

GRI Index

The index table provides reference between the GRI Standards (Core option) and the corresponding sections in the 2020 Annual Report.

Disclosure number	Disclosure title	Section	Page
Organizational profile			
102-1	Name of the organization	Cover page	Cover page
102-2	Activities, brands, products and services	At a glance Our business model Our great local brands	11 25 87
102-3	Location of headquarters	Contact information	249
102-4	Location of operation	At a glance Our great local brands	11 87
102-5	Ownership and legal form	Note 35 to the consolidated financial statements	213
102-6	Markets served	At a glance Our great local brands	11 87
102-7	Scale of the organization	Group highlights At a glance	2 11
102-8	Information on employees and other workers ¹	ESG statements (Governance: Diversity)	236
102-9	Supply chain	Our business model Our value creation model	25 28
102-10	Significant changes to the organization and its supply chain	Q&A with our CEO COVID-19: Impact and our response	3 6
102-11	Precautionary principle or approach	Risks and material ESG impacts	37
102-12	External initiatives	Science Based Targets Task Force for Climate-related Financial Disclosures 10 x 20 x 30 Initiative Ellen MacArthur Foundation UN Sustainable Development Goals	226 226 45 46 44
102-13	Membership of associations	Consumer Goods Forum Food Marketing Institute Dutch Food Retail Association European Retail Round Table Eurocommerce	35

1) Data availability: Ahold Delhaize reports a breakdown 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 2021. 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.

GRI Index continued

Disclosure number	Disclosure title	Section	Page
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	14
		Our purpose	15
		Our vision	16
Governance			
102-18	Governance structure	Corporate governance	110
		ESG statements (Governance)	225 / 236
Stakeholder engagement			
102-40	List of stakeholder groups	Creating value for our stakeholders	26
102-41	Collective bargaining agreements	ESG statements (Governance: Diversity)	236
102-42	Identifying and selecting stakeholders	Engaging our stakeholders	26
102-43	Approach to stakeholder engagement	Engaging our stakeholders	26
102-44	Key topics and concerns raised	Engaging our stakeholders	26
		Risks and material ESG impacts	37
		Evolving market trends	13
		COVID-19: Impact and our response	6

GRI Index continued

Disclosure number	Disclosure title	Section	Page
Reporting practice			
102-45	Entities included in the consolidated financial statements	Note 35 to the consolidated financial statements	213
		ESG statements (Introduction: Scope)	225
102-46	Defining report content and topic boundaries	Our value creation model	28
		ESG statements (Introduction, Data considerations and estimates)	225
102-47	List of material topics	Material ESG impacts	43
102-48	Restatements of information	ESG statements (Environmental: Energy consumption table. Refer to footnote 3)	227
102-49	Changes in reporting	Risks and material ESG impacts	37
102-50	Reporting period	ESG statements (Introduction)	225
102-51	Date of most recent report	March 2, 2021	n/a
102-52	Reporting cycle	ESG statements (Introduction, Data considerations and estimates)	225
102-53	Contact point for questions regarding the report	Contact information	249
102-54	Claims of reporting in accordance with the GRI Standards	ESG statements (Introduction)	225
102-55	GRI content index	Published on website	n/a
102-56	External assurance	Assurance report on ESG information 2020	246
GRI 103: Management approach			
103-1	Explanation of the material topic and its boundary	Risks and material ESG impacts	37
103-2	The management approach and its components	Risks and material ESG impact	37
103-3	Evaluation of the management approach	Creating value for our stakeholders	26
		ESG statements	224

GRI Index continued

Disclosure number	Disclosure title	Section	Page
GRI 301: Materials (Material topic: Sustainable packaging)			
103-1	Explanation of the material topic and its boundary	Risks and material ESG impacts	37
103-2	The management approach and its components	Risks and material ESG impacts ESG statements Our growth drivers: Elevate healthy and sustainable	37 224 19
103-3	Evaluation of the management approach	Creating value for our stakeholders ESG statements (Environmental: Plastic waste)	26 230
301-1	Materials used by weight or volume	Omission (information unavailable) ²	230

2) In the ESG statements of the Annual Report 2020, we explain that we do not yet have sufficient reliable data to report on plastics. We expect to report in 2021.

GRI 305: Emissions (Material topic: CO₂ emissions and climate change)			
103-1	Explanation of the material topic and its boundary	Risks and material ESG impacts	37
103-2	The management approach and its components	Risks and material ESG impacts ESG statements Our growth drivers: Elevate healthy and Sustainable	37 224 19
103-3	Evaluation of the management approach	Creating value for our stakeholders ESG statements (Environmental; Carbon emissions) Climate change	26 226 49
305-1	Direct (Scope 1) GHG emissions	ESG statements (Environmental: Carbon emissions)	226
305-2	Energy indirect (Scope 2) GHG emissions	ESG statements (Environmental: Carbon emissions)	226
305-3	Other indirect (Scope 3) GHG emissions	ESG statements (Environmental: Carbon emissions)	226
305-4	GHG emissions intensity	ESG statements (Environmental: Carbon emissions)	226
305-5	Reduction of GHG emissions	ESG statements (Environmental: Carbon emissions)	226

