Courses and assessments • Audits 	
 Suppliers	These vendors supply the necessary raw material for the company's daily production and operational activities. Bridgestone conducts fair and impartial transactions with them and promotes their sustainability policies.	<ul style="list-style-type: none"> • Supplier meetings and assessments • Training 	<ul style="list-style-type: none"> • Email • Telephone 	
 Associations and Institutions	These groups represent the interests of the sector to which Bridgestone belongs. They can be of a social or economic nature.	<ul style="list-style-type: none"> • Meetings • Email 	<ul style="list-style-type: none"> • Plant tours to learn about the company's quality systems, among others 	
 OEMs (Original equipment)	Automotive assembly plants, dealers, and end users represent these. Bridgestone strives to ensure that it is Serving with Superior Quality by offering attractive products and services that respond to their needs, along with information to help them make better decisions.	<ul style="list-style-type: none"> • Meetings • Audits • R&D 	<ul style="list-style-type: none"> • Email • Direct communications 	
 Clients		 Business Partners (Dealers)	<ul style="list-style-type: none"> • Meetings • Training 	<ul style="list-style-type: none"> • Encounters • Direct and permanent communications with the sales and marketing teams 
 End Consumer			<ul style="list-style-type: none"> • Website • Toll-free Customer Service Center phone number 	<ul style="list-style-type: none"> • Market Research • Social Media • Email 
 Community	It refers to the people to whom the company's operations generate an impact or benefit. Bridgestone works to contribute to the development of the community, preserve natural resources and carry out activities for the benefit of social causes.	<ul style="list-style-type: none"> • Communication campaigns for employees and the community • Direct communications with social organizations 	<ul style="list-style-type: none"> • Campaigns on social networks • Website • Sponsorships 	
 Authorities	These national and international external organizations and government bodies regulate and audit industry processes and operations.	<ul style="list-style-type: none"> • Meetings and participation in sector associations and initiatives • Email 	<ul style="list-style-type: none"> • Telephone • Meetings 	
 Media	It refers to the media for dissemination and creation of informative content, private or public, which have a direct impact on Bridgestone and its environment.	<ul style="list-style-type: none"> • Email • Events 	<ul style="list-style-type: none"> • Telephone or in person • Press conferences 	



Bridgestone Costa Rica



Corporate Offices and Plant:
Belén de Heredia, Costa Rica



Points of sale:
158

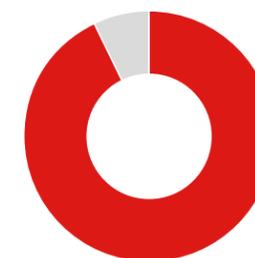


Economic value:

- Generated: 26.6%
- Distributed: 25.8%
- Retained: 26.9%



Total employees:
999



93%
Male



7%
Female



Corporate volunteering

- **2,140** hours.
- **688** volunteers.
- **122,720** benefited.



Training

- **85,823** hours.
- **471,900** training investment (USD).
- **86** average training hours.



Environment

- **17,327** total CO₂e emissions.
- **185,851** m³ total water consumption.
- **202,176,468** MJ total electrical energy consumption.
- **95%** of waste recycled.

Products and Services

Bridgestone commercializes a great variety of tires for different means of transport with the names of Bridgestone, Firestone and other associated brands. The products provide security and fuel efficiency at a competitive price.

Automobile

With the Bridgestone and Firestone brands, tires are manufactured for mass consumption in light vehicles. In this segment, original equipment tires are also produced for the Toyota, Chrysler and Volkswagen brands.

Truck

The Bridgestone and Firestone brands manufacture tires for trucks and heavy vehicles, which are thicker and larger.

Agriculture

Bridgestone Costa Rica makes tires for vehicles used in the agricultural sector, such as tractors and other types of off-road machinery.

Tire Retread

Through its Bandag brand, Bridgestone participates in the tire renewal industry for high mileage trucks, providing technology, advice and support to the cargo and passenger transport market. The system of renewed tires increases its useful life, so it plays a fundamental role in the environment, as it avoids the disposal of large numbers of tires. It also represents an economic support for consumers because it reduces costs in an important way.

Golf Products

Bridgestone Costa Rica sells a wide variety of golf balls, clubs, accessories, and sportswear.

Market

From Costa Rica, Bridgestone serves a total of 21 countries where it markets its products through distributors (direct customers of the company). They work with final consumers, corporate fleets and government fleets.



Awards and Recognitions

Recognition	Granted By
Honorary Certificate as First Company certified by the Technical Standards Institute of Costa Rica (INTECO) in the ISO 9001:1994 Quality Management Standard, in 1996	IQNet
Exporter Grand Prize Award	Foreign Trade Chamber (CADEXCO)
Blue Flag Ecological Award (<i>Bandera Azul Ecológica</i>) in the Climate Change category for the fifth year in a row	Water Works and Sewers (<i>Acueductos y Alcantarillados, AYA</i>)
Quality Commitment	Costa Rican Chamber of Industry
Bridgestone Americas Award	People Category
Recognition for the Development of a Preventive Management System Program	National Insurance Institute

Certification	Granted By
Authorized Economic Operator Certificate (Customs Facilitation Program for Reliable Trade in Costa Rica, PROFAC)	The Ministry of Finance
ISO 50001 Energy Management Certificate	Technical Standards Institute of Costa Rica (INTECO)
INTE G:35 Corporate Social Responsibility Management System	Technical Standards Institute of Costa Rica (INTECO)
INTE OHSAS 18001 Occupational Risk Prevention Management System	Technical Standards Institute of Costa Rica (INTECO)
INTE ISO 14064-1 Management System for quantification and reporting of greenhouse gas emissions and removal	Technical Standards Institute of Costa Rica (INTECO)
IATF 16949 Technical Specifications for Original Equipment Manufacturers	Lloyd's Quality Assurance (LRQA)



Certification	Granted By
ISO 9001: Quality Management System	Lloyd's Quality Assurance (LRQA)
INTE ISO 14001: ISO 9001 Environmental Management System	Technical Standards Institute of Costa Rica (INTECO)
INTE ISO 9001 Product Conformity Brand	Technical Standards Institute of Costa Rica (INTECO)
Business Alliance for Secure Commerce (BASC) Standard (4-2012 Version)	BASC Costa Rica
Essential Costa Rica License	Foreign Trade Promoter for Costa Rica
INTE ISO/IEC 17025 Testing Laboratories Accreditation BSCR Finished Product Physical Tests (QA Laboratory)	Costa Rican Accreditation Entity (CRAE)
INTE ISO/IEC 17025 Testing Laboratories Accreditation of Calibration of Measuring Equipment	Costa Rican Accreditation Entity (CRAE)

Costa Rica Bridgestone Anniversary

In 2017, Bridgestone Costa Rica celebrated 50 years of operations in the country. The anniversary celebration consisted of a gala ceremony and a concert at the National Theater of Costa Rica. Ceremony was presided over by Ana Helena Chacón, Vice President of Costa Rica; John Fonseca, Vice Minister of Foreign Trade; Alfonso Zendejas, President of Bridgestone Latin America North; Daniel Benvenuti, Senior Consultant at Bridgestone Latin America; and Erick Herrera, Country Manager for Bridgestone Costa Rica, among other guests and business partners.





Priority Areas



Mobility

32



People

36



Environment

44





Mobility

Accelerate innovation in sustainable mobility through advanced technologies and solutions.

Offer easier, safer, accessible and seamless mobility through our innovative technology.



Accessible Mobility

Making smooth and seamless mobility available.



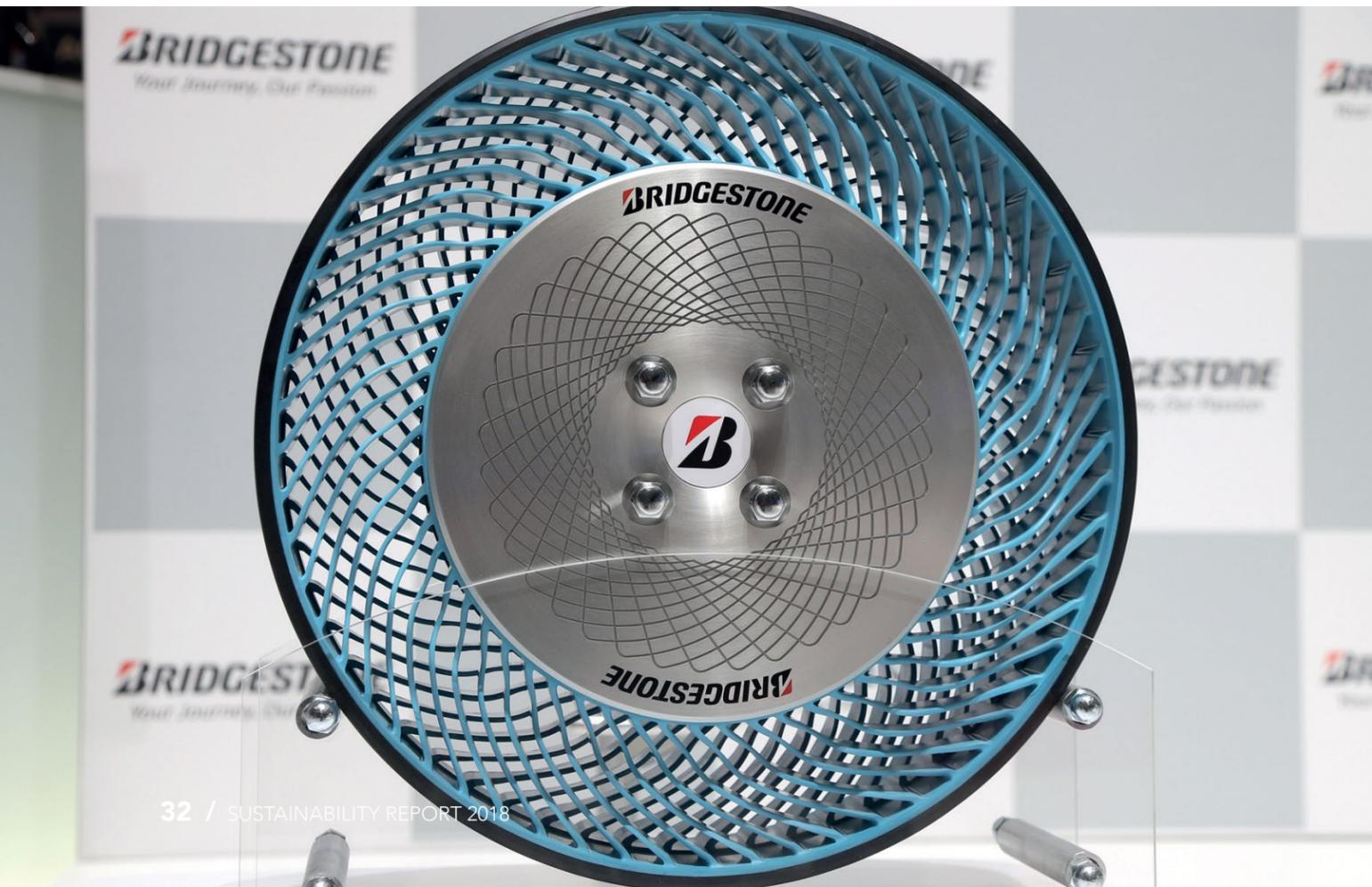
Smart Mobility

Utilizing unique technologies to improve the way people and goods move.



Safe Transportation

Utilizing unique technologies to enhance safe mobility.



<p>Material Issues</p> <ul style="list-style-type: none"> Product Quality. Road Safety and Mobility. 	<p>How are they managed?</p> <ul style="list-style-type: none"> Quality Mission. 	<p>Evaluation and Monitoring</p> <ul style="list-style-type: none"> Certifications: <ul style="list-style-type: none"> ISO/IEC 17025:2005 ISO/IEC 9001:2015 AITF 16949:2016 ISO 9001 INTE ISO 9001 Sustainability Report.
<p>2017 Achievements</p> <ul style="list-style-type: none"> The company received the following three Chamber of Industry Awards: <ul style="list-style-type: none"> Cost reduction through the Yellow Belt methodology. Reduced reworking on Original Equipment tires. Reduction of waste generated by painting the rework department. 	<p>2018 Challenges</p> <ul style="list-style-type: none"> Cost reduction through Six Sigma improvement projects. 	<p>Sustainable Development Goals (SDG)</p> <p>11 SUSTAINABLE CITIES AND COMMUNITIES</p> <p>Target 11.2</p>



Bridgestone Costa Rica through the innovation of its products and services contributes to the achievement of the SDG 11, Target 11.2: By 2030, provide access to safe, affordable, accessible and sustainable transport systems for all, improving road safety.

Bridgestone creates value for customers and society by promoting safe mobility with its products through innovation that not only optimizes its operational costs but also shields the safety and quality of its tires.



Bandag renews its image in its

60 anniversary by launching "Built for Better".

Internal Efficiencies

Based on the principle of Continuous Improvement, the company drives innovation through multidisciplinary work teams that develop and launch process improvement projects. These teams meet to evaluate the ideas and analyze the feasibility of their implementation.

The multidisciplinary working teams receive training in Lean Six Sigma methodology, focused on improving processes by cutting down on variabilities, and reducing or eliminating defects when delivering products or services to customers. The Lean Six Sigma goal is to reach a maximum of 3.4 defects per million events or opportunities, understanding defects as any event in which a product or service does not meet the customer's requirements.

