

GRI CONTENT INDEX 2020



DUFRY

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GRI CONTENT INDEX 2020

Page indications in this Index refer to the 2020 Dufrey Annual Report unless otherwise noted.

* Dufrey 2020 Sustainability Report applies the 2016 & 2018 version of the Global Reporting Initiative (GRI) Standards; 2016* and 2018* refer to the Standards issue date, not the date of the information presented in this report.

DISCLOSURE	DESCRIPTION	SDG	PAGE NUMBER(S) AND/OR URL(S)	REASONS FOR OMISSIONS/COMMENTS
GRI 102: GENERAL DISCLOSURES 2016*				
ORGANIZATIONAL PROFILE				
102-1	Name of the organization		Dufrey AG	
102-2	Activities, brands, products and services		Pages 30 – 39; 58 – 61; 62 – 63; 85 – 88	
102-3	Location of headquarters		Brunngässlein 12, 4052 Basel, Switzerland.	
102-4	Location of operations		Pages 56 – 57	
102-5	Ownership and legal form		Pages 231 – 232	
102-6	Markets served		Pages 40 – 57	
102-7	Scale of the organization		Pages 4; 231	
102-8	Information on employees and other workers	10.3	Pages 95 – 102, Sustainability Report Annex and https://www.dufrey.com/en/sustainability-dufrey	
102-9	Supply chain		Pages 62 – 63; 90 – 92	
102-10	Significant changes to the organization and its supply chain		.	
102-11	Precautionary Principle or approach		Page 89	
102-12	External initiatives		Dufrey is a signatory member of the UN Global Compact. Page 78	
102-13	Membership of associations		Page 107 and www.dufrey.com/en/company/our-stakeholders	
STRATEGY				
102-14	Statement from senior decision-maker		Pages 8 – 15	
102-15	Key impacts, risks, and opportunities		Pages 74 – 75; 80 – 82; 189; 201 – 209; 245	
ETHICS AND INTEGRITY				
102-16	Values, principles, standards, and norms of behavior	16.3	Pages 104 – 105; Dufrey Code of Conduct; www.dufrey.com (Sustainability, Careers and Company sections)	
102-17	Mechanisms for advice and concerns about ethics	16.3	Page 105; Dufrey Code of Conduct; www.dufrey-compliance.com & www.dufrey.com/en/sustainability-dufrey	
GOVERNANCE				
102-18	Governance structure		Pages 231 – 245	
102-20	Executive-level responsibility for economic, environmental, and social topics		Page 77	
102-22	Composition of the highest governance body and its committees	5.5, 16.7	Pages 231 – 245	
102-23	Chair of the highest governance body	16.6	Page 237	
102-24	Nominating and selecting the highest governance body	5.5, 16.7	Page 241	
102-26	Role of highest governance body in setting purpose, values, and strategy		Page 77	
102-30	Effectiveness of risk management processes		Page 244 – 245	
102-35	Remuneration policies		Page 256 – 258	
102-36	Process for determining remuneration		Page 256 – 258	

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GRI 102: GENERAL DISCLOSURES 2016* (CONT.)

STAKEHOLDER ENGAGEMENT				
102-40	List of stakeholder groups		Pages 72; 106 – 107; www.dufry.com/en/sustainability-dufry .	
102-41	Collective bargaining agreements	8.8	Pages 101 – 102; Sustainability Report Annex and www.dufry.com/en/careers	
102-42	Identifying and selecting stakeholders		Pages 72; 80 – 82	
102-43	Approach to stakeholder engagement		Pages 58 – 60; 62 – 64; 69; 85 – 88; 101 – 102; 106 – 108; Media & Investor Relations sections at www.dufry.com	
102-44	Key topics and concerns raised		Page 80 – 82; 84	
REPORTING PRACTICE				
102-45	Entities included in the consolidated financial statements		Pages 226 – 227	
102-46	Defining report content and topic Boundaries		Sustainability Report Annex	
102-47	List of material topics		Pages 81; 84	
102-48	Restatements of information		None.	
102-49	Changes in reporting		None.	
102-50	Reporting period		2020.	
102-51	Date of most recent report		Sustainability Report Annex and www.dufry.com/en/sustainability-dufry	
102-52	Reporting cycle		Sustainability Report Annex and www.dufry.com/en/sustainability-dufry	
102-53	Contact point for questions regarding the report		Sustainability Report Annex and www.dufry.com/en/sustainability-dufry	
102-54	Claims of reporting in accordance with the GRI Standards		Sustainability Report Annex and www.dufry.com/en/sustainability-dufry	
102-55	GRI content index		Sustainability Report Annex and www.dufry.com/en/sustainability-dufry	
102-56	External assurance		No.	

