

# GRI CONTENT INDEX 2019



**DUFRY**

WorldClass.WorldWide.

# GRI CONTENT INDEX 2019

Page indications in this Index refer to the 2019 Dufry Annual Report unless otherwise noted.

\* Dufry 2019 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	PAGE NUMBER(S) AND/OR URL(S)	REASONS FOR OMISSION
<b>GRI 102: GENERAL DISCLOSURES 2016*</b>			
<b>ORGANIZATIONAL PROFILE</b>			
102-1	Name of the organization	Dufry AG.	
102-2	Activities, brands, products and services	Pages 38 – 47, 66 – 67, 70 – 71.	
102-3	Location of headquarters	Brunngässlein 12, 4052 Basel, Switzerland.	
102-4	Location of operations	Pages 64 – 65.	
102-5	Ownership and legal form	Pages 222, 229.	
102-6	Markets served	Pages 48 – 63.	
102-7	Scale of the organization	Pages 4, 229.	
102-8	Information on employees and other workers	Pages 92 – 100, Sustainability Report Annex and <a href="http://www.dufry.com/en/sustainability-dufry">www.dufry.com/en/sustainability-dufry</a>	
102-9	Supply chain	Page 70.	
102-10	Significant changes to the organization and its supply chain	Page 12, 88.	
102-11	Precautionary Principle or approach	Dufry has not formally adopted the precautionary principle.	
102-12	External initiatives	Dufry has not formally joined any external international initiatives in 2019. In 2020 Dufry applied to become a signatory member of the UN Global Compact (Page 81).	
102-13	Membership of associations	<a href="http://www.dufry.com/en/company/our-stakeholders/associations-and-authorities">www.dufry.com/en/company/our-stakeholders/associations-and-authorities</a>	
<b>STRATEGY</b>			
102-14	Statement from senior decision-maker	Pages 8 – 11, 12 – 16, 110 – 113.	
102-15	Key impacts, risks, and opportunities	Pages 78 – 79, 83, 196 – 205.	
<b>ETHICS AND INTEGRITY</b>			
102-16	Values, principles, standards, and norms of behavior	Page 86, Dufry Code of Conduct, <a href="http://www.dufry.com/en/sustainability-dufry">www.dufry.com/en/sustainability-dufry</a> , <a href="http://www.dufry.com/en/careers">www.dufry.com/en/careers</a> & <a href="http://www.dufry.com/en/company/our-brand-values">www.dufry.com/en/company/our-brand-values</a>	
102-17	Mechanisms for advice and concerns about ethics	Page 86, Dufry Code of Conduct, <a href="http://www.dufry.com/en/compliance.com">www.dufry.com/en/compliance.com</a> & <a href="http://www.dufry.com/en/sustainability-dufry">www.dufry.com/en/sustainability-dufry</a>	
<b>GOVERNANCE</b>			
102-18	Governance structure	Pages 229 – 242.	
102-22	Composition of the highest governance body and its committees	Pages 229 – 242.	
102-23	Chair of the highest governance body	Page 234.	
102-24	Nominating and selecting the highest governance body	Page 238.	
102-30	Effectiveness of risk management processes	Page 241 – 242.	
102-35	Remuneration policies	Page 254 – 267.	
102-36	Process for determining remuneration	Page 254 – 267.	