The Yellow Belt and Green Belt training courses aligned with this methodology were offered in Bridgestone Costa Rica in 2017. The first course was taught to 39 people over the course of three days (approximately 936 hours of training) and the second course was taught to eight people over the course of two weeks (approximately 640 hours of training), for total of 1,576 hours training on average.



The Yellow Belt cost-saving program generated projects for improvement evaluated and approved by the Finance Division to ensure results in 3 months. Savings amounted to USD 247,501.

New Products

- **Ecopia EP422 Plus:** Engineered to be a more fuel-efficient tire getting up to 32 extra kilometers per tank, without neglecting durability, safety, and maneuverability on any type of pavement.
- **F600 Firestone:** With its modern design provides greater grip for curves and wet roads thanks to its tread design that permits improved water flow, greater maneuverability, and efficient braking, in addition to its characteristic silent driving. This tire is designed for automobiles and trucks.

- **CV5000 Firestone:** Designed for commercial cargo or passenger vehicles and gives drivers a sense of control, strength, and comfort.
- **Bridgestone M736:** A traction tire designed for trucks and made with a larger number of blocks to improve adhesion, with a tread that reduces heat levels, resulting in longer tire durability.

Bridgestone Costa Rica also supports accessible and smart mobility by implementing initiatives such as:

- **Think Before You Drive:** Road safety activity aimed at children, youth, and adults.
- **Seguro Llegas (Get There Safely):** A road safety program aimed at carriers.





Employ our strengths to support our communities and enhance the way people live, learn and work.

Contribute to address health, safety and education issues in our communities.



People



Contributing to a Safer Society

Building safer communities through services, products, and corporate and individual initiatives.



Accessible and Inclusive Education

Expanding education and training opportunities to develop job and life skills.



Promoting Healthier Communities

Promoting access to the resources people need to lead healthier lives.



Material Issues

- Road safety and mobility.
- Prevention of dengue, zika, and chikungunya.
- Dialogue with stakeholders.
- Corporate volunteering.
- Sustainable consumption.

How are they managed?

- Annual plan of Corporate Social Responsibility and Volunteering.
- Donations Policy.
- Our Way to Serve.

Evaluation and Monitoring

- Corporate volunteer surveys.
- Donations and social activity reports.
- INTECO Corporate Social Responsibility G: 35 Standard.
- Annual Sustainability Report.

2017 Achievements

- 122.720 people benefited from volunteer activities, 300% more than in 2016.
- Monitoring and consolidation of an action plan following the results of the Materiality Study 2017.
- INTECO Corporate Social Responsibility G: 35 Standard re-certification.

2018 Challenges

- Maintain mechanisms for dialogue with stakeholders up-to-date.
- Collect 100 tonnes of tires during the Llantaton Campaign.
- Promote tire reuse workshops.

Sustainable Development Goals (SDG)

- 3 GOOD HEALTH AND WELL-BEING** Target 3.6 and 3.9
- 4 QUALITY EDUCATION** Target 4.7
- 15 LIFE ON LAND** Target 15.2

413-1

Bridgestone Costa Rica takes a deep commitment to the communities that surround it and therefore seeks to influence them positively through various strategies. Its social initiatives are focused on the three objectives of the Priority Area of People: contributing to a safer society, inclusive and accessible education, as well as promoting healthier communities.

One of the working methods that Bridgestone Costa Rica executes to concretize its social initiatives is volunteering, which allows the integration and direct participation of collaborators in solving problems to transcend their environment.

The corporate volunteer program at Bridgestone Latin America North is classified in four major areas:

- **Assistance volunteering (campaigns)**
Channel philanthropic aid to communities, generating resources and fundraising. At this level are the donations that provide support in emergency situations.
- **Volunteering at events**
This refers to groups of volunteers who produce a positive impact by implementing or maintaining infrastructure and securing additional donations.
- **Skill-based volunteering**
This includes projects executed by certain companies or non-governmental organizations (NGOs) that the company works with to engage volunteers in the transfer of skills and abilities to the people benefitted.

- **Entrepreneur volunteering**
This promotes leadership and entrepreneurship skills among employees as it seeks to engage them in the medium term, through the implementation of projects that the volunteers identify and execute as part of the volunteer program. It also promotes alignment with higher objectives through proposals that are then put into practice.

Although the number of participants and volunteer hours decreased this year compared to 2016, the number of people who benefitted from the program increased by approximately 300%, thanks to the reinforced accounting and validation of beneficiary processes with the different organizations that participated or partnered with Bridgestone. Regardless of their classification, Bridgestone Costa Rica's volunteer programs are aligned with the company's three Priority Areas: Mobility, People, and Environment.



2017 volunteer activities included **cleaning the Tárcoles River and Playa Azul in Costa Rica, where 70 volunteers spent 630 hours** collecting **400 waste tires and 35 large bags of solid waste.**



Volunteering results	2016	2017
Volunteers	743	688
Volunteer hours	2,997	2,140
People benefitted	40,853	122,720

Contributing to a Safer Society

Bridgestone Costa Rica strives every year to contribute to a safer society through different campaigns and projects. In 2017, the initiatives were focused on safe mobility.



Bridgestone Costa Rica, through its programs of road safety, contributes to the achievement of the SDG 3, Target 3.3: By 2020, halve the number of global deaths and injuries from road traffic accidents.



Think Before You Drive

This is one of the main social campaigns promoted by Bridgestone. It consists of checking tire pressure and tire wear free of charge. In addition, all population groups, including children and young people, are taught road safety rights and obligations through workshops, different activities, and the distribution of information. The program is implemented at service centers, schools, and universities.

Some of the program modalities include Think Before You Drive for university students; Think Before You Drive for kids, and Think Before You Drive for vacations (during Easter, mid-year, and year-end vacation periods). These three campaigns had a positive impact on the 9,690 people who benefitted from the programs.



122,720 people benefitted in the corporate volunteering program.



Bridgestone Costa Rica recognizes the importance of education and of making this an inclusive and accessible opportunity for all. In order to support the social and inclusive development of people, the company implemented strategies during 2017 that benefited 1,250 people.

Program	2016	2017
Think Before You Drive Vacations	<ul style="list-style-type: none"> 2,500 people benefitted 720 tires checked on 180 vehicles 	<ul style="list-style-type: none"> 3,150 people benefitted 1,528 tires checked on 382 vehicles
Think Before You Drive University Students	<ul style="list-style-type: none"> 6,000 people benefitted 3 universities 	<ul style="list-style-type: none"> 6,000 people benefitted 3 universities
Think Before You Drive Kids	<ul style="list-style-type: none"> 628 children benefitted 3 schools 	<ul style="list-style-type: none"> 540 children benefitted 2 schools

Seguro Llegas (Get There Safely)

Thousands of families and transport companies travel the roads and highways every day. Heavy transport generates high risks, both for the drivers and those around them. Therefore, in 2017 and for the second year in a row, Bridgestone Costa Rica implemented the Seguro Llegas (Get There Safely) road safety campaign—, which is unique in the industry—aimed at transportation companies. The purpose of the campaign is to provide accident prevention information and safety advices in three key areas:

1. Preventing driver fatigue
2. Promoting vehicle maintenance
3. Promoting tire checks

Program	2016	2017
Get There Safely	800 people benefitted	640 people benefitted

Inclusive and Accessible Education



Bridgestone Costa Rica, through its support for education, contributes to the SDG 4, Target 4.7: By 2030, ensure that all students acquire the theoretical and practical knowledge necessary to promote the sustainable development.



Program	2016	2017
Bridgestone Theater The Bridgestone Theater offers plays acted out by volunteers focused on raising awareness among children about road safety the “Signs” play and the importance of cleanliness and proper disposal of waste, both at home and at school, to prevent viruses such as dengue and chikungunya (the “SOS” play).	1,080 people benefitted 3 institutions	650 people benefitted 2 institutions
Bridgestone Choir The Bridgestone Choir was created to promote the company’s values through music, bringing joy and entertainment to various institutions within the community.	1,870 people benefitted 10 institutions	600 people benefitted 10 institutions



Promote Healthier Communities



Bridgestone Costa Rica through its programs contributes to the achievement of the SDG 3, Target 3.9: By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water and soil pollution and contamination.

For Bridgestone Costa Rica it is essential to contribute to ensuring the necessary resources so that communities and their environments can enjoy good health. Work has been emphasized to influence environmental health, and therefore, during 2017, in addition to promoting initiatives aimed at corporal health, environmental programs were carried out.

In order to prevent the spread of dengue, zika and chikungunya, and at the same time contribute to the care of the environment, in 2017 a **Llantaton program was organized** with the participation of **12 volunteers Bridgestone, (84 hours volunteered)** and the collection of **70 tonnes of waste tires** for proper final disposal.

Reforestation and Tire Reuse Workshops



Bridgestone Costa Rica coordinates reforestation activities to contribute to the SDG 15, Target 15.2: By 2020, promote the implementation of sustainable management of all types of forests, halt deforestation, restore degraded forests and substantially increase afforestation and reforestation globally.

Through reforestation activities and workshops for the reuse of tires, Bridgestone Costa Rica promotes environmental awareness and care of the environment.

In light of the 2016 reforestation, this year 1,100 trees were planted more than last year, and 90 people participated in the tire reuse workshop.

Program	2016	2017
Reforestation	50 trees and 30 bushes	1,150 trees
Tire Reuse Workshop	100 participants	190 participants (2 workshops)



100 kg of food and CRC 550,000 were donated in response to the natural disasters caused by Hurricane Nate in Costa Rica and the earthquakes in Mexico on September 7 and 19, 2017, respectively.

B-Happy Program

One of the most important characteristics of a healthy community is the availability of recreational spaces. The B-Happy Program is based on the construction of playgrounds and recreational areas, reusing waste tires to benefit communities.

2016	2017
2 parks 21,700 people benefited	<ul style="list-style-type: none"> 2 parks: San Rafael Heredia Park in Costa Rica; and Park in partnership with Aldeas SOS in Guatemala 6,000 children benefited



Bridgestone Christmas

This program consists of organizing a Christmas party for people living in vulnerable communities, by providing children and their families with a moment of entertainment. In 2017, activities included giving out gifts and groceries along with a theatrical performance with a special children's theme.

2016	2017
450 people benefited	315 people benefited (215 children and 100 adults)

Stakeholder Concerns

The materiality study carried out in 2017 included the participation of the most relevant stakeholders for the operation, who evaluated and prioritized the material issues described in this Sustainability Report. Thanks to their participation, 100% of the issues, projects and impacts of the company in the economic, social and environmental are being considered and evaluated in the process of external verification of this Report.



Help ensure a healthy environment for current and future generations.

Continually work toward a sustainable society.



In Harmony with Nature

Promote biodiversity by improving natural habitats and through education and research on the environment.



Value Natural Resources

Continually improving natural resource conservation through operational improvements and product design.



Reduce CO₂e Emissions

Continually reduce emissions of Greenhouse Gases, including CO₂, from our products' complete life cycle.



Environment



Material Issues

- Preserving our ecosystems and protecting the environment.
- Recycling of post-consumer products.
- Efficient use of resources.
- Use of clean energies.
- Emission reductions.

How are they managed?

- Bridgestone Environmental Mission & General Guidelines for the identification of environmental aspects and their respective impacts and mitigation actions.

Evaluation and Monitoring

- Certified Management Systems:
 - ISO 14001
 - ISO 14064-1
 - ISO 50001
- Internal and independent audits.
- Sustainability Report.

2017 Achievements

- Recycling record with 95.14%.
- Reduction of 11.3% in water consumption per unit of weight produced.
- Ecological Blue Flag Award.
- Reduction in the use of LP gas for 5,116 liter forklifts.
- 19% reduction of paper reams.
- Use of water heaters with solar energy.

2018 Challenges

- Achieve 96% of total waste recycling.
- Increase collection of disused tires.
- Reduce consumption of volatile organic compounds (solvents).
- Install a sand trap / settler in the water treatment plant.

Sustainable Development Goals (SDG)

6 CLEAN WATER AND SANITATION	7 AFFORDABLE AND CLEAN ENERGY	12 RESPONSIBLE CONSUMPTION AND PRODUCTION
Target 6.3	Target 7.2	Target 12.2 and 12.5
13 CLIMATE ACTION	15 LIFE ON LAND	
Target 13.2	Target 15.2	

Living in Harmony with Nature

Bridgestone encourages caring for the environment by protecting biodiversity and the natural habitats located near its operation. The company partners with the community to help ensure that the coming generations will enjoy a healthy environment while promoting the sustainability of the business in the long-term. In 2017, the company maintained its efforts to ensure that all aspects of the business contribute to environmental care and conservation.



Bridgestone Costa Rica **did not receive a single economic penalty for non-compliance** with legislation or environmental regulations.

Bridgestone received the **Blue Flag Ecological Award** in the Climate Change category for the **fifth year in a row**.

In 2017, **Bridgestone Costa Rica received the Bridgestone Environmental Award** for its reduced consumption of cement and solvents.

Training and Awareness

For Bridgestone Costa Rica it is important to permeate a culture of environmental protection to its teammates and to the value chain. In 2017, the company trained 1,063 employees, 6% more than in 2016, with a total of 70 hours of training. Among the topics discussed were the classification of hazardous and non-hazardous waste, water management, spill care, energy management, awards and certifications, emergency plans, evacuation, emissions, Blue Flag, wastewater treatment plant, drinking water, environmental indicators and aspects and impacts environmental.



