

GRI CONTENT INDEX 2017



DUFRY

WorldClass.WorldWide.

GRI CONTENT INDEX 2017

Page indications in this Index refer to the 2017 Dufroy Annual Report unless otherwise noted.

DISCLOSURE	DESCRIPTION	PAGE NUMBER(S) AND/OR URL(S)	REASONS FOR OMISSION
GRI 102: GENERAL DISCLOSURES			
ORGANIZATIONAL PROFILE			
102-1	Name of the organization	Dufroy AG	
102-2	Activities, brands, products and services	Pages 36-45, 72-73, 68-69	
102-3	Location of headquarters	Brunngässlein 12, 4052 Basel, Switzerland	
102-4	Location of operations	Pages 66-67	
102-5	Ownership and legal form	Pages 205-206	
102-6	Markets served	Pages 46-67	
102-7	Scale of the organization	Pages 6, 15-18	
102-8	Information on employees and other workers	Pages 88-92 and www.dufroy.com/en/company/sustainability-dufroy	
102-9	Supply chain	Page 72	
102-10	Significant changes to the organization and its supply chain	After the closing date of the period under review, a new organization has been announced; see page 17	
102-11	Precautionary Principle or approach	Dufroy has not formally adopted the precautionary principle	
102-12	External initiatives	Dufroy has not formally joined any external international initiatives	
102-13	Membership of associations	www.dufroy.com/en/company/our-stakeholders/associations-and-authorities	
STRATEGY			
102-14	Statement from senior decision-maker	Pages 11,15,102	
102-15	Key impacts, risks, and opportunities	Pages 81, 85, 87, 185-194	
ETHICS AND INTEGRITY			
102-16	Values, principles, standards, and norms of behavior	Pages 83-84 and www.dufroy.com/en/company/our-brand-values	
102-17	Mechanisms for advice and concerns about ethics	Page 83-84	
GOVERNANCE			
102-18	Governance structure	Page 223	
102-22	Composition of the highest governance body and its committees	Page 218, 223-224	
102-23	Chair of the highest governance body	Page 218	
102-24	Nominating and selecting the highest governance body	Page 222	
102-30	Effectiveness of risk management processes	Page 223	
102-35	Remuneration policies	Page 238	
102-36	Process for determining remuneration	Page 238	
STAKEHOLDER ENGAGEMENT			
102-40	List of stakeholder groups	Page 80	
102-41	Collective bargaining agreements	Pages 90-91 and www.dufroy.com/en/company/sustainability-dufroy	
102-42	Identifying and selecting stakeholders	Page 80	
102-43	Approach to stakeholder engagement	Page 69, 80, 91-92 & Media and Investor Relations sections at www.dufroy.com	
102-44	Key topics and concerns raised	Page 80	

DISCLOSURE	DESCRIPTION	PAGE NUMBER(S) AND/OR URL(S)	REASONS FOR OMISSION
------------	-------------	------------------------------	----------------------

GRI 102: GENERAL DISCLOSURES (CONT.)

REPORTING PRACTICE			
102-45	Entities included in the consolidated financial statements	Page 196-197	
102-46	Defining report content and topic Boundaries	www.duftry.com/en/company/sustainability-duftry	
102-47	List of material topics	Page 81	
102-48	Restatements of information	None	
102-49	Changes in reporting	None	
102-50	Reporting period	2017	
102-51	Date of most recent report	www.duftry.com/en/company/sustainability-duftry	
102-52	Reporting cycle	www.duftry.com/en/company/sustainability-duftry	
102-53	Contact point for questions regarding the report	www.duftry.com/en/company/sustainability-duftry	
102-54	Claims of reporting in accordance with the GRI Standards	www.duftry.com/en/company/sustainability-duftry	
102-55	GRI content index	www.duftry.com/en/company/sustainability-duftry	
102-56	External assurance	No external assurance	

GRI 201: ECONOMIC PERFORMANCE

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary	Pages 15-18,26-29, 82-83	
103-2	The management approach and its components	Pages 15-18,26-29, 82-83	
103-3	Evaluation of the management approach	Pages 15-18,26-29, 82-83	
201-1	Direct economic value generated and distributed	Page 83	
201-2	Financial implications and other risks and opportunities due to climate change	www.duftry.com/en/company/sustainability-duftry	
201-3	Defined benefit plan obligations and other retirement plans	Page 119	
201-4	Financial assistance received from government	None	

GRI 202: MARKET PRESENCE

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary	Pages 46-67	
103-2	The management approach and its components	Pages 46-67	
103-3	Evaluation of the management approach	Pages 46-67	
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	www.duftry.com/en/company/sustainability-duftry	
202-2	Proportion of senior management hired from the local community	www.duftry.com/en/company/sustainability-duftry	

GRI 204: PROCUREMENT PRACTICES

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary	Page 72	
103-2	The management approach and its components	Page 72	
103-3	Evaluation of the management approach	Page 72	
204-1	Proportion of spending on local suppliers	www.duftry.com/en/company/sustainability-duftry	

GRI 205: ANTI-CORRUPTION

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary	Pages 83-84	
103-2	The management approach and its components	Pages 83-84	
103-3	Evaluation of the management approach	Pages 83-84	
205-2	Communication and training about anti-corruption policies and procedures	Pages 83-84	

GRI 206: ANTI-COMPETITIVE BEHAVIOR

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary	Pages 83-84	
103-2	The management approach and its components	Pages 83-84	
103-3	Evaluation of the management approach	Pages 83-84	
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	During 2017, Duftry didn't have any legal action for competitive behavior, anti-trust, and monopoly practice	

