

GRI Index

The index table provides reference between the GRI Standards (Core option) and the corresponding sections in the Annual Report.

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Organizational profile			
102-1	Name of the organization	Cover page	Cover page
102-2	Activities, brands, product and services	At a glance	7
		Our great local brands	8
102-3	Location of headquarters	Contact information	216
102-4	Location of operation	At a glance	7
		Our great local brands	8
102-5	Ownership and legal form	Note 37	192
102-6	Markets served	At a glance	7
		Our great local brands	8
102-7	Scale of the organization	Group highlights	6
		At a glance	7
		Our great local brands	8
102-8	Information on employees and other workers	Group non-financial review	45
102-9	Supply chain	Value creation	24
102-10	Significant changes to the organization and its supply chain	Q&A with our CEO	3
102-11	Precautionary Principle or approach	How we manage risk	91
102-12	External initiatives	Our growth drivers – Healthy and sustainable	20
		Group non-financial review	45
102-13	Membership of associations	Creating value for our stakeholders	27
1) Data availability: Ahold Delhaize reports a break down of employees by part time, full time and by gender, not by region. We don't report non-financial indicators by region, but will assess for 2019. There is no significant portion of the organizations' activities performed by workers who are not own employees and there are no significant variances in the numbers reported throughout the year due to seasonality.			
Strategy			
102-14	Statement from senior decision-maker	Q&A with our CEO	3
Ethics and integrity			
102-16	Values, principles, standards, and norms of behavior	Our leading together strategy	17
Governance			
102-18	Governance structure	Group non-financial review	45
		Governance	73
Stakeholder engagement			
102-40	List of stakeholder groups	Creating value for our stakeholders	27
102-41	Collective bargaining agreements	Group non-financial review	45
102-42	Identifying and selecting stakeholders	Value creation	24
102-43	Approach to stakeholder engagement	Value creation	24
		Creating value for our stakeholders	27
102-44	Key topics and concerns raised	Creating value for our stakeholders	27
		How we manage risk	91

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Disclosure number	Disclosure title	Section	Page
Reporting practice			
102-45	Entities included in the consolidated financial statements	Note 37	192
102-46	Defining report content and topic boundaries	Creating value for our stakeholders Group non-financial review	27 45
102-47	List of material topics	How we manage risk	91
102-48	Restatements of information	Group non-financial review	45
102-49	Changes in reporting	How we manage risk	91
102-50	Reporting period	Group non-financial review	45
102-51	Date of most recent report	February 26, 2019	n/a
102-52	Reporting cycle	Group non-financial review	45
102-53	Contact point for questions regarding the report	Contact information	216
102-54	Claims of reporting in accordance with the GRI Standards	Group non-financial review	45
102-55	GRI content index	Group non-financial review	45
102-56	External assurance	Assurance report on non-financial information	213
GRI 103: Management approach			
103-1	Explanation of the material topic and its boundary	How we manage risk	92
103-2	The management approach and its components	How we manage risk	92
103-3	Evaluation of the management approach	Creating value for our stakeholders Group non-financial performance	27 45
GRI 301: Materials (Material topic: Plastics)			
103-1	Explanation of the material topic and its boundary	How we manage risk	92
103-2	The management approach and its components	How we manage risk	92
103-3	Evaluation of the management approach	Creating value for our stakeholders Group non-financial performance	27 45
103-2	The management approach and its components	Our response to stakeholder needs	
103-3	Evaluation of the management approach	Our response to stakeholder needs, Group financial review	
301-1	Materials used by weight or volume	3)	
3) Data availability: We currently don't report on plastics. During 2019, we worked on measuring our plastic use but this is more complex than we anticipated. During 2020, we will continue to work on setting our baseline for plastic use.			
GRI 305: Emissions (Material topic: Climate impact / Carbon emissions)			
103-1	Explanation of the material topic and its boundary	How we manage risk	92
103-2	The management approach and its components	How we manage risk	92
103-3	Evaluation of the management approach	Creating value for our stakeholders Group non-financial review	27 45
305-1	Direct (Scope 1) GHG emissions	Group non-financial review	45
305-2	Energy indirect (Scope 2) GHG emissions	Group non-financial review	45

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Disclosure number	Disclosure title	Section	Page
305-3	Other indirect (Scope 3) GHG emissions	Group non-financial review	45
305-4	GHG emissions intensity	Group non-financial review	45
305-5	Reduction of GHG emissions	Group non-financial review	45

GRI 306: Effluents & Waste (Material topic – Food waste)

103-1	Explanation of the material topic and its boundary	How we manage risk	92
103-2	The management approach and its components	How we manage risk	92
103-3	Evaluation of the management approach	Creating value for our stakeholders Group non-financial review	27 45
306-2	Waste by type & disposal method	Group non-financial review	45

4) Not applicable: The split to hazardous and non-hazardous waste is not applicable for KAD, given the nature of the organization.

GRI 403: Occupational health & safety (Material topic: Associate safety, health & well-being)

103-1	Explanation of the material topic and its boundary	How we manage risk	92
103-2	The management approach and its components	How we manage risk	92
103-3	Evaluation of the management approach	Creating value for our stakeholders Group non-financial review	27 45
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Group non-financial review	45

GRI 405: Diversity & equal opportunities (Material topic: Diversity of our workforce)

103-1	Explanation of the material topic and its boundary	How we manage risk	92
103-2	The management approach and its components	How we manage risk	92
103-3	Evaluation of the management approach	Creating value for our stakeholders Group non-financial review	27 45
405-1	Diversity of governance bodies and employees	Group non-financial review	45

GRI 416: Customer health & safety (Material topics: Healthy & sustainable diets, Affordable & healthy products, Product safety & sustainability)

103-1	Explanation of the material topic and its boundary	How we manage risk	92
103-2	The management approach and its components	How we manage risk	92
103-3	Evaluation of the management approach	Creating value for our stakeholders Group non-financial review	27 45
416-1	Assessment of the health and safety impacts of product and service categories	Group non-financial review	45

Material topic: Personal data/privacy

103-1	Management approach disclosures	How we manage risk	92
103-2	The management approach and its components	How we manage risk	92
103-3	Evaluation of the management approach	How we manage risk	92

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Disclosure number	Disclosure title	Section	Page
n/a	We continuously monitor the use of data in our company and have controls in place to verify effectiveness of our procedures and processes. We do not have a specific KPI or target to measure this.	n/a	n/a
Material topic: Human Rights			
103-1	Management approach disclosures	How we manage risk	92
103-2	The management approach and its components	How we manage risk	92
103-3	Evaluation of the management approach	Creating value for our stakeholders Group non-financial review	27 45
n/a	Target: 80% of own-brand production units in high-risk countries meeting social compliance standards by 2020	Group non-financial review	45
Material topic: Transparency			
103-1	Management approach disclosures	How we manage risk	92
103-2	The management approach and its components	How we manage risk	92
103-3	Evaluation of the management approach	Creating value for our stakeholders Group non-financial review	27 45
n/a	Targets: 100% of Ahold Delhaize brands to have customer-facing nutritional navigation by 2025 100% of U.S. own-brand products free of artificial ingredients by 2025	Group non-financial review	45
Material topic: Associate wages			
103-1	Management approach disclosures	How we manage risk	92
103-2	The management approach and its components	How we manage risk	92
103-3	Evaluation of the management approach	Creating value for our stakeholders Group non-financial review	27 45
n/a	KPIs: • Associate engagement survey score	Group highlights Group non-financial review	6 45