GRI 201: ECONOMIC PERFORMANCE 2016*

GRI 103: MANAGEMENT APPROACH				
103-1	Explanation of the material topic and its boundary		Pages 4; 8 – 15; 22 – 23; 108	
103-2	The management approach and its components		Pages 4; 8 – 15; 22 – 23; 108.	
103-3	Evaluation of the management approach		Pages 4; 8 – 15; 22 – 23; 108.	
201-1	Direct economic value generated and distributed	8.1, 8.2, 9.1, 9.4, 9.5	Page 108	
201-2	Financial implications and other risks and opportunities due to climate change	13.1	Sustainability Report Annex	
201-3	Defined benefit plan obligations and other retirement plans		Pages 138 – 139; 151; 198 – 204	
201-4	Financial assistance received from government		None.	

GRI 202: MARKET PRESENCE 2016*

GRI 103: MANAGEMENT APPROACH				
103-1	Explanation of the material topic and its boundary		Pages 40 – 57	
103-2	The management approach and its components		Pages 40 – 57	
103-3	Evaluation of the management approach		Pages 40 – 57	
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	1.2, 5.1, 8.5	Sustainability Report Annex	
202-2	Proportion of senior management hired from the local community		Sustainability Report Annex	

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GRI 204: PROCUREMENT PRACTICES 2016*				
GRI 103: MANAGEMENT APPROACH				
103-1	Explanation of the material topic and its boundary		Page 62	
103-2	The management approach and its components		Page 62	
103-3	Evaluation of the management approach		Page 62	
204-1	Proportion of spending on local suppliers	8.3	Sustainability Report Annex	
GRI 205: ANTI-CORRUPTION 2016*				
GRI 103: MANAGEMENT APPROACH				
103-1	Explanation of the material topic and its boundary		Pages 104 – 106; Dufry Code of Conduct; www.dufry.com/en/sustainability-dufry	
103-2	The management approach and its components		Pages 104 – 106; Dufry Code of Conduct; www.dufry.com/en/sustainability-dufry	
103-3	Evaluation of the management approach		Pages 104 – 106; Dufry Code of Conduct; www.dufry.com/en/sustainability-dufry	
205-2	Communication and training about anti-corruption policies and procedures	16.5	Page 105	
GRI 206: ANTI-COMPETITIVE BEHAVIOR 2016*				
GRI 103: MANAGEMENT APPROACH				
103-1	Explanation of the material topic and its boundary		Pages 104 – 106; Dufry Code of Conduct; www.dufry.com/en/sustainability-dufry	
103-2	The management approach and its components		Pages 104 – 106; Dufry Code of Conduct; www.dufry.com/en/sustainability-dufry	
103-3	Evaluation of the management approach		Pages 104 – 106; Dufry Code of Conduct; www.dufry.com/en/sustainability-dufry	
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	16.3	During 2020, Dufry didn't have any legal action for competitive behavior, anti-trust and monopoly practice.	
GRI 301: MATERIALS 2016*				
GRI 103: MANAGEMENT APPROACH				
103-1	Explanation of the material topic and its boundary		Pages 89; 93 – 94	
103-2	The management approach and its components		Pages 89; 93 – 94	
103-3	Evaluation of the management approach		Pages 89; 93 – 94	
301-3	Reclaimed products and their packaging materials	8.4, 12.2	N/A.	Due to the nature of our business, we don't reclaim products.
GRI 302: ENERGY 2016*				
GRI 103: MANAGEMENT APPROACH				
103-1	Explanation of the material topic and its boundary		Pages 89; 90 – 91; 94	
103-2	The management approach and its components		Pages 89; 90 – 91; 94	
103-3	Evaluation of the management approach		Pages 89; 90 – 91; 94	
302-1	Energy consumption within the organization	7.2, 7.3, 8.4, 12.2, 13.1	Page 92. 92,333 MWh in 2020; 128,435 MWh in 2019	The scope of the 2019 data represents 57% of sales, whilst the 2020 data represents 64% of sales, due to a larger number of Dufry entities reporting emissions data. Conversion rate: 10.96 kWh per liter of diesel
302-3	Energy intensity	8.4, 12.2, 13.1	196.86 kWh/m ² in 2020 273.27 kWh/m ² in 2019	Energy Intensity calculated over the total square meters of commercial surface operated by Dufry (469,990 m ² in 2019 & 469,041 m ² in 2020)

