

GRI Index

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<small>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 be assessed 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.</small>			
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103-3	Evaluation of the management approach	Our response to stakeholder needs, Sustainable retailing data	n/a

² Data availability: Data is currently not available as 'local' is not defined for all brands. Will be assessed for 2019.

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Materials (Material topic: Plastics)			
301-1	Materials used by weight or volume	(Footnote 3)	
103-1	Explanation of the material topic and its boundary	Our response to stakeholder needs	19-28
103-2	The management approach and its components	Our response to stakeholder needs	25
103-3	Evaluation of the management approach	Our response to stakeholder needs, Sustainable retailing data	n/a
3 Data availability: We currently don't report on plastics, but will assess reporting in 2019 as part of the global plastics commitment Ahold Delhaize has agreed to in 2018.			
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Effluents and waste (Material topic: Food waste)			
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103-2	The management approach and its components	Our response to stakeholder needs	25
103-3	Evaluation of the management approach	Our response to stakeholder needs, Sustainable retailing data	25, 222
4 Not applicable: The split to hazardous and non-hazardous waste is not applicable for KAD, given the nature of the organization.			
Occupational health and safety (Material topic: Associate safety, health and well-being)			
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Sustainable retailing data	222
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405-1	Diversity of governance bodies and employees	Our promises, Our Management Board and Executive Committees Sustainable retailing data	17, 53-56, 221
103-1	Explanation of the material topic and its boundary	Our response to stakeholder needs	20-29
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Local communities (Material topic: Impact on local communities)			
413-1	Operations with local community engagement, impact assessments, and development programs	Our stakeholders, Our role in the value chain Sustainable Retailing data	12,14, 221
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Customer health and safety (Material topics: Healthy and sustainable diets, Affordable and healthy products, Product safety and sustainability)			
416-1	Assessment of the health and safety impacts of product and service categories	Sustainable retailing data	224
103-1	Explanation of the material topic and its boundary	Our promises, Our response to stakeholder needs	17, 20-29
103-2	The management approach and its components	Our growth drivers, Our response to stakeholder needs	18-19, 27
103-3	Evaluation of the management approach	Our response to stakeholder needs, Group sustainability performance review, Sustainable retailing data	27, 47, 224
Deforestation and biodiversity			
n/a	Management approach disclosures	Our response to stakeholder needs	20-29
n/a	KPIs: <ul style="list-style-type: none"> certified sustainable sourcing of palm oil, soy, wood fibers, tea, coffee and cocoa in own-brand products % of own-brand seafood product sales certified as sustainable 	Our response to stakeholder needs Sustainable retailing data	27, 49, 224-225

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Human rights			
n/a	Management approach disclosures	Our response to stakeholder needs Group sustainability performance review	20-29, 47
n/a	KPI: • % of own-brand production units meeting social compliance standards	Our role in the value chain, Our response to stakeholder needs Sustainable retailing data	14, 23, 220, 223
Transparency			
n/a	Management approach disclosures	Our stakeholders, Our role in the value chain, Our response to stakeholder needs, Group sustainability performance review	12, 14, 20-29, 47
n/a	KPIs: • 50% of own-brand food sales from healthy products • 100% of own-brand products with front-of-pack nutritional labeling • 100% sustainable sourcing for seven commodities in our own-brand products	Our response to stakeholder needs, Sustainable retailing data	28, 224
Sustainable agriculture			
n/a	Management approach disclosures	Our response to stakeholder needs Group sustainability performance review	20-29 47
n/a	KPIs: • 100% sustainable sourcing for seven commodities in our own-brand products • Percentage of total food sales from certified-organic products • Sales from “free-from” or organic own-brand product lines	Our stakeholders, Our role in the value chain Our response to stakeholder needs, Sustainable retailing data	12, 14, 25, 224
Associate wages			
n/a	Management approach disclosures	Our response to stakeholder needs, Group sustainability performance review, Sustainable retailing data	20-29, 47, 221
n/a	KPIs: • Associate engagement survey score	Our stakeholders, Our role in the value chain Our response to stakeholder needs	12, 14, 23

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Price of products			
n/a	Management approach disclosures	Our response to stakeholder needs	20-29
n/a	Local price strategies are influenced by various local market specifics, our competitors and our perceived and desired brand position in these markets. Our brands monitor and analyze pricing to perform competitively in their local markets, drive economic performance and market share, and ensure healthy food remains affordable.	Our response to stakeholder needs	28