A total of 441 suppliers and contractors received 38 hours of training on the same subjects as the employees.



In 2017

1,063 staff members were trained in environmental issues.

Valuing Natural Resources



Bridgestone Costa Rica is constantly working to implement operational efficiencies, contributing the achievement of **SDG 12, Target 12.2**: By 2030, achieve the sustainable management and efficient use of natural resources.

In Bridgestone Costa Rica, operational improvements are made year after year with the aim of contributing to the conservation of natural resources. This commitment is reaffirmed in the will to achieve efficiency in the operation, while reducing its impact on the environment. In this way, value is generated for customers and society in general.



Energy



With the installation of solar panels in its offices, **Bridgestone Costa Rica contributes to the achievement of the SDG 7, Target 7.2**: By 2030, increase substantially the share of renewable energy in the global energy mix.



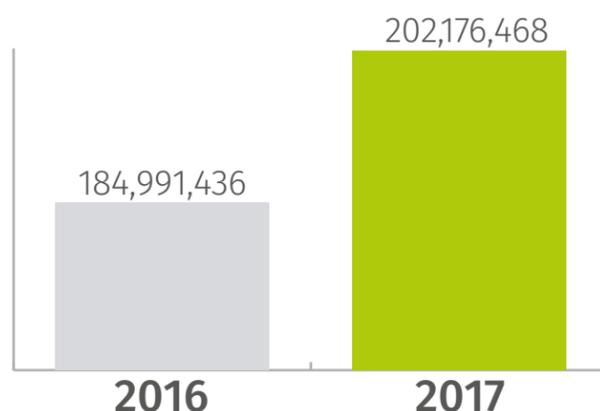
The lighting source of the external lighting in the offices of Bridgestone Costa Rica **is solar**.



The **general manager's office** in Costa Rica **uses 100% solar energy**.

Bridgestone Costa Rica strives to improve energy efficiency at all business levels. During 2017, 202,176,468 MJ of electric power was consumed. There was an increase of 9.3% (17,185,032 MJ) with respect to 2016 because the total weight of tires produced increased from 37,474.54 t in 2016 to 42,495.59 t in 2017, which required greater consumption of electric power.

Energy Consumption in 2017 (MJ)



The energy consumption in steam was 4,180,360 liters bunker and 8,291,294 kilos pellets. In Bridgestone Costa Rica, there are no heating consumptions or energy sales. The control and monitoring of energy consumption is carried out by reading an electric meter and monthly bills. The value is extracted through the emission management system certified under the INTE ISO 14064 standard.

Fuel

The company uses non-renewable fuels in its daily operations, such as diesel, LP (liquefied petroleum) gas, bunker, pellets for steam production, as well as lubricants and fixed combustion for its fire protection system. The consumption reported for each fuel type in 2017 is as follows:

Fuel Type	2016	2017
Diesel	1,571,596 MJ	1,752,480 MJ
LP Gas	10,670,976 MJ	7,410 MJ
Bunker	118,985,826 MJ	160,142,947 MJ
Pellets for steam production	8,267,011 kilos	8,291,294 kilos
Lubricants	362,081 liters	158,969 liters
Fixed combustion for the Fire Protection System	12,745 liters	11,400 liters



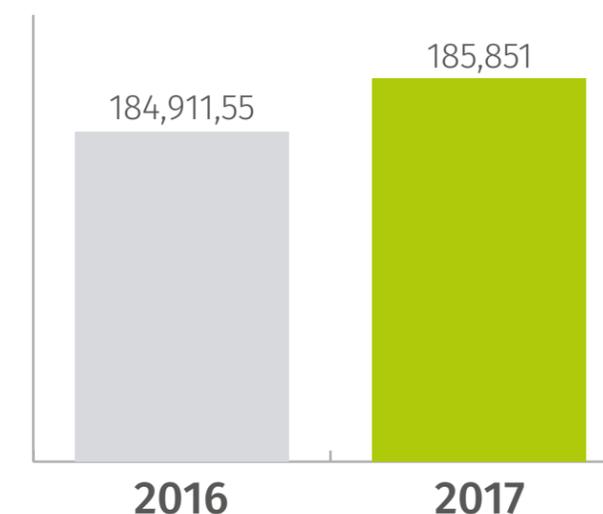
Water



Bridgestone Costa Rica through its environmental management system contributes to the achievement of the SDG 6, Target 6.3: By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally.

All water used by Bridgestone Costa Rica is extracted from underground wells. During 2017, consumption stood at 185,851 m³, representing a 0.5% reduction in total consumption, with an 11.3% reduction per unit of weight produced, compared to 2016.

Water Consumption in 2017 (m³)



Of the total water consumed, 74,163 m³, equal to 39.9%, went into the municipal drainage system, and its quality complied with all legal parameters since it is subject to an internal wastewater treatment plant that uses a conventional activated sludge system. In addition, 30,901 m³ or 16.5% was recycled and used for irrigation during the dry season.





Waste



Bridgestone Costa Rica works for the right management of its waste contributing to achieve the SDG 12, Target 12.5: By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.

78% of the waste generated by Bridgestone Costa Rica is non-hazardous.

One of Bridgestone Costa Rica’s environmental priorities is managing and properly disposing of the waste generated because of the company’s operations in compliance with all applicable legislation in the country, as well as the guidelines stipulated by its own internal management system. In 2017, total waste stood at 2,825,325.2 kg, 17% more than in 2016 due to increased production. Of the total waste, 22% corresponds to hazardous waste and the remaining 78% to non-hazardous waste.

The company utilizes different disposal methods to ensure its proper handling of waste, such as reuse, composting, recycling, and recovery, with part of its waste sent to a landfill, besides other waste disposal treatments. Some liquid waste, for instance, is used internally in the wastewater treatment plant, while ash is used as an organic fertilizer. On the other hand, clean soil from construction sites is used to cover landfills, and organic waste is processed as animal feed.



Elimination method	Hazardous waste (kg)	Non-hazardous waste (Kg)	Total waste (Kg)
Reuse	0	9,096	9,096
Composting	0	38,425	38,425
Recycling	0	399,927.6	399,927.6
Recovery (including energy recovery)	603,393.20	1,357,675.8	1,961,069
Landfill	97.7	135467.4	135,565
Others	20,060.50	261,182	281,242.5
Total	623,551.4	2,201,773.8	2,825,325.2





Reduction of CO₂e Emissions



Bridgestone Costa Rica through its environmental certifications contributes to the achievement of the SDG 13, Target 13.2: Integrate climate change measures into national policies, strategies and planning*.

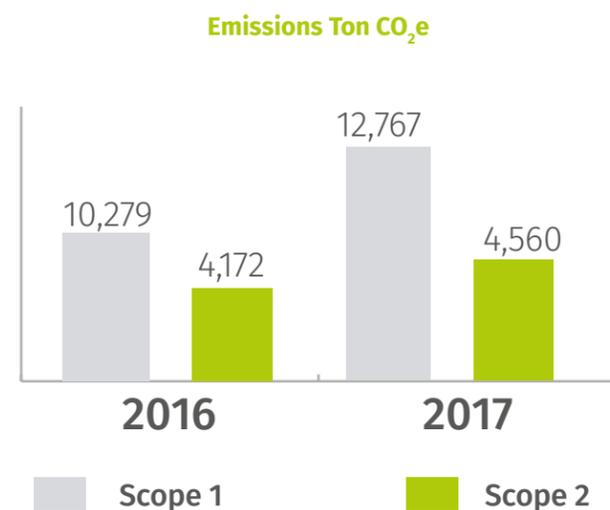
*Bridgestone Costa Rica seeks to contribute to the global goal agreed by the leaders of the G8 in 2008 to reduce CO₂ emissions by 50% by 2050.

The reduction of CO₂ emissions is essential to mitigating climate change. Therefore, every year Bridgestone Costa Rica contributes to this cause by reducing its emissions to ensure an environmentally friendly operation.

The company's total greenhouse gas (GHG) emissions in 2017 stood at 17,327 tonnes of CO₂e, corresponding to a total gross amount of direct GHG emissions (Scope 1) equal to 12,767 tonnes of CO₂e, and a total amount of indirect GHG emissions (Scope 2) of 4,560 tonnes of CO₂e from electricity consumption.

In the case of Scope 1 emissions, the company reported a 24% increase in 2017 compared to 2016. This growth was due to the maintenance of the biomass boiler that caused an increase in bunker consumption, consequently increasing emissions. The maintenance of this biomass boiler is essential since it contributes to the reduction of emissions in general.

Regarding Scope 2 emissions, the company reported a 9.3% increase in 2017 over 2016 because of higher electricity consumption required for the increased production.



Bridgestone Costa Rica reported the following consumption of atmospheric or significant air emissions in 2017:

Gas	2016	2017
NOx	391 mg/m ³ (ppm)	500 mg/m ³ (ppm)
Sox	3,524 mg/m ³ (ppm)	3,090 mg/m ³ (ppm)
Particles (PM)	262 mg/m ³ (ppm)	115 mg/m ³ (ppm)

In 2017, the company implemented several emission reduction initiatives, such as the use of a bunker additive to lower sulfur concentrations, along with electromechanical improvements in the bunker boiler that optimized the internal combustion process. This helped reduce fuel consumption with its respective emissions.

Environmental Efficiency



In 2017, the company invested \$380,500 USD in waste treatment and elimination and emission treatment programs (disbursements for filters and agents), as well as environmental education, training, external management services and external management system certifications.

The Environmental Management System and the guidelines for all suppliers were reinforced, as indicated in the Global Policy on Sustainable Procurement. 100% suppliers and contractors were involved, including the annual evaluation.

The team has a carpooling program in place to help reduce CO₂ emissions.



Bridgestone Costa Rica values natural resources and strives to mitigate the impact produced by its activities through operational improvements and by optimizing its product designs. The following initiatives were implemented in 2017:

Topic	Initiatives	Reductions achieved
Materials	<ul style="list-style-type: none"> Reduced paper consumption 	<ul style="list-style-type: none"> Paper consumption for printed documents was reduced 19%, from 2,276 reams of paper in 2016 to 1,843 reams in 2017.
Water consumption	<ul style="list-style-type: none"> Replacement of underground pipes with overhead pipes Leak identification and correction program 	<ul style="list-style-type: none"> We used 11% less water to produce 1,000 pounds of product in 2017 compared to 2016.
Emissions	<ul style="list-style-type: none"> Use of a biomass boiler. 	<ul style="list-style-type: none"> No reductions were reported in 2017, because of the increased demand for bunker and energy due to the installation of additional equipment to increase production.
Waste	<ul style="list-style-type: none"> The company implemented the sludge-composting project for the treatment plant. Waste rubber packaging process in 30 x 30 cm packages for co-processing as a source of energy. 	<ul style="list-style-type: none"> In 2017, composting materials increased to 25 tones. The company sent 232.4 tones less of waste to the landfill in 2017 compared to 2016. The plant's total recycling percentage increased from 85% in 2016 to 95% in 2017.





Management Fundamentals



Compliance and Fair Competition **58**

Business Continuity (BCP) and Risk Management **66**

Human Rights and Labor Practices **70**

Industrial Hygiene and Safety **82**

Procurement **90**

Quality and Customer Value **96**



Ensure excellence through compliance and integrity.

The company builds trust with all stakeholders by ensuring that ethical decision-making guides responsible business practices across its operations.

Compliance and Fair Competition



Ethics

Bridgestone Costa Rica maintains the highest ethical standards, guaranteeing compliance with applicable regulations at both the national and international levels. In the daily operation, the company encourages and strengthens best practices that seek to ensure fair trade and market competition.

Code of Conduct

The Code of Conduct sets out the guidelines for promoting respect and tolerance in the workplace. The expected behaviors are specified in the Code of Conduct of the Bridgestone Americas Compliance Center (BACC). Thanks to it, the most important issues on the subject matter are prioritized with the ethics guidelines established to ensure that all Bridgestone Costa Rica employees could make sound decisions.

Ethics Committee

Ensuring compliance with the Code of Conduct is a priority for Bridgestone Costa Rica and therefore there is an Ethics Committee made up of representative of all the areas of the subsidiary. The main function of this Committee is to address all doubts and concerns that come up with respect to any breach or interpretation of the guidelines established by internal policies or procedures. The committee had six members who met four times in 2017.

The company implemented several related actions in 2017, such as the delivery of information leaflets to all employees to reinforce the culture of ethics and the standards established in the Code of Conduct.

Ethics training was also offered to service providers and technical consultants in Central America and the Caribbean. Ethics Week was held as it has been every year. Its main objective is to reinforce knowledge and train all employees on key issues such as the Code of Conduct and the complaint reporting procedures.



99% of employees **are trained** in matters concerning the **Code of Conduct.**

Bridgestone Costa Rica has an **Ethics Committee with 6 members** who were convened **4 times** in 2017 to address the **company's ethics-related issues.**

In 2017, Ethics Week was held to **reinforce the culture of ethics and compliance across the organization.**

In 2017, Bridgestone Costa Rica worked with **9 organizations to boost fair trade and competition in the industry nationwide.**

Corporate Ethics Program

The Corporate Ethics Program comprises various initiatives at the organizational level to ensure management of ethics and regulatory compliance. This program makes it possible for Bridgestone Costa Rica to consistently maintain and reaffirm the culture of ethics with each of its employees. Primary components of the program include:

- Conducting investigations into complaints on ethics through the Compliance Committee, as well as the implementation of corporate policies and follow-up on issues related to ethics presented by the Ethics Committee.
- Live training on the Code of Ethics for new workers, suppliers, and other specific groups within the company.
- The launch of online BACC courses for directors, administrative staff, managers and department heads.
- Annual Ethics Week.
- Support and follow-up on the implementation of new corporate policies related to ethics.
- Availability of the 800 hotline for complaints and questions related to ethics.