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GRI 305: EMISSIONS 2016

GRI 103: MANAGEMENT APPROACH				
103-1	Explanation of the material topic and its boundary		Pages 89; 90 – 91	
103-2	The management approach and its components		Pages 89; 90 – 91	
103-3	Evaluation of the management approach		Pages 89; 90 – 91	
305-1	Direct (Scope 1) GHG emissions	3.9, 12.4, 13.1, 14.3, 15.2	Pages 92	The scope of the 2019 data represents 57% of sales, whilst the 2020 data represents 64% of sales, due to a larger number of Dufry entities reporting emissions data.
305-2	Energy indirect (Scope 2) GHG emissions	3.9, 12.4, 13.1, 14.3, 15.2	Pages 92	The scope of the 2019 data represents 57% of sales, whilst the 2020 data represents 64% of sales, due to a larger number of Dufry entities reporting emissions data.
305-3	Other indirect (Scope 3) GHG emissions	3.9, 12.4, 13.1, 14.3, 15.2	Pages 92	Scope limited to emissions from logistic partners accounting for 55% of Dufry's total volume of goods transported. Emissions are calculated using Well-to-Wheel methodology.
305-4	GHG emissions intensity	3.9, 13.1, 14.3, 15.2	Pages 92	Carbon Intensity calculated over the total square meters of commercial surface operated by Dufry (469,990 m ² in 2019 & 469,041 m ² in 2020)

GRI 307: ENVIRONMENTAL COMPLIANCE 2016

GRI 103: MANAGEMENT APPROACH				
103-1	Explanation of the material topic and its boundary		Page 89	
103-2	The management approach and its components		Page 89	
103-3	Evaluation of the management approach		Page 89	
307-1	Non-compliance with environmental laws and regulations	16.3	During 2020, Dufry has not received significant fines and non-monetary sanctions for non-compliance with environmental laws and/or regulations.	

GRI 401: EMPLOYMENT 2016*

GRI 103: MANAGEMENT APPROACH				
103-1	Explanation of the material topic and its Boundary		Pages 95 – 96	
103-2	The management approach and its components		Pages 95 – 96	
103-3	Evaluation of the management approach		Pages 95 – 96	
401-1	New employee hires and employee turnover	5.1, 8.5, 8.6, 10.3	Sustainability Report Annex	

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GRI 402: LABOR/MANAGEMENT RELATIONS 2016*

GRI 103: MANAGEMENT APPROACH				
103-1	Explanation of the material topic and its boundary		Pages 96 – 99	
103-2	The management approach and its components		Pages 96 – 99	
103-3	Evaluation of the management approach		Pages 96 – 99	
402-1	Minimum notice periods regarding operational changes	8.8	Sustainability Report Annex	

GRI 403: OCCUPATIONAL HEALTH & SAFETY 2018*

MANAGEMENT APPROACH				
403-1	Occupational health and safety management system	8.8	Pages 98 – 99	
403-2	Hazard identification, risk assessment, and incident investigation	8.8	Pages 98 – 99	
403-3	Occupational health services	8.8	Pages 98 – 99	
403-4	Worker participation, consultation, and communication on occupational health and safety	8.8, 16.7	Pages 98 – 99	
403-5	Worker training on occupational health and safety	8.8	Pages 98 – 99	
403-6	Promotion of worker health	3.3, 3.5, 3.7, 3.8	Pages 98 – 99	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	8.8	Pages 98 – 99	
403-8	Workers covered by an occupational health and safety management system	8.8	Sustainability Report Annex	

GRI 404: TRAINING & EDUCATION 2016*

GRI 103: MANAGEMENT APPROACH				
103-1	Explanation of the material topic and its boundary		Page 100; www.dufrey.com/en/careers	
103-2	The management approach and its components		Page 100; www.dufrey.com/en/careers	
103-3	Evaluation of the management approach		Page 100; www.dufrey.com/en/careers	
404-1	Average hours of training per year per employee	4.3, 4.4, 4.5, 5.1, 8.2, 8.5	Sustainability Report Annex	

GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016*

GRI 103: MANAGEMENT APPROACH				
103-1	Explanation of the material topic and its boundary		Pages 96 – 98; Dufrey Code of Conduct; www.dufrey.com/en/careers	
103-2	The management approach and its components		Pages 96 – 98; Dufrey Code of Conduct; www.dufrey.com/en/careers	
103-3	Evaluation of the management approach		Pages 96 – 98; Dufrey Code of Conduct; www.dufrey.com/en/careers	
405-1	Diversity of governance bodies and employees	5.1, 5.5, 8.5	Sustainability Report Annex	Dufrey's HR system does not currently track Minority Groups data

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GRI 406: NON-DISCRIMINATION 2016*