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

**GRI 102: GENERAL DISCLOSURES 2016\* (CONT.)**

STAKEHOLDER ENGAGEMENT			
102-40	List of stakeholder groups	Page 79.	
102-41	Collective bargaining agreements	Page 98, Sustainability Report Annex and <a href="http://www.dufrey.com/en/sustainability-dufry">www.dufrey.com/en/sustainability-dufry</a>	
102-42	Identifying and selecting stakeholders	Page 78.	
102-43	Approach to stakeholder engagement	Pages 66 – 68, 70, 72 – 73, 77, 79 – 81, 95, 98, 99 & Media and Investor Relations sections at <a href="http://www.dufrey.com">www.dufrey.com</a>	
102-44	Key topics and concerns raised	Page 79.	
REPORTING PRACTICE			
102-45	Entities included in the consolidated financial statements	Pages 224 – 225.	
102-46	Defining report content and topic Boundaries	Sustainability Report Annex and <a href="http://www.dufrey.com/en/sustainability-dufry">www.dufrey.com/en/sustainability-dufry</a>	
102-47	List of material topics	Page 79.	
102-48	Restatements of information	None.	
102-49	Changes in reporting	None.	
102-50	Reporting period	2019.	
102-51	Date of most recent report	Sustainability Report Annex and <a href="http://www.dufrey.com/en/sustainability-dufry">www.dufrey.com/en/sustainability-dufry</a>	
102-52	Reporting cycle	Sustainability Report Annex and <a href="http://www.dufrey.com/en/sustainability-dufry">www.dufrey.com/en/sustainability-dufry</a>	
102-53	Contact point for questions regarding the report	Sustainability Report Annex and <a href="http://www.dufrey.com/en/sustainability-dufry">www.dufrey.com/en/sustainability-dufry</a>	
102-54	Claims of reporting in accordance with the GRI Standards	Sustainability Report Annex and <a href="http://www.dufrey.com/en/sustainability-dufry">www.dufrey.com/en/sustainability-dufry</a>	
102-55	GRI content index	<a href="http://www.dufrey.com/en/sustainability-dufry">www.dufrey.com/en/sustainability-dufry</a>	
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, 12 – 13, 22 – 23, 85.	
103-2	The management approach and its components	Pages 4, 12 – 13, 22 – 23, 85.	
103-3	Evaluation of the management approach	Pages 4, 12 – 13, 22 – 23, 85.	
201-1	Direct economic value generated and distributed	Page 85	
201-2	Financial implications and other risks and opportunities due to climate change	Sustainability Report Annex and <a href="http://www.dufrey.com/en/sustainability-dufry">www.dufrey.com/en/sustainability-dufry</a>	
201-3	Defined benefit plan obligations and other retirement plans	Page 126 – 127, 139, 187 – 192.	
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 48 – 65.	
103-2	The management approach and its components	Pages 48 – 65.	
103-3	Evaluation of the management approach	Pages 48 – 65.	
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Sustainability Report Annex and <a href="http://www.dufrey.com/en/sustainability-dufry">www.dufrey.com/en/sustainability-dufry</a>	
202-2	Proportion of senior management hired from the local community	Sustainability Report Annex and <a href="http://www.dufrey.com/en/sustainability-dufry">www.dufrey.com/en/sustainability-dufry</a>	

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

**GRI 204: PROCUREMENT PRACTICES 2016\***

GRI 103: MANAGEMENT APPROACH

103-1	Explanation of the material topic and its boundary	Page 70, 88.	
103-2	The management approach and its components	Page 70, 88.	
103-3	Evaluation of the management approach	Page 70, 88.	
204-1	Proportion of spending on local suppliers	Sustainability Report Annex and <a href="http://www.dufroy.com/en/sustainability-dufroy">www.dufroy.com/en/sustainability-dufroy</a>	

**GRI 205: ANTI-CORRUPTION 2016\***

GRI 103: MANAGEMENT APPROACH

103-1	Explanation of the material topic and its boundary	Pages 86 – 87, Dufroy Code of Conduct & <a href="http://www.dufroy.com/en/sustainability-dufroy">www.dufroy.com/en/sustainability-dufroy</a>	
103-2	The management approach and its components	Pages 86 – 87, Dufroy Code of Conduct & <a href="http://www.dufroy.com/en/sustainability-dufroy">www.dufroy.com/en/sustainability-dufroy</a>	
103-3	Evaluation of the management approach	Pages 86 – 87, Dufroy Code of Conduct & <a href="http://www.dufroy.com/en/sustainability-dufroy">www.dufroy.com/en/sustainability-dufroy</a>	
205-2	Communication and training about anti-corruption policies and procedures	Pages 86 – 87	