Code of Conduct Training

Bridgestone Costa Rica maintains a firm commitment to training its employees on matters concerning the Code of Conduct. In 2017, 99% of the employees completed training on aspects related to rights and responsibilities in a work environment based on ethics.

The ethical culture starts from the moment the employee enters the company and receives basic training in the induction process, which is reinforced day by day during their stay in the company.

In addition, 29 collaborators, including directors, managers and area representatives, were trained in additional topics to BACC such as electronic communications and ethical compliance.

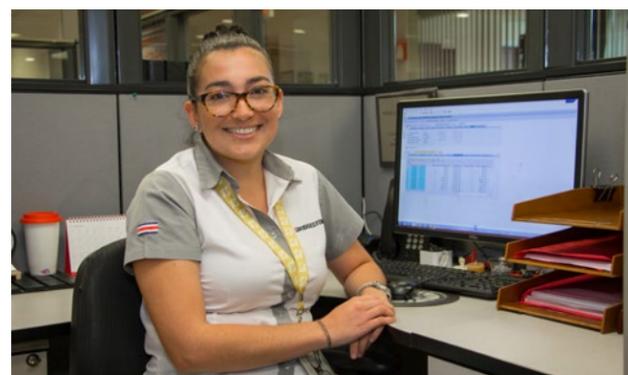
Complaint Reporting Procedures

Bridgestone Costa Rica recognizes the importance of opening accessible and transparent communication channels so the teams can report problems or non-compliance with the Code of Conduct.

The mechanisms established are completely confidential. Through these channels, employees can report and voice their concerns regarding ethical dilemmas. These channels also allow employees to express their doubts and obtain answers about the guidelines established to ensure compliance with corporate policies.

Employees may report a complaint through the following channels:

- Direct communication with the manager or with Human Resources department.
- Direct communication with the Legal Department.
- Communication with the Ethics Committee.
- Ethics Line: 00 800 011 1100





In 2017,

3 complaints were received and managed by the Ethics Committee.

Fight against Corruption



Through training in ethics and anticorruption, Bridgestone Costa Rica contributes to the achievement of the SDG 16, Target 16.5: Substantially reduce corruption and bribery in all their forms.

In addition to compliance with the culture of ethics, Bridgestone Costa Rica works to prevent corruption and conflicts of interest at all levels. In 2017, 75% of the team received extensive training on how to make better decisions when faced with this type of situation.

Because of the training efforts and the culture of ethics that the company strives to maintain, there were no confirmed cases of corruption or any fines for non-compliance with national or international legislation or regulations in 2017.

Responsible Marketing

Bridgestone Costa Rica assumes full responsibility for its advertising materials, and as such, implements campaigns that meet the highest standards of quality and comply with the provisions established by the Costa Rica Promotion of Competition and Effective Consumer Protection Act.

The Legal and Marketing departments work together to evaluate and approve the company's advertising and promotional materials, to ensure the application of the proper ethics approach from a marketing perspective as well as compliance with the guidelines established by applicable legislation.

Bridgestone Costa Rica believes that it is important to assure customers that the advertising campaigns fully reflect the true quality and characteristics of the products promoted. The price of goods is determined by the legal regulations applicable to the operation.

Personal Data Protection

A relevant aspect of the regulatory compliance framework used by Bridgestone Costa Rica is the protection of personal data, from both the company's present and prospective talent. All of their information is protected through the corporate Privacy Policy that sets the specifications and guidelines required to ensure the company's proper handling of personal information.

Dialogue with Stakeholders

Communication is a key element in the relationship that Bridgestone Costa Rica maintains with its stakeholders. This connection is simpler if the available spaces to disseminate relevant information facilitate dialogue, and direct opinion exchanges are used.

Bridgestone Costa Rica makes different communication channels available so that stakeholders contact the company. These are also made ready to receive complaints, disagreements and reports, complying with Conflict Management company's procedure.

The following is a detailed description of the different channels of communication:

- **Social media networks:** An essential medium in these communication efforts, as they allow Bridgestone Costa Rica to ask customers what they want and need, as well as their perception of the brand. In 2017, Bridgestone's interaction with its customers

on these platforms allowed it to establish contact with 73,072 followers in Facebook.

- **Corporate website:** The Bridgestone Costa Rica website has a chat option for quick and easy interaction with Bridgestone consultants to answer their questions or resolve a given situation. It also allows users to send questions that are answered via email and provides all of the company's contact information. The website also allows users to learn more about the organization, its products, promotions, communication channels, and sustainability initiatives.
- **Toll-free phone number:** Bridgestone Costa Rica offers stakeholders the option to call this phone line Monday through Saturday, to obtain answers to their company-related questions.
- **Email:** It is publicly available for any query on Bridgestone_CostaRica@la-bridgestone.com
- **Confidential line for complaints about ethics (0800 011-1100):** An exclusive line for ethical affairs and/or complaints related to ethics.

The mechanisms and frequencies utilized for each stakeholder group can be found in the table on pages 22 to 23.



Memberships



Through the formation of alliances and the collaboration with the industry, Bridgestone Costa Rica contributes to the scope of the SDG 17, target 17.17.

Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.

Bridgestone Costa Rica considers itself a driver of free competition and healthy development of the industry in the country. Consistent with its philosophy, participates in events and initiatives that promote these objectives, joining alliances and collaborations that favor more efficient and accurate contributions.

In 2017, the company worked alongside the following organizations:

- Costa Rican Association of Large Energy Consumers (ACOGRAE).
- High Technology Services Companies' Chamber (CAMSCAT).

- Costa Rica Chamber of Industry (CICR).
- Costa Rican-North American Chamber of Commerce (AmCham).
- Costa Rican Chamber of Commerce.
- Ecological Foundation for Recycling of Rubber and Waste Tires (Fundellantas).
- Association of Tire Dealers and Retreaders (ACOLLRE).
- Costa Rica Chamber of Exporters (CADEXCO).
- Costa Rican Association of Free Trade Zone Companies (AZOFRAS).

Bridgestone Costa Rica believes that it is essential to collaborate with these organizations and collaborate with them by joining their work committees, exchanging best practices, and engaging in open dialogue to stay abreast of the most relevant legislative changes that could affect the business.

The hard work and collaborating with these organizations has allowed Bridgestone Costa Rica to excel and obtain several important awards for the company, including:

CADEXCO Exporter Grand Prize Award

Bridgestone Costa Rica received the 2017 Exporter Grand Prize Award, the highest recognition granted by the Costa Rican Chamber of Exporters (CADEXCO). The main factors considered when granting this award include the company's export volumes, the markets it serves, certifications, environmental management, corporate social responsibility, and the work environment.



Bridgestone Costa Rica won this award thanks to its strong focus on quality and continuous improvement. The company has more than a dozen certifications that guarantee the quality of its products, the efficiency of its processes, balanced manufacturing costs, and best practices across all departments.

Excellence Awards from the Chamber of Industry

These awards are based on an excellence model that includes business practices in seven management areas, including leadership and strategic planning, customer and market focus, emphasis on human talent, processes, innovation and technology, the environment, and corporate social responsibility.

In 2017, Bridgestone Costa Rica won three prizes in the Process category for the following projects:

- Cost reduction obtained through the Yellow Belt methodology.
- Reduction on the rework of original equipment tires.
- Lower waste rates generated by the RQ014 paint used in the rework department.

Fundellantas Partnership

Every year, Bridgestone Costa Rica continues its collaboration with the non-profit organization Fundellantas. The projects jointly implemented through this partnership focus on allocating resources to the collection of used tires and working to implement adequate and sustainable processes for the final disposal of waste tires.

Bridgestone is a founding partner of Fundellantas. Several Bridgestone dealers are Fundellantas members, which implies that they negotiate with the organization to ensure that all waste tires are disposed of in a socially responsible manner.





Prevent and mitigate operational risks.

The company anticipates, prevents and mitigates risks, but when crises arise, it protects its people, property, and profits.

Business Continuity and Risk Management



Corporate Business Continuity and Crisis Management Program



Through its crisis management program, Bridgestone Costa Rica contributes to the achievement of the SDG 16, Target 16.6: Develop effective, accountable and transparent institutions at all levels.

At Bridgestone, risks are anticipated, prevented, and mitigated. The people, the company, and its revenues are protected during crises.

Crisis management is a key aspect to ensuring business continuity; therefore, Bridgestone Japan divides potential risks into the business strategy and operational risk categories. Bridgestone has prepared an emergency response plan for critical situations that affect operations in both cases. This plan was designed by Bridgestone Americas in the United States with the purpose of responding to situations that:

- Require a response from the national leaders in the country affected to resolve issues that may produce an impact on human health, safety, the environment, or the operation's assets and reputation.
- Require actions by organizations in the country affected with the support and leadership of Bridgestone Americas Tire Operations Latin America (BATO-LA) or any other company business units operating in the country, as necessary.

The emergency response plan is assessed and managed by a Crisis Committee, with the objective to provide the necessary tools for the decision-makers, and ensure they are able to respond in a rapid, effective, and structured manner.

The Crisis Committee is of fundamental importance in ensuring business continuity during crises. Specifically, there are issues that must be addressed by the corporate headquarters, and others for which the region assumes the authority and responsibility to act and report on these matters.

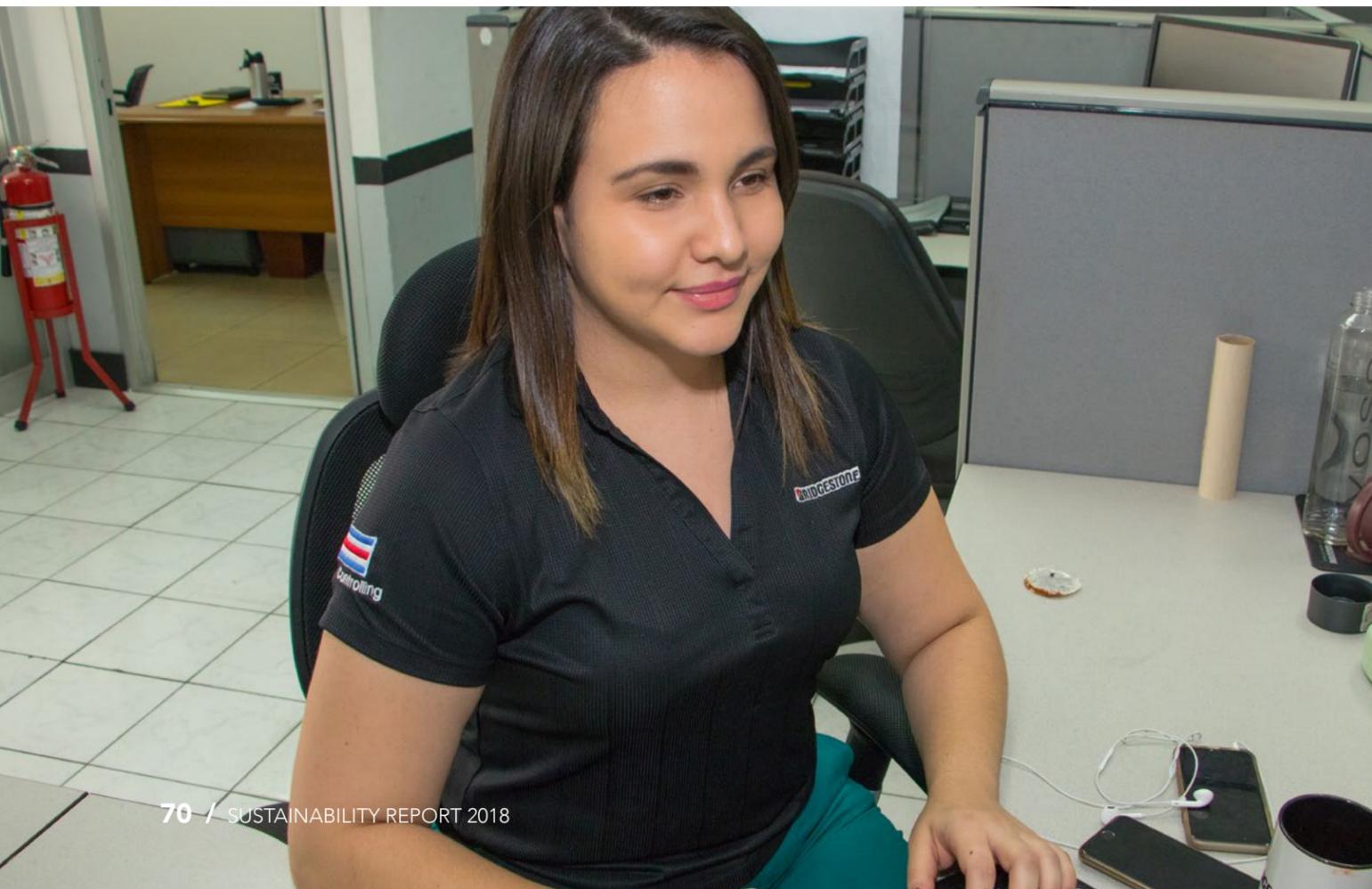




Promote respect for fundamental Human Rights and responsible labor practices.