GRI Index continued

Disclosure number	Disclosure title	Section	Page
GRI 306: Effluents & waste (Material topic – Food waste)			
103-1	Explanation of the material topic and its boundary	Risks and material ESG impacts	37
103-2	The management approach and its components	Risks and material ESG impacts ESG statements (Environmental: Food waste) Our growth drivers: Elevate healthy and sustainable	37 228 19
103-3	Evaluation of the management approach	Creating value for our stakeholders ESG statements	26 224
306-1	Waste generation and significant waste-related impacts	ESG statements (Environmental: Food waste) Our growth drivers: Elevate healthy and sustainable	228 19
306-2	Management of significant waste-related impacts	ESG statements (Environmental: Food waste) Our growth drivers: Elevate healthy and sustainable	228 19
306-3	Waste generated	ESG statements (Environmental: Food waste)	228
306-4	Waste diverted from disposal (3)	ESG statements (Environmental: Food waste)	228
306-5	Waste directed to disposal (3)	ESG statements (Environmental: Food waste)	228
3) 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	Risks and material ESG impacts	37
103-2	The management approach and its components	Risks and material ESG impacts ESG statements (Social: Safety at work) Our growth drivers: Cultivate best talent	37 235 21
103-3	Evaluation of the management approach	Creating value for our stakeholders ESG statements (Social: Safety at work)	26 235
403-6	Promotion of worker health	COVID-19 Impact and our response (protecting associate well-being)	6
403-9	Work-related injuries	ESG statements (Social: Safety at work)	235

GRI Index continued

Disclosure number	Disclosure title	Section	Page
GRI 405: Diversity & equal opportunities (Material topic: Diversity and inclusion)			
103-1	Explanation of the material topic and its boundary	Risks and material ESG impacts	37
103-2	The management approach and its components	Risks and material ESG impacts ESG statements (Governance: Diversity, Social: Associate engagement) Our growth drivers: Cultivate best talent	37 236, 234 21
103-3	Evaluation of the management approach	Creating value for our stakeholders ESG statements (Governance: Diversity, Social: Associate engagement)	26 236, 234
405-1	Diversity of governance bodies and employees	ESG statements (Governance: Diversity)	236
GRI 416: Customer health & safety			
103-1	Explanation of the material topic and its boundary	Risks and material ESG impacts	37
103-2	The management approach and its components	Risks and material ESG impacts ESG statements (Social: Promote healthier eating)	37
103-3	Evaluation of the management approach	Risks and material ESG impacts ESG statements (Social: Promote healthier eating)	37 233
Own indicator	Number of brands to have customer-facing nutritional guidance systems in place by 2025	Omission. Will be reported as of 2021. We do capture the “% of own-brand products with front-of-pack nutritional labeling,” for which we refer to the ESG statements (Social: Promote healthier eating)	233
Material topic: Healthy products			
103-1	Management approach disclosures	Risks and material ESG impacts	37
103-2	The management approach and its components	Risks and material ESG impacts ESG statements (Social: promote healthier eating)	37 233
103-3	Evaluation of the management approach	Risks and material ESG impacts ESG statements (Social: Promote healthier eating)	37 233
Own indicator	% of own-brand food sales coming from healthy products by 2022	ESG statements (Social: Promote healthier eating)	233

GRI Index continued

Disclosure number	Disclosure title	Section	Page
Material topic: Available and affordable products			
103-1	Management approach disclosures	Risks and material ESG impacts	37
103-2	The management approach and its components	Risks and material ESG impacts	37
103-3	Evaluation of the management approach	Risks and material ESG impacts	37
Own indicator	Savings as part of our Save for Our Customers program	Our growth drivers; Strengthen operational excellence	23
Material topic: Product safety and quality			
103-1	Management approach disclosures	Risks and material ESG impacts	37
103-2	The management approach and its components	Risks and material ESG impacts	37
103-3	Evaluation of the management approach	Risks and material ESG impacts ESG statements (Social: Product safety, Social compliance; Environmental: Critical commodities)	37 234, 230
Own indicator	% of own-brand food products GFSI-certified, or compliant with an acceptable level of assurance standard by 2020	ESG statements (Social: Product safety)	233
	% of seven critical commodities certified with acceptable standards by 2020	ESG statements (Social: Social compliance; Environmental: Critical commodities)	234, 230
Material topic: Sustainable agriculture			
103-1	Management approach disclosures	Risks and material ESG impacts	37
103-2	The management approach and its components	Risks and material ESG impacts	37
103-3	Evaluation of the management approach	Risks and material ESG impacts	37
Own indicator	% of seven critical commodities certified with acceptable standards by 2020	ESG statements (Environmental: Critical commodities)	230
	% reduction in absolute climate emissions from our value chain (scope 3) by 2030 compared to our 2018 baseline.	ESG statements (Environmental: Carbon emissions)	226

GRI Index continued

Disclosure number	Disclosure title	Section	Page
Material topic: Product transparency			
103-1	Management approach disclosures	Risks and material ESG impacts	37
103-2	The management approach and its components	Risks and material ESG impacts Our growth drivers: Elevate healthy and sustainable	37 19
103-3	Evaluation of the management approach	Creating value for our stakeholders ESG statements (Environmental: Critical commodities)	26 230
Own indicator	% of own-brand seafood product sales with an identified farm/fishery of origin	ESG statements (Environmental: Critical commodities) ESG statements (Environmental: Carbon emissions)	230 226
Material topic: Fair labor practices in the supply chain			
103-1	Management approach disclosures	Risks and material ESG impacts	37
103-2	The management approach and its components	Risks and material ESG impacts	37
103-3	Evaluation of the management approach	Creating value for our stakeholders ESG statements (Social: Social compliance)	26 234
Own indicator	% of own-brand production units in high-risk countries meeting social compliance standards by 2020	ESG statements (Social: Social compliance)	234