GRI 103: MANAGEMENT APPROACH				
103-1	Explanation of the material topic and its boundary		Pages 96 – 98; Dufry Code of Conduct; www.dufry.com/en/careers	
103-2	The management approach and its components		Pages 96 – 98; Dufry Code of Conduct; www.dufry.com/en/careers	
103-3	Evaluation of the management approach		Pages 96 – 98; Dufry Code of Conduct; www.dufry.com/en/careers	
406-1	Incidents of discrimination and corrective actions taken	5.1, 8.8	Sustainability Report Annex	

GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING 2016*

GRI 103: MANAGEMENT APPROACH				
103-1	Explanation of the material topic and its boundary		Pages 101 – 102; Sustainability Report Annex and www.dufry.com/en/careers	
103-2	The management approach and its components		Pages 101 – 102; Sustainability Report Annex and www.dufry.com/en/careers	
103-3	Evaluation of the management approach		Pages 101 – 102; Sustainability Report Annex and www.dufry.com/en/careers	
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	8.8	Dufry does not report any operation where freedom of association and collective bargaining is at risk. As per the suppliers, see page of 107 Dufry Annual Report.	

GRI 410: SECURITY PRACTICES 2016*

GRI 103: MANAGEMENT APPROACH				
103-1	Explanation of the material topic and its boundary		Sustainability Report Annex	
103-2	The management approach and its components		Sustainability Report Annex	
103-3	Evaluation of the management approach		Sustainability Report Annex	
410-1	Security personnel trained in human rights policies or procedures	16.1	Sustainability Report Annex	

GRI 414: SUPPLIER SOCIAL ASSESSMENT 2016*

GRI 103: MANAGEMENT APPROACH				
103-1	Explanation of the material topic and its boundary		Page 107 and Dufry Supplier Code of Conduct	
103-2	The management approach and its components		Page 107 and Dufry Supplier Code of Conduct	
103-3	Evaluation of the management approach		Page 107 and Dufry Supplier Code of Conduct	
414-1	New suppliers that were screened using social criteria.	5.2, 8.8, 16.1	N/A	Dufry does not report specific numbers or percentages related to screening or impact assessments, as this information is subject to confidentiality constraints.

GRI 415: PUBLIC POLICY 2016*

GRI 103: MANAGEMENT APPROACH				
103-1	Explanation of the material topic and its boundary		Sustainability Report Annex	
103-2	The management approach and its components		Sustainability Report Annex	
103-3	Evaluation of the management approach		Sustainability Report Annex	
415-1	Political contributions	16.5	Sustainability Report Annex	

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GRI 416: CUSTOMER HEALTH AND SAFETY 2016*

GRI 103: MANAGEMENT APPROACH				
103-1	Explanation of the material topic and its boundary		Page 59	
103-2	The management approach and its components		Page 59	
103-3	Evaluation of the management approach		Page 59	
416-1	Assessment of the health and safety impacts of product and service categories		Sustainability Report Annex	

GRI 417: MARKETING AND LABELING 2016*

GRI 103: MANAGEMENT APPROACH				
103-1	Explanation of the material topic and its boundary		Pages 59 – 60	
103-2	The management approach and its components		Pages 59 – 60	
103-3	Evaluation of the management approach		Pages 59 – 60	
417-1	Requirements for product and service information and labeling	12.8	Pages 59 – 60	
417-2	Incidents of non-compliance concerning product and service information and labeling	16.3	During 2020, Dufry has not been notified through the available channels of any significant sanction for non-compliance concerning product and service information and labeling.	
417-3	Incidents of non-compliance concerning marketing communications	16.3	During 2020, Dufry has not been notified through the available channels of any significant sanction for non-compliance concerning marketing communications.	

GRI 418: CUSTOMER PRIVACY 2016*

GRI 103: MANAGEMENT APPROACH				
103-1	Explanation of the material topic and its boundary		Page 60	
103-2	The management approach and its components		Page 60	
103-3	Evaluation of the management approach		Page 60	
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	16.3, 16.10	During 2020, Dufry has not been notified through the available channels of any significant sanction for the breach of the customer’s privacy and personal data protection rules.	

GRI 419: SOCIO-ECONOMIC COMPLIANCE 2016*

GRI 103: MANAGEMENT APPROACH				
103-1	Explanation of the material topic and its boundary		Page 103	
103-2	The management approach and its components		Page 103	
103-3	Evaluation of the management approach		Page 103	
419-1	Non-compliance with laws and regulations in the social and economic area	16.3	During 2020, Dufry has not been notified through the available channels of any significant sanction for non-compliance with applicable laws and regulations.	