The company fosters an inclusive culture in which all Bridgestone entities and locations adopt and apply ethical labor practices, build trust with teammates, and embody respect for diversity and for fundamental Human Rights.

Human Rights and Labor Practices



Human Rights

Bridgestone Costa Rica has respect for Human Rights, as it considers these a pillar to ensure harmonious relations with society and sustainable development. The company recognizes their importance, as Human Rights are a fundamental part of its business model, and consistently strives to find ways to design strategies that create a positive impact.



7% of the **workforce** is made up of **women**.



85,823 total hours of **training**.



69 new **hires**.

Bridgestone Costa Rica has four corporate policies further developed in the guidelines to ensure the organization is in full compliance with Human Rights standards, guaranteeing a work environment based on respect for all employees.

1. General Code of Conduct

This code recognizes that the members on the Bridgestone Americas team are the company's most valuable resource and the key to success. It believes that everyone must be treated with respect and dignity at all times and without exception. This information is included in the section addressing the promotion of respect and dignity that also clearly states that the company will not tolerate any behavior that fosters an intimidating, hostile, or offensive work environment.

2. Harassment, Discrimination, and Retaliation Prevention Policy

Bridgestone Costa Rica firmly believes that diversity enriches teamwork. Therefore, the company has a policy that fosters a working environment free from harassment, discrimination, and reprisals on the basis of any characteristic such as race, ethnicity, skin color, mental or physical disability, age, sexual orientation, gender/sex, (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender identity and/or expression, marital status, citizenship status and any other characteristic protected by federal, state, and local laws.

3. Human Rights Policy

This policy focuses specifically on the issue of Human Rights, strictly prohibiting discrimination in any of Bridgestone Costa Rica's corporate activities based on ethnicity, nationality, gender, age, language, religion, creed, social status, disability or any other related factor.

This document also prohibits harassment and establishes that no Bridgestone member will speak or act in a manner that denigrates the individual dignity of another person. Under this same philosophy, child labor is prohibited in all countries in which the company operates.

4. Sexual Misconduct and Harassment Policy

The purpose of this policy is to encourage a workplace free of sexual harassment and misconduct by any employee, especially in their work relations within the Bridgestone Latin America North business units. The policy also recognizes the importance of Bridgestone assuming its responsibility for the implementation of effective processes to prevent and punish said behaviors, under the oversight of the Investigation or Ethics Committees.

Open-Door Culture

In addition to specific policies, Bridgestone seeks to strengthen a culture of open communication and free expression in order to nurture an environment where the team respects each other. An Open-Door Culture was created to encourage employees to feel comfortable sharing their suggestions and concerns. This type of work environment fosters relations that address challenges directly, by creating a problem-solving culture and facilitating productivity.

In 2017, Bridgestone Costa Rica reinforced its Human Rights culture among all team members by training its employees on this subject during Ethics Week. Online training courses on the values of integrity, respect, ethics, and compliance were provided for all staff.

Workplace Inclusion and Diversity

Bridgestone Costa Rica seeks to integrate diverse profiles in our work team. The company recognizes that workplace inclusion is fundamental to human and economic development, both for the company and stakeholders alike.

In 2017, the company continued to encourage gender equality in the workplace by hiring 10 women who joined the Bridgestone Costa Rica family.





102-8, 401-1, 401-2

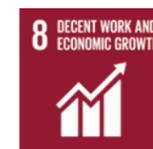


Through workplace inclusion of women, Bridgestone Costa Rica contributes to the achievement of the SDG 5: Achieve gender equality and empower all women and girls.



14% of all new hires are women.

Labor Practices



Through its labor practices, Bridgestone Costa Rica contributes to the achievement of the SDG 8, Target 8.5: By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.

Bridgestone Costa Rica recognizes that its employees are the foundation and driving force behind the company's sustainability. Their skills, motivation, safety and comprehensive development are the foundations for the profitability of the business and the satisfaction and trust that the stakeholders place in the company.

Employees

In 2017, the Bridgestone Costa Rica team was comprised of 999 members, 7% (68) of whom were women and the remaining 93% (931) were men. The company had 69 new hires over the course of the year, adding 10 women and 59 men to the workforce. Employee turnover was 0.94% per month.

Gender	Age	Total number of employees
Men	Under 30	239
	Ages 30-50	556
	Over 50	136
Women	Under 30	26
	Ages 30-50	34
	Over 50	8
Total		999

	2016	2017
New Hires	217	69
Turnover %	0.88%	0.94%

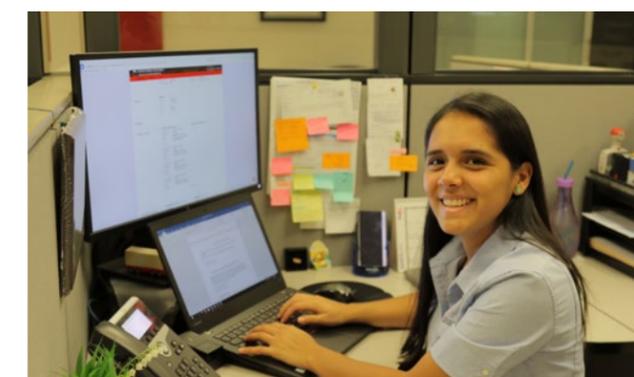
The Bridgestone Costa Rica workforce information and statistics are obtained from the company's databases for December 31, 2016 through December 31, 2017. They consider only full-time collaborators.

Training

Bridgestone Costa Rica seeks to promote the development of its collaborators. Improving the team members' skills and abilities is essential to building a work environment that presents challenges to ensure their professional development. Daily operations include efforts to provide complementary training to each worker, and this work is reflected in the positive contributions that each one makes with their ideas and work on projects that encourage quality at work and creativity for innovation.

In 2017, 995 employees received training, including senior management, middle managers, assistants, and operators. This indicates that 99% of all Bridgestone Costa Rica received some type of training over the course of the year.

The company provided 85,823 training hours, for an average of 86 hours per employee. Bridgestone Costa Rica invested USD 471,900 in training in 2017, representing a 156% increase over 2016.



404-1, 404-3, 405-1

Employee category	Men			Women		
	Total employees	Total training hours	Average training hours	Total employees	Total training hours	Average training hours
Directors	4	148	37	0	0	0
Deputy Directors, Managers, or Area Coordinators	25	2,081	83	1	88	88
Middle Management	55	2,591	47	8	845	106
Professionals	110	5,461	50	51	3,203	63
Assistants	2	55	28	1	14	14
Operators (Plant)	738	71,337	97	0	0	0
Total	934	81,673	87	61	4,150	68



99% of all employees

were trained in 2017.



USD 471,900

invested in employee training.

	2016	2017
Total number of employees trained	1,028	995
Hours of training	61,923	85,823
Average hours of training	60	86
Investment in training	USD \$184,416	USD \$471,900



Performance Evaluation

Bridgestone Costa Rica values continuous feedback as a means for each employee to find areas for improvement and opportunities to enhance their talent. All team members are subject to regular performance reviews scheduled for the middle and end of each year. In 2017, 100% of all staff received a performance evaluation.

In order to ensure an effective performance process, Bridgestone Costa Rica applies the Performance Management and Appraisal (PMA) System to set simple and clear metrics for each worker. In 2017, 78% of all employees were rated as having a “solid” performance, while 17% exceeded performance expectations.

Talent Attraction, Retention, and Development

Bridgestone Costa Rica is a company that takes responsibility for its stakeholders. The company knows that in order to deliver the best quality of customer service, it must have the best talent and ensure their well-being in the workplace. The organization engages in a variety of activities to achieve this goal, aimed at attracting, retaining, and

developing its talent. Some of these programs are outlined below:

a) The Bridgestone Professional Experience

This program seeks to build solid ties with the university community. It is used to evaluate and retain young university talent among students who wish to strengthen their academic knowledge and gain professional experience in an internship and with possibility of being hired at the end of that period. 25 interns participated in the program in 2017, and 28% were offered a full time position at Bridgestone Costa Rica.



28% of the Bridgestone Professional

Experience **trainees were hired** at the end of their internship.





b) Mentoring for Leaders

As part of the initiatives created to develop talent in Bridgestone LAN, the company implemented the Mentoring Program at a regional level in 2017, to allow staff members to exchange experiences, develop competencies and receive guidance through their Mentor-Mentee relationships. The purpose of this program is to contribute to both their personal and professional development and provide exposure for each one at a regional level.

The program was structured the following way:

1. Fields of interests and learning areas
2. Build the mentor-mentee relationship / objectives
3. Maintaining the relationship
4. Measure of effectiveness

The program, which focuses on members of the team with strong potential across the organization, was started in September 2017 with 13 high potential members.

c) Dan-Totsu Leadership Program

This is a certificate program coordinated with the ADEN International Business School, that aims to train the Bridgestone team through a comprehensive platform that strengthens their business capabilities and develops their leadership skills. The program graduated its first generation of 32 participants in 2017, who received 120 hours of training. Employees that have participated in this program or that will do so in the future acquire a perspective and vision that will allow them to continue guiding Bridgestone in their Transformative Journey.



32 employees graduated from the **Dan-Totsu leadership program.**

Work-Life Balance

Bridgestone Costa Rica respects the work-life balance of each of its employees, which helps them perform better in all daily activities and seeks to ensure the comprehensive well-being of each of its team members. Thus, Bridgestone Costa Rica strives to ensure that its work-life balance initiatives benefit both the employees and their families.

The company offers a range of services, including psychology, nutrition, physiotherapy, and general medical care, and social work services for both its employees and their family members. To ensure the physical their well-being, the company offers them access to a gym, which is managed by the Bridgestone Employee Solidarity Association (ASEFIRE).



Bridgestone Costa Rica **earned the Great Place to Work certificate for the 4th year in a row.** Being ranked as a Great Place to Work **is a reflection of the commitment and trust between the organization and its employees.**



a) Open House

This activity was created to open the doors of the workplace to the employees' relatives to give them a better idea of how the company where they work operates. In 2017, the Belén Plant welcomed 60 families on weekends between August and October and allowed them to see the day-to-day activities, learn about the plant's manufacturing processes, and especially ensure that they were able to spend time together as a family.

b) Family Bridgestone

Bridgestone Latin America North believes that it is essential to incorporate its employees' family members into the organization's culture and spaces. In 2017, it relaunched cultural initiatives that connect families with the workplace through the Family Bridgestone concept. This program is based on four actions: Parents School, Kids at Bridgestone, Health, and Diversity.

This program seeks to strengthen family-work ties to create spaces that promote the employees' life balance and teamwork, as well as their inclusion and commitment to the organization.

The Parents School program consists of teaching three or four workshops per year, as it seeks to reach more than 2,000 parents in the region. The talks are aimed at employees and their families and their purpose is to provide support and guidance to help parents teach and instill values in their children.

Benefits

Bridgestone Costa Rica seeks to create an atmosphere of stability so that each staff members can make specific plans, have the means required to deal with their needs, and enjoy a good quality of life. This increases the bonds of trust between them and the organization, guaranteeing peace of mind for all and creating a sense of internal cohesion.

The amount that the company allocates to benefits includes contributions to the IVM system for disability, old age, and death, illness and maternity leaves; the National Institute of Learning (INA), the Joint Welfare Institute (IMAS), family allowances, the labor capitalization fund, a compulsory supplementary retirement plan, and Banco Popular.

The staff can also enroll in the Bridgestone Employee Solidarity Association upon joining the company. As an additional benefit, and in order to retain talent, after having worked at the company for five years, they receive an extra week of vacation. For those who have been at the company for 10 years, they are given an extra two weeks of vacation.

Recognitions

Recognizing the talent and efforts made by individuals is essential to reinforcing their ties to the company. Bridgestone Costa Rica understands this as a key factor in motivating its team members and promoting desirable actions and behavior throughout the organization.

Each year, the following awards are given:

- Seniority Recognition (BSCR).
- Bridgestone President Awards (BS-LAN).
- Bridgestone Americas Awards (BSAM).
- Bridgestone Group Awards (BSJ).

Bridgestone Group launches an annual invitation to nominate a project, idea or activity that has produced a positive impact on one of the following categories:

- Achievements.
- Mobility.
- People.
- Environment.
- Management Fundamentals.

This award recognizes the employees that contribute to the business with their initiatives and go the extra mile in their daily work activities as they reflect the Bridgestone Essence.

a) Bridgestone President's Award

This recognition is given to employees selected for their performance or for making significant contributions to the business; In addition to the recognition itself, it is accompanied an incentive of 300 USD. In 2017 this award was granted to 21 collaborators who completed six projects.



40 employees honored with **recognition** awards celebrating **more than 20 years** of service at Bridgestone Costa Rica.

b) Employee Seniority Recognitions

Each year, the company holds a special ceremony to honor team members who have reached a certain level of seniority within the organization. The activity consists in a dinner attended by approximately 100 people, where the recognitions are awarded.

Retirement Program

Bridgestone Costa Rica cares about assisting staff members with a seamless and simple transition when they retire. Therefore, the company maintained the "New Journey" retirement preparation program in 2017. Its main objective is to accompany them throughout this process by guiding them with talks ranging from life projects to family relations, stress, and the importance of financial planning through the corresponding legal retirement procedures. Twelve retirement sessions were offered in 2017.