DISCLOSURE	DESCRIPTION	PAGE NUMBER(S) AND/OR URL(S)	REASONS FOR OMISSION
------------	-------------	------------------------------	----------------------

GRI 301: MATERIALS

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary	Pages 85-86	
103-2	The management approach and its components	Pages 85-86	
103-3	Evaluation of the management approach	Pages 85-86	
301-3	Reclaimed products and their packaging materials	N/A	Due to the nature of our business, we don't reclaim products

GRI 302: ENERGY

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary	Page 86	
103-2	The management approach and its components	Page 86	
103-3	Evaluation of the management approach	Page 86	
302-1	Energy consumption within the organization	N/A	See page 86 of Annual Report. Due to the nature of our business, we cannot track energy consumption

GRI 401: EMPLOYMENT

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary	Pages 87-89	
103-2	The management approach and its components	Pages 87-89	
103-3	Evaluation of the management approach	Pages 87-89	
401-1	New employee hires and employee turnover	www.dufry.com/en/company/sustainability-dufry	

GRI 402: LABOR/MANAGEMENT RELATIONS

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary	Pages 87-89	
103-2	The management approach and its components	Pages 87-89	
103-3	Evaluation of the management approach	Pages 87-89	
402-1	Minimum notice periods regarding operational changes	www.dufry.com/en/company/sustainability-dufry	

GRI 403: OCCUPATIONAL HEALTH & SAFETY

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary	Page 92	
103-2	The management approach and its components	Page 92	
103-3	Evaluation of the management approach	Page 92	
403-1	Workers representation in formal joint management-worker health and safety committees	www.dufry.com/en/company/sustainability-dufry	
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	www.dufry.com/en/company/sustainability-dufry	

GRI 404: TRAINING & EDUCATION

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary	Pages 89-90	
103-2	The management approach and its components	Pages 89-90	
103-3	Evaluation of the management approach	Pages 89-90	
404-1	Average hours of training per year per employee	www.dufry.com/en/company/sustainability-dufry	
404-2	Programs for upgrading employee skills and transition assistance programs	Pages 89-90	
404-3	Percentage of employees receiving regular performance and career development reviews	www.dufry.com/en/company/sustainability-dufry	

DISCLOSURE	DESCRIPTION	PAGE NUMBER(S) AND/OR URL(S)	REASONS FOR OMISSION
------------	-------------	------------------------------	----------------------

GRI 405: DIVERSITY AND EQUAL OPPORTUNITY

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary	Pages 90-91	
103-2	The management approach and its components	Pages 90-91	
103-3	Evaluation of the management approach	Pages 90-91	
405-1	Diversity of governance bodies and employees	www.dufry.com/en/company/sustainability-dufry	

GRI 406: NON-DISCRIMINATION

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary	Pages 90-91	
103-2	The management approach and its components	Pages 90-91	
103-3	Evaluation of the management approach	Pages 90-91	
406-1	Incidents of discrimination and corrective actions taken	www.dufry.com/en/company/sustainability-dufry	

GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary	Page 91 and www.dufry.com/en/company/sustainability-dufry	
103-2	The management approach and its components	Page 91 and www.dufry.com/en/company/sustainability-dufry	
103-3	Evaluation of the management approach	Page 91 and www.dufry.com/en/company/sustainability-dufry	
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	We don't report any operation where freedom of association and collective bargaining is at risk. As per suppliers, see page 87 of Dufry Annual Report	

GRI 410: SECURITY PRACTICES

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary	www.dufry.com/en/company/sustainability-dufry	
103-2	The management approach and its components	www.dufry.com/en/company/sustainability-dufry	
103-3	Evaluation of the management approach	www.dufry.com/en/company/sustainability-dufry	
410-1	Security personnel trained in human rights policies or procedures	www.dufry.com/en/company/sustainability-dufry	

GRI 414: SUPPLIER SOCIAL ASSESSMENT

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary	Page 87	
103-2	The management approach and its components	Page 87	
103-3	Evaluation of the management approach	Page 87	
414-1	New suppliers that were screened using social criteria	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 416: CUSTOMER HEALTH AND SAFETY

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary	Page 69	
103-2	The management approach and its components	Page 69	
103-3	Evaluation of the management approach	Page 69	
416-1	Assessment of the health and safety impacts of product and service categories	www.dufry.com/en/company/sustainability-dufry	

DISCLOSURE	DESCRIPTION	PAGE NUMBER(S) AND/OR URL(S)	REASONS FOR OMISSION
------------	-------------	------------------------------	----------------------

GRI 417: MARKETING AND LABELING

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary	Page 69	
103-2	The management approach and its components	Page 69	
103-3	Evaluation of the management approach	Page 69	
417-1	Requirements for product and service information and labeling	Page 69	
417-2	Incidents of non-compliance concerning product and service information and labeling	During 2017, 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	During 2017, Dufry has not been notified through the available channels of any significant sanction for non compliance concerning marketing communications	

GRI 418: CUSTOMER PRIVACY

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary	Pages 69-70	
103-2	The management approach and its components	Pages 69-70	
103-3	Evaluation of the management approach	Pages 69-70	
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	During 2017, Dufry has not received through the available set channels any administrative sanction for the breach of the customer's privacy and personal data protection rules	

GRI 419: SOCIOECONOMIC COMPLIANCE

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary	Page 87	
103-2	The management approach and its components	Page 87	
103-3	Evaluation of the management approach	Page 87	
419-1	Non-compliance with laws and regulations in the social and economic area	During 2017, Dufry has not been notified through the available channels of any significant sanction for non compliance with applicable laws and regulation	