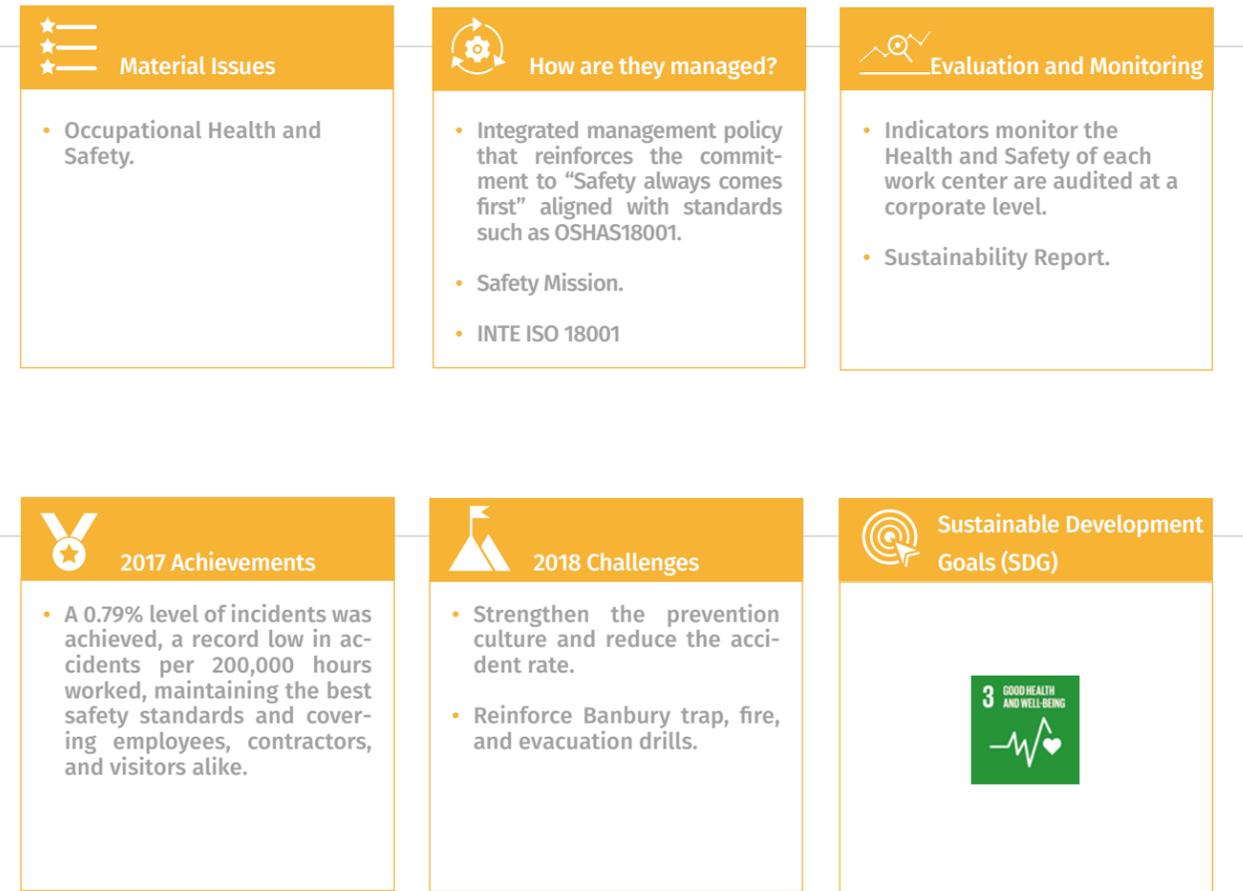




Safety always comes first.

At Bridgestone, we make safety a business value. Creating a safe working environment for all is everyone's responsibility.

Occupational Health and Safety



Occupational Safety

The Bridgestone Safety Mission seeks to promote the health and safety of all employees, in compliance with the law and the bylaws established for each work center.

The company has a variety of mechanisms that it utilizes to guarantee that the operation at each Bridgestone work center complies with the highest standards of safety. These include different committees that support risk management and evaluation activities, as well as training, events, drills, and even initiatives that involve the employees' family members, thus nurturing a culture of safety at all levels, both inside and outside of the workplace.



Through medical care and the promotion of a healthy life style. Bridgestone Costa Rica contributes to the achievement of the SDG 3: Ensure healthy lives and promote well-being for all at all ages.



Health and Safety Committee

Bridgestone Costa Rica has a Health and Safety Committee that serves as a key management mechanism for these issues that are fundamental to the organization.

The committee has eight members and its main objectives include promoting safety guidance and instruction, informing employees about the factors that produce risks, ensuring regulatory compliance with occupational health issues, and preparing activities that contribute to meeting these goals.



The Bridgestone Costa Rica Health and Safety Committee carried out the following activities in 2017:

- It conducted on-site training on the hazards of work-related tasks.
- It met to analyze the risks of the machines operated in the plant, and reduce the unsafe behavior.
- It organized safety tours to determine the conditions that could be improved in the facilities.
- It gathered representatives from all levels of the organization to identify security risks in each department and area.
- It followed up on corrective actions to prevent accident recurrences.
- It conducted campaigns to identify and reduce mosquito breeding sites, both within the plant and in the employees' homes.

Bridgestone Costa Rica obtained positive results from these activities conducted by the Health and Safety Committee. Only 10 accidents were reported in the Belén Plant in 2017. The company reported 391 working days lost, while the absenteeism rate stood at 2.5%.

Working days lost due to accidents

	2016	2017
Working days lost	243	391



Control and Monitoring Programs

Reinforcing the fundamentals of the employees' protection and safety is a top priority at Bridgestone Costa Rica. Therefore, the company is aligned with internal and external standards and regulations, and engages in major prevention and awareness activities through initiatives that promote a safe work environment.

Bridgestone Costa Rica has implemented the following initiatives and programs in this area:

Emergency Action Plan

Bridgestone Costa Rica's Emergency Action Plan is designed to control, manage, prepare for and respond to emergencies, including earthquakes, fires, chemical spills, gas leaks, food poisoning, bomb threats and plane crashes, among others.

Its main objective is to establish an emergency action plan to respond to the emergencies that Bridgestone Costa Rica could face, including all the related activities to be progressively developed, including conceptualization, principles, benchmarks, organization, risk evaluation, action plans, and monitoring and evaluation activities.



Drills and Brigades

In 2017, the company conducted two general evacuation drills equivalent to 24 hours of training. These drills were aimed at providing feedback to the staff on the measures that must be taken to evacuate the plant.

The drills and emergency response situations would not be possible without the work done by the Bridgestone Costa Rica Brigades, who are trained in fire prevention and combat, evacuation, first aid, cardiopulmonary resuscitation, search and rescue, working at height rescue plans, rescue in confined spaces, chemical product spills, and the handling of bees, among others. Employees are also instructed on how to use fire extinguishers, fire hoses, and the safety simulator.

In 2017, Bridgestone worked closely with local firefighters to inspect the facilities and its firefighting system, and to have them help train the brigades. The firefighters offered valuable suggestions, as experts in their field.

Health and Safety Training

Health and safety training is aimed at all of Bridgestone Costa Rica's value chain. The hours of training provided ensure that just as the workers and the plant have safety measures, suppliers and contractors receive the necessary information to prevent accidents and care for their health.

In 2017, 1,060 employees received 1,291 hours of training on health and safety issues. All new hires received training through safety induction courses covering topics such as the comprehensive Bridgestone policy, core safety activities, the Emergency Response Plan, evacuation routes, meeting points, and the methods utilized to issue warnings about emergencies. In addition, personnel in general were trained on topics such as lockout-tag out (LOTO) procedures, risk analysis, the inspection of risk conditions in confined spaces, fundamental safety activities, and the use of fire extinguishers.

The company-implemented recertification activities for a variety of topics related to the jobs assigned to the most experienced and senior staff members, as part of the company's continuous training program. Some re-certifications granted in 2017 include:

- Working at heights
- Lockout-Tagout (LOTO)
- Hot work
- Confined spaces
- Use of industrial vehicles
- Electrical works

Some of the topics reinforced with these stakeholders included:

- Waste classification and management.
- Safety aspects related to working in confined spaces within the areas that the company has designated for this type of work.
- Lockout-Tagout systems for mechanical, hydraulic, pneumatic, and gas equipment.
- Hot works following all corporate fire prevention procedures.
- Performing work at heights contemplating all areas of the plant while considering the equipment that can be used for this type of work.

In order to strengthen industrial safety within the value chain, Bridgestone Costa Rica delivered 729 hours of training to 441 contractors.

Health and safety training

	2016	2017
Total number of employees trained	224	1,060
Total hours of training for employees	448	1,291
Total contractors and suppliers trained	243	441
Total hours of training for contractors and suppliers	729	729



Refusal to Work

One of the safety initiatives at Bridgestone Costa Rica is a work instruction that allows employees to refuse to work if they believe that conditions are unsafe or that they are inadequate, without fear of reprisals. In this type of situation, the case is immediately evaluated to establish or correct the necessary measures.

Visual Media

In 2017, the company sent accident prevention announcements to all employees and taught them how to act in emergencies caused by both natural and manufactured disasters. Posters were placed on the safety bulletin boards, followed by reminders sent about the importance of identifying chemical substances, and their handling and care.

The entire company also watched the movie about the fire that occurred years ago at the Bridgestone plant in Tochigi, Japan, to raise awareness about the importance of prevention.

Occupational Health

Monitoring and promoting employee health care allows the organization to close the virtuous circle of safety within each work center. Therefore, the Occupational Health and Safety Departments work as a team that reviews and controls the related indicators to align efforts and comply with the rules established by local and corporate authorities. These activities guarantee a safe and efficient work environment, as an essential factor to the Bridgestone sustainability goals.

Medical Appointments

In order to meet the medical needs of its employees, the company offers free medical appointment services within the plant's facilities, with the following results reported in 2017:



Type of appointment	Total number of appointments granted
Medical	8,333
Nutrition	1,259
Physiotherapy	2,204
Psychological	360

The medical appointment programs offered in 2017, not only benefited the employees but their family members as well, who asked for 426 nutrition and 198 psychological visits, thus generating greater well-being within the Bridgestone Costa Rica community.

Fitness Center (Gym)

Bridgestone Costa Rica recognizes the importance of making sure that its team members lead a balanced life. Therefore, it offers them a fitness center to promote exercise and healthy living. In 2017, the center had 10,260 visits from the team, and 2,400 visits from their family members, thus encouraging a sporting spirit in the community.



Bridgestone conducted a **vaccination campaign in 2017** benefitting **712 employees**, who learned about the **importance of immunization**.





Create value for society through sustainable procurement practices.

Bridgestone is committed to creating value and working continuously towards a sustainable society to ensure long-term environmental, social and economic benefits by incorporating the following into the entire supply chain:

1. Transparency
2. Compliance
3. QCD and Innovation
4. Sustainable Procurement Practices

Procurement



<p>Material Issues</p> <ul style="list-style-type: none"> Strengthening corporate social responsibility in the value chain. 	<p>How are they managed?</p> <ul style="list-style-type: none"> The Bridgestone Sustainable Global Procurement Policy. 	<p>Evaluation and Monitoring</p> <ul style="list-style-type: none"> Supplier evaluation process following legal, quality, and service criteria. Talks and the presentation of results to suppliers. Sustainability Report.
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<p>2017 Achievements</p> <ul style="list-style-type: none"> 3,529 suppliers 96% local and 4% foreign. 	<p>2018 Challenges</p> <ul style="list-style-type: none"> Include new suppliers to enhance the supply chain.
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Bridgestone works with its suppliers on the creation of new opportunities to leave a positive mark that not only raises the level of regulatory compliance, safety and quality, cost, and delivery, but also creates value for the entire supply chain through environmental best practices, respect for Human Rights, fair work practices, and greater transparency. With this, Bridgestone makes a positive contribution to the local communities impacted by its supply chain.

Bridgestone recently launched its Global Sustainable Procurement Policy that supports the vision of creating value for society through the sustainable management of its supply processes.

Today there are four guiding principles in this important aspect of the business:

1. Transparency

Bridgestone understands that transparency is crucial for business in general since it points directly to two key objectives: accountability and good governance.

2. Regulatory Compliance

Bridgestone is committed to complying with all laws and regulations established by each country or region in which it operates and working with suppliers on the promotion of and compliance with relevant international standards.

3. Quality, Cost, Delivery, and Innovation

Bridgestone works with its suppliers on identifying the best way to ensure the delivery of quality services and materials on time and at a reasonable cost. In addition, the company consistently strives to improve its products by increasing durability, recycling and reusing materials, as well as offering tire retreading services.

4. Sustainable Procurement Practices

Bridgestone believes that sustainable procurement practices include responsibility for the environment, respect for human rights and land use, health, safety, disaster prevention, and resilience.

At Bridgestone Costa Rica, these principles are based on:

Transparency	Regulatory compliance	Quality, cost, delivery, and Innovation	Sustainable procurement practices
Bidding processes are used to select suppliers. They are supported by informational talks with the suppliers and reinforcement of the procurement process.	Internal and external audits are conducted to provide certainty about compliance with the applicable regulations.	Suppliers are evaluated with the use of comparative tables, to improve internal customer satisfaction indices.	The company consistently looks for sustainable suppliers to strengthen the current supply chain.

Supply Chain

In 2017, Bridgestone Costa Rica had 3,529 suppliers, divided into two large groups. The first group includes suppliers that provide general materials for the operation and production of rubber, machinery, molds, spare parts, and others, from Mexico, the United States, Japan, China, and Europe. The second group includes service or product suppliers for business management purposes, such as maintenance and civil works, which are mostly Costa Rican, although some are from Europe, Japan, and the United States.

In general, only 4% of the suppliers are from abroad. This is where the company spends 87% of its general procurement expenses, while national suppliers represent the remaining 96% where the company spent the remaining 13%.

Supplier Evaluation and Development

The evaluation processes implemented by Bridgestone Costa Rica aim to provide a diagnosis of its suppliers' knowledge and practice of the sustainability principles, in an effort to align the practices of both parties to ensure a fair and transparent trade relationship.

The company utilizes forms and an established internal procedure by which each person responsible for the service or product to be acquired must evaluate their supplier with help from the Purchasing Department. Once the evaluation is completed, a meeting is held to report the results and answer questions. The suppliers have a period of 30 days to send Bridgestone their action plan to correct the nonconformities detected, which is then verified in an audit conducted by the company.



Some of the criteria considered in the evaluation include:

- Respect for people.
- Guidance services.
- Accuracy and speed of the quotes requested.
- Costs and negotiation capacities.
- Sustainable commercial conditions and respect for these offers.
- Reliable and reduced delivery deadlines.
- Compliance with the delivery of everything required, including product identification, packaging, and certificates. Quality of the product or service.
- Supply priorities (loyalty).
- Capacity and interest in undertaking improvement commitments, proposals, and initiatives.
- Post-sales services and response to claims and warranties.
- Implementation of corrective actions, if necessary.
- Emergency response capacity and flexibility during audits.

In 2017, 90 suppliers (3% of the total) with whom the company has strong relations were assessed with these criteria, seeking to guarantee compliance and opportunities for improvement. There were no risk factors or negative impacts found on the social and environmental aspects resulting from these evaluations, so the company was not forced to cancel its commercial relationship with any suppliers in 2017.

Training and Development

By training and promoting the social, environmental and ethical fundamentals that govern Bridgestone, it seeks to develop and encourage suppliers to contribute to sustainable development by aligning their policies with those established by the company.

Bridgestone Costa Rica meets with its main suppliers and contractors every year to offer training courses and reinforce their adoption and understanding of safety, environmental, and ethics processes and policies, with the purpose of ensuring that the operation meets the highest standards in terms of caring for their workers and for the business environment.



The Quality, Environment, and Corporate Social Responsibility Departments have used **meetings with suppliers** to share achievements, initiatives, and relevant processes.



Training tools	Participants	Hours of training and/or meetings	Teaching methodology	Topics addressed
Two annual meetings and training courses taught once a year	38 companies 240 direct employees	Ten hours a year	On-site	Reinforcement of safety and environmental processes, policies, and procedures

Recognitions

In order to promote the sustainable management of the company's purchase and supply activities, Bridgestone Costa Rica delivered the Supplier of Excellence Award that recognizes suppliers for their strong performance and compliance levels in five categories.

The 2017 award edition included the evaluation of spare parts suppliers and service providers. The winners of the respective categories in Costa Rica are as follows:

1. Central de Servicios / **Technical Performance**
2. Siprofisa / **Costs**
3. Schneider Electric / **Compliance**
4. Distribuidora Ionics / **Service**
5. Son Del / **Passion for Excellence**

Countless improvements have been achieved to the operation with the benefit provided by the Bridgestone Costa Rica supply chain. Its performance and compliance permit the company to ensure that it is Serving Society with Superior Quality. However, the benefits are not limited to Bridgestone alone as each supplier perfects their environmental and social criteria and processes, certifications, and corporate social responsibility approaches.

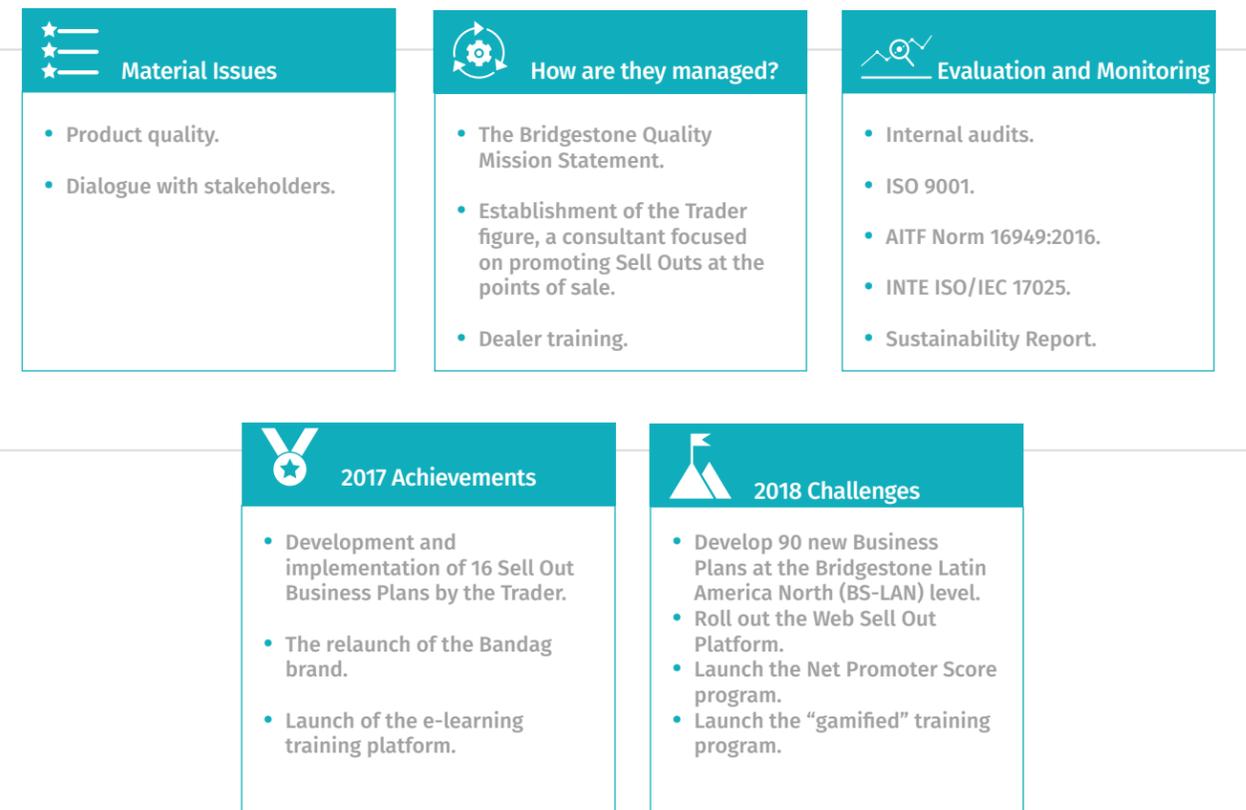




Create value for the client and build trust.

Bridgestone creates a global framework in collaboration with all related Bridgestone entities and stakeholders to proactively identify, prioritize and address customer quality issues in keeping with the intentions of our founder to: “Serving Society with Superior Quality”.

Quality and Customer Value



Through its Quality Mission Statement, Bridgestone focuses on improving its processes by offering superior quality products and services throughout its value chain. The company drives performance and generates value for its customers by promoting innovation in every single aspect of the business.



In 2017, the company reported the opening of **3 new Service Centers** in Costa Rica and Honduras.



Bridgestone Costa Rica has 2 warehouses and 3 external bonded warehouses.



Bridgestone reported 158 points of sale in 2017.



Product quality

The basis for the company’s business growth is the quality of the products that Bridgestone offers. As such, the company implements standard corporate practices that contemplate the requirements established to ensure a product’s quality control and assurance in order to guarantee the best customer service while complying with the laws of each country in which it operates.

The main quality criteria implemented for all Bridgestone products are as follows:

- Visual inspection of the tire.
- Evaluation of the uniformity of the tire.
- Product tests including yield and performance based on speed, loads, the resistance of the tire shell, misalignment of the sidewall, and dimensions.
- Quality of raw materials.

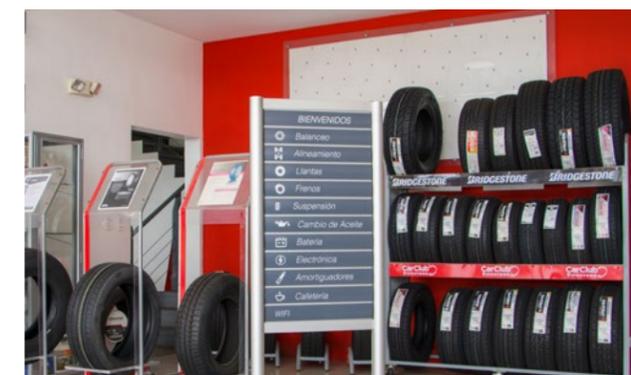
In order to ensure the quality of its products, Bridgestone Costa Rica has certified tire inspectors who must pass rigorous audits. The company also conducts a benchmark analysis on the Tire Uniformity Optimizers (TUO) and certified ISO/IEC 17025:2005 tests. It maintains its INTE ISO 9001 Product Brand Compliance certificate and implements quality controls throughout the entire production process, as well as process and product audits.

In 2017, the Bridgestone Costa Rica plant was the first company in the corporation to receive the AITF 16949:2016 standard certification. This quality management systems standard is specific for the automotive industry that aims to ensure continuous improvement by emphasizing the need to prevent errors, and reduce variances and waste in the automotive supply chain.

Logistics efficiency

Bridgestone Costa Rica consistently strives to ensure a more efficient operation; therefore, in 2017, it focused on improving several of its logistics processes. This included obtaining its certificate as an Authorized Economic Operator (PROFAC) that certifies import and export companies as reliable and safe trade operators. Bridgestone secured this certification by meeting requirements such as proper logistics, administrative and accounting management, safety and protection measures, satisfactory administrative, customs, tax, and judicial compliance records, and providing proof of its financial solvency.

It also reduced its nationalization of finished product shipments (imported tires) from 6.6 days to 2.9 days, thus ensuring more rapid delivery of the product to the sales department and contributing to the fulfillment of its goals and savings in the customs processes.





Dealer Development

Bridgestone Costa Rica consistently strives to improve the quality of its customer service by providing the best service possible through dealers and recognizing their importance for the company.

The company provided the following training courses for dealers in 2017:

Course name	Description	Training methodology
Leaving our Mark	Addresses the key points that customers want to see at each point of sale in order to enjoy a positive shopping experience.	On-site
Basic PSR and LTR	Identifies the tools that can be used to sell products based on the benefits they offer.	On-site
Train the Trainer	Works with the dealer's staff members to teach them how to become internal trainers to replicate in-company training.	On-site
TBR/PCT Product Knowledge	Provides information on the knowledge the dealer's staff needs to have about the company's products and technologies.	On-site
The six pillars of irregular wear and tear	Teaches the six major causes that contribute to a tire's irregular wear and tear.	On-site
Factors that Affect the Life of the Tire	Addresses the main factors that affect the tire's useful life.	On-site
Fleet Services	Provides information about the basic activities required to ensure proper fleet services.	On-site
Agricultural Knowledge	Provides the knowledge that the dealer's staff needs with respect to the company's products and technologies.	On-site
Plant Tours	Show customers the complexities involved in the tire production process.	On-site

In Limon, the bonded warehouse was changed to one that meets the Bridgestone Costa Rica requirements for the proper storage of its products. This change improved the quality of storage and represented a 6% savings compared to 2016. The company also negotiated with local transportation companies to guarantee streamlined efficiencies in transport from port to plant, thus generating annual savings.

With respect to innovation in the operation, in 2017 the company implemented B-Connection, an automated system to take customer orders. Half (50%) of all Costa Rican customers were trained in the program, and 100% of them are expected to use this system to place their orders by 2018.

Customer Service

Bridgestone Costa Rica has a range of communication channels to interact with its customers, including social networks, surveys, training sessions, and meetings.

With respect to dealers, the Trade Marketing Department implemented the Trader figure to ensure constant communication with them through emails, incentives and promotions, face-to-face meetings, and video conferences.

The Trader also seeks to get involved with all players

engaged in each channel, including Sales, Dealers, Sub-Dealers, and BOSS to obtain information that result in specific strategies to increase Sell Outs at the Points of Sale, while ensuring the implementation of the current tools and strategies.



In 2017, **Bridgestone Costa Rica launched an online platform** to manage its **TBR product catalogs**, thus **eliminating the use of paper** and **providing updated information** as needed, **enhancing its services** to internal users and customers.





Bridgestone Costa Rica presents the 12th edition of its annual Sustainability Report on the most important issues related to the company's sustainability while providing information to stakeholders on its main activities and commitments to sustainability.

Report Preparation Process

The material covered in this report is the same as presented in the last report, with the exception of changes in indicators due to the adoption of the new version of the GRI Standards. The organization believes that the material is valid for this report because it was conducted in the first half of 2017 and the organization has not changed its business model.



	Material Issues	GRI indicator	Coverage	Stakeholders
Mobility	Product quality (CVC)	416-1 and 416-2		
	Road Safety and Mobility			
People	Dengue, zika, and chikungunya prevention activities	102-40, 102-42, 102-43 and 102-44, and 102-21		
	Dialogue with stakeholders (CVC)			
	Corporate Volunteers			
	Sustainable Consumption			
Environment	Preserving our ecosystems and protecting the environment	303-1, 303-3, and 306-2	Internal	Dealers Suppliers Others ¹
	Recycling post-consumer products			
	Efficient use of resources			
	Use of clean energies			
	Emission reductions			
Regulatory Compliance and Fair Trade and Competition	Transparency	415-1, 206-1, and 419-1		
	Anti-corruption			
	Human Rights			

¹ Other Stakeholders: Media, consumers, community, authorities, and associations. The company did not conduct an exclusive perception identification strategy; however, it did consider a representative sample for the Materiality Study.

	Material Issues	GRI indicator	Coverage	Stakeholders
Human Rights and Labor Practices	Discrimination Prevention	405-1 and 406-1	Internal	Employees Dealers Suppliers Others ¹
	Labor Relations	401-1, 401-2, 404-1, 404-2, 404-3		
	Human Rights	412-2		
Occupational Health and Safety	Occupational health and safety	403-1 and 403-4		
Procurement	Strengthening corporate social responsibility in the value chain	414-1 and 414-2		

¹ Other Stakeholders: Media, consumers, community, authorities, and associations. The company did not conduct an exclusive perception identification strategy; however, it did consider a representative sample for the Materiality Study.

The scope of this report includes Bridgestone de Costa Rica, S.A., considering the Belén plant in Heredia.

This document was prepared by complying with the essential compliance option of the Global Reporting Initiative (GRI) for the preparation of sustainability reports in its Standards version, covering the period from January 1 through December 31, 2017. The 2016 report was published in September 2017. The company prepares and publishes this report once a year. For the third consecutive year, an external assurance consultant verified the report and the company plans to maintain this assurance methodology in the years to come.

In contrast to the information published in previous years, no reformulation of data was presented that would change the information published in the past. In addition, although the company publishes a Regional Report that consolidates the most relevant figures of the Bridgestone Latin America North operation, this report focused exclusively on Costa Rica, so there are no significant changes in the scope and coverage compared to previous years.

Please send your requests for information or your comments about the content of this Sustainability Report to the Bridgestone Latin America North (BS-LAN) Corporate Communications and Social Responsibility Department via email addressed to BS_LAN_Prensa@la-bridgestone.com.



GRI index

Content	Description	Page	Omission
Essential Disclosures			
102-1	Name of the organization	25	
102-2	Activities, brands, products, and services	26	
102-3	Location of headquarters	8	
102-4	Location of operations	10	
102-5	Ownership and legal form	25	
GRI 102: GENERAL DISCLOSURES 2016	102-6	Markets served	27
	102-7	Scale of the organization	10-11
	102-8	Information on employees and other workers	All employees have permanent and full-time contracts. Only trainees have temporary contracts. The organization does not outsource its key activities.
102-9	Supply chain	93	

Content	Description	Page	Omission
102-10	Significant changes to the organization and its supply chain		There were no significant changes in the capital structure and supply chain.
102-11	Precautionary Principle or approach		Our operations in Costa adhere to the 1992 Rio Declaration and follow the precautionary principle by complying with the applicable regulation.
GRI 102: GENERAL DISCLOSURES 2016	102-12	External initiatives	64
	102-13	Membership of associations	64
	102-14	Statement from senior decision-maker	3
	102-16	Values, principles, standards, and norms of behavior	18 and 60
	102-18	Governance structure	17
	102-40	List of stakeholder groups	22
	102-41	Collective bargaining agreements	0%, there is no union.

	Content	Description	Page	Omission
GRI 102: GENERAL DISCLOSURES 2016	102-42	Identifying and selecting stakeholders	22	
	102-43	Approach to stakeholder engagement	22	
	102-44	Key topics and concerns raised	21	
	102-45	Entities included in the consolidated financial statements	25	
	102-46	Defining report content and topic Boundaries	14, 19-23, 33, 37, 45, 59, 67, 71, 83, 91 and 97	
	102-47	List of material topics	21, 104 and 105	
	102-48	Restatements of information	As part of the annual analysis of impacts of the organization, Corporate Volunteering was included in the company's Materiality Study.	
	102-49	Changes in reporting	None	
	102-50	Reporting period	103	
	102-51	Date of most recent report	103	
	102-52	Reporting cycle	103	
	102-53	Contact point for questions regarding the report	103	

	Content	Description	Page	Omission
GRI 102: GENERAL DISCLOSURES 2016	102-54	Claims of reporting in accordance with the GRI Standards	103	
	2016	GRI content index	106-115	
	102-56	External assurance	116	
Material Issues				
Product Quality and Road Safety and Mobility				
GRI 103: MANAGEMENT APPROACH 2016	103-1	Explanation of the material topic and its Boundary	104-105	
	2016	The management approach and its components	97	
	103-3	Evaluation of the management approach	97	
GRI 416: CUSTOMER HEALTH AND SAFETY 2016	416-1	Assessment of the health and safety impacts of product and service categories		All products produced comply with the INTE ISO/IEC 17025 and ISO 9001 certification processes that guarantee that the products offered meet the quality and safety standards required by Costa Rica.
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services		None

	Content	Description	Page	Omission
Dialogue with Stakeholders				
GRI 103: MANAGEMENT APPROACH 2016	103-1	Explanation of the material topic and its Boundary	104-105	
	103-2	The management approach and its components	33	
	103-3	Evaluation of the management approach	33	
GRI 102: GENERAL DISCLOSURES 2016	102-21	Consulting stakeholders on economic, environmental, and social topics	17 and 19-20	
Volunteering				
GRI 103: MANAGEMENT APPROACH 2016	103-1	Explanation of the material topic and its Boundary	104-105	
	103-2	The management approach and its components	37	
	103-3	Evaluation of the management approach	37	
GRI 413: LOCAL COMMUNITIES 2016	413-1	Operations with local community engagement, impact assessments, and development programs	38 and 43. 100% of the BS-LAN operations implement social programs.	
Transparency				
GRI 103: MANAGEMENT APPROACH 2016	103-1	Explanation of the material topic and its Boundary	104-105	
	103-2	The management approach and its components	59	
	103-3	Evaluation of the management approach	59	
GRI 102: GENERAL DISCLOSURES 2016	102-17	Mechanisms for advice and concerns about ethics	60-61	

	Content	Description	Page	Omission
GRI 415: PUBLIC POLICY 2016	415-1	Political contributions	None	
GRI 206: ANTI-COMPETITIVE BEHAVIOR 2016	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	None	
GRI 419: SOCIOECONOMIC COMPLIANCE 2016	419-1	Non-compliance with laws and regulations in the social and economic area	None	
Corruption prevention				
GRI 103: MANAGEMENT APPROACH 2016	103-1	Explanation of the material topic and its Boundary	104-105	
	103-2	The management approach and its components	59	
	103-3	Evaluation of the management approach	59	
GRI 205: ANTI-CORRUPTION 2016	205-3	Communication and training about anti-corruption policies and procedures	62	
Human Rights				
GRI 103: MANAGEMENT APPROACH 2016	103-1	Explanation of the material topic and its Boundary	104-105	
	103-2	The management approach and its components	71	
	103-3	Evaluation of the management approach	71	
GRI 412: HUMAN RIGHTS ASSESSMENT 2016	412-2	Employee training on human rights policies or procedures	73	Information not available. There is a process in motion to have the format for the 2019 Report.

	Content	Description	Page	Omission
Clean Energy				
GRI 103: MANAGEMENT APPROACH 2016	103-1	Explanation of the material topic and its Boundary	104-105	
	103-2	The management approach and its components	45	
	103-3	Evaluation of the management approach	45	
GRI 302: ENERGY 2016	302-1	Energy consumption within the organization	47-48 and 54	
Reduction of Emissions				
GRI 103: MANAGEMENT APPROACH 2016	103-1	Explanation of the material topic and its Boundary	104-105	
	103-2	The management approach and its components	45	
	103-3	Evaluation of the management approach	45	
GRI 305: EMISSIONS 2016	305-1	Direct (Scope 1) GHG emissions	52	
	305-2	Energy indirect (Scope 2) GHG emissions	52	
	305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	53	
Efficient Use of Resources				
GRI 103: MANAGEMENT APPROACH 2016	103-1	Explanation of the material topic and its Boundary	104-105	
	103-2	The management approach and its components	45	
	103-3	Evaluation of the management approach	45	

	Content	Description	Page	Omission
GRI 303: WATER AND EFFLUENTS 2016	303-1	Water withdrawal by source	49	
	303-3	Water recycled and reused	49	
GRI 306: EFFLUENTS AND WASTE 2016	306-2	Waste by type and disposal method	50-51	
Discrimination Prevention				
GRI 103: MANAGEMENT APPROACH 2016	103-1	Explanation of the material topic and its Boundary	104-105	
	103-2	The management approach and its components	71	
	103-3	Evaluation of the management approach	71	
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016	405-1	Diversity of governance bodies and employees	17 and 75-76	Of the Executive Comitee of Bridgestone Latin America North, 1% of employees belong to the presidency range, 11% to directive level, and 88% to the managerial level or area representative. 92% are men and 8% women. In the age category, 96% fall within the 30-50 years old range, while 4% are older than 50 years old.
GRI 406: NON-DISCRIMINATION 2016	406-1	Incidents of discrimination and corrective actions taken		There was no incidents of discrimination found in 2017.
Labor Relations				
GRI 103: MANAGEMENT APPROACH 2016	103-1	Explanation of the material topic and its Boundary	104-105	
	2016	The management approach and its components	71	
	103-3	Evaluation of the management approach	71	

	Content	Description	Page	Omission
GRI 401: EMPLOYMENT 2016	401-1	New employee hires and employee turnover	74	The hiring rate in 2017 was of 14.4%.
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	79-81	
GRI 404: TRAINING AND EDUCATION 2016	404-1	Average hours of training per year per employee	76	
	404-2	Programs for upgrading employee skills and transition	75	
	404-3	Percentage of employees receiving regular performance and career development reviews	77 and 78	
Workplace Safety				
GRI 103: MANAGEMENT APPROACH 2016	103-1	Explanation of the material topic and its Boundary	104-105	
	103-2	The management approach and its components	83	
	103-3	Evaluation of the management approach	83	
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2016	403-1	Workers representation in formal joint management-worker health and safety committees	85	100% of representation.
	403-4	Health and safety topics covered in formal agreements with trade unions		In Costa Rica there is no Union figure established.

	Content	Description	Page	Omission
Strengthening CSR in the Supply Chain				
GRI 103: MANAGEMENT APPROACH 2016	103-1	Explanation of the material topic and its Boundary	104-105	
	103-2	The management approach and its components	91	
	103-3	Evaluation of the management approach	91	
GRI 414: SUPPLIER SOCIAL ASSESSMENT 2016	414-1	New suppliers that were screened using social criteria	93	
	414-2	Negative social impacts in the supply chain and actions taken	93	

Verification Letter



Independent Verification Letter of 2017 Bridgestone Costa Rica Sustainability Report "Our Way to Serve"

To the Bridgestone Costa Rica stakeholders and report readers:

We would like to inform you that Redes Sociales has completed the independent and impartial verification of the 2017 Sustainability Report "Our Way to Serve" of Bridgestone Costa Rica.

Scope

The scope of our work consisted in an exhaustive review of Bridgestone's report preparation, collection and control processes. The integrity and quality of the published data were evaluated.

We have undertaken a limited verification of the content of this report, validating the methodological compliance of the material issues of the company, in accordance with the **essential option of GRI Standards**.

The veracity, traceability and reliability of the following indicators were corroborated:

102-21	305-1	405-1	419-1
205-3	305-2	406-1	
206-1	305-7	415-1	
303-1	403-4	416-1	
303-3	404-1	416-2	

Responsibilities

Bridgestone Costa Rica is responsible for the drafting of this report and presentation of the report. Our commitment lies in issuing an objective opinion about the published content, using the following principles as a point of reference: the Ethical Principles of Independence contained in ISAE 3000; the GRI External Assurance of Sustainability Reporting.

Activities

Our verification process covered the following activities:

- Understanding of information management processes and visualization of control systems.
- Verification of qualitative and quantitative information through visual and documentary evidence of the aforementioned indicators.
- Analysis and comparison of reports from past years regarding the information presented.
- Electronic evidence query.



Conclusions

- The process of preparing the report did not present any inconsistency that leads us to consider that the presented data contain mistakes.
- There is no factor that leads us to conclude that the 2017 Sustainability Report, Bridgestone Costa Rica does not comply with the principles of traceability, precision, clarity and reliability.

Recommendations

We develop a report for the exclusive use of the client outlining the opportunities for improvement identified for future reports.

Redes Sociales Declaration of Independence and Competence

Redes Sociales' employees have the skills required to verify compliance with the standards used to prepare Sustainability Reports. As such, they are capable of expressing a professional opinion of non-financial reports, complying with the principles of independence, integrity, objectivity, professional competence and diligence, confidentiality, and professional behavior. Our letter of verification should not be deemed to be an audit report, therefore, Redes Sociales assumes no liability for any management processes and internal control systems that are used to compile the information contained in this report. This Letter of Verification has been issued on September, 6th two thousand and eighteen, and it is deemed to be valid if no substantial amendments have been made to the 2017 Bridgestone Costa Rica Sustainability Report.

Alma Paulina Garduño Arellano

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September 6th, 2018



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COSTA RICA

SUSTAINABILITY REPORT
2017