**GRI 206: ANTI-COMPETITIVE BEHAVIOR 2016\***

GRI 103: MANAGEMENT APPROACH

103-1	Explanation of the material topic and its boundary	Pages 86 – 87 & <a href="http://www.dufroy.com/en/sustainability-dufroy">www.dufroy.com/en/sustainability-dufroy</a>	
103-2	The management approach and its components	Pages 86 – 87 & <a href="http://www.dufroy.com/en/sustainability-dufroy">www.dufroy.com/en/sustainability-dufroy</a>	
103-3	Evaluation of the management approach	Pages 86 – 87 & <a href="http://www.dufroy.com/en/sustainability-dufroy">www.dufroy.com/en/sustainability-dufroy</a>	
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	During 2019, Dufroy 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, 90.	
103-2	The management approach and its components	Pages 89, 90.	
103-3	Evaluation of the management approach	Pages 89, 90.	
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 2016\***

GRI 103: MANAGEMENT APPROACH

103-1	Explanation of the material topic and its boundary	Pages 88 – 90.	
103-2	The management approach and its components	Pages 89 – 90.	
103-3	Evaluation of the management approach	Pages 89 – 90.	
302-1	Energy consumption within the organization	N/A. Page 90.	Due to the nature of our business, we cannot track energy consumption.

**GRI 401: EMPLOYMENT 2016\***

GRI 103: MANAGEMENT APPROACH

103-1	Explanation of the material topic and its boundary	Pages 92 – 95.	
103-2	The management approach and its components	Pages 92 – 95.	
103-3	Evaluation of the management approach	Pages 92 – 95.	
401-1	New employee hires and employee turnover	Sustainability Report Annex, <a href="http://www.dufroy.com/en/sustainability-dufroy">www.dufroy.com/en/sustainability-dufroy</a> & <a href="http://www.dufroy.com/en/careers">www.dufroy.com/en/careers</a>	

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

### GRI 402: LABOR/MANAGEMENT RELATIONS 2016\*

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its boundary	Pages 94 – 97.	
103-2	The management approach and its components	Pages 94 – 97.	
103-3	Evaluation of the management approach	Pages 94 – 97.	
402-1	Minimum notice periods regarding operational changes	Sustainability Report Annex and <a href="http://www.dufry.com/en/sustainability-dufry">www.dufry.com/en/sustainability-dufry</a>	

### GRI 403: OCCUPATIONAL HEALTH & SAFETY 2018\*

MANAGEMENT APPROACH			
403-1	Occupational health and safety management system	Pages 99 – 100	
403-2	Hazard identification, risk assessment, and incident investigation	Pages 99 – 100.	
403-3	Occupational health services	Pages 99 – 100.	
403-4	Worker participation, consultation, and communication on occupational health and safety	Pages 99 – 100.	
403-5	Worker training on occupational health and safety	Pages 99 – 100.	
403-6	Promotion of worker health	Pages 99 – 100.	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Pages 99 – 100	
403-8	Workers covered by an occupational health and safety management system	Sustainability Report Annex and <a href="http://www.dufry.com/en/sustainability-dufry">www.dufry.com/en/sustainability-dufry</a>	

### GRI 404: TRAINING & EDUCATION 2016\*

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its boundary	Pages 96 – 97.	
103-2	The management approach and its components	Pages 96 – 97.	
103-3	Evaluation of the management approach	Pages 96 – 97.	
404-1	Average hours of training per year per employee	Sustainability Report Annex and <a href="http://www.dufry.com/en/sustainability-dufry">www.dufry.com/en/sustainability-dufry</a>	
404-2	Programs for upgrading employee skills and transition assistance programs	Pages 96 – 97.	
404-3	Percentage of employees receiving regular performance and career development reviews	Sustainability Report Annex and <a href="http://www.dufry.com/en/sustainability-dufry">www.dufry.com/en/sustainability-dufry</a>	

### GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016\*

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its boundary	Page 97, Dufry Code of Conduct and <a href="http://www.dufry.com/en/careers/working-dufry">www.dufry.com/en/careers/working-dufry</a>	
103-2	The management approach and its components	Page 97, Dufry Code of Conduct and <a href="http://www.dufry.com/en/careers/working-dufry">www.dufry.com/en/careers/working-dufry</a>	
103-3	Evaluation of the management approach	Page 97, Dufry Code of Conduct and <a href="http://www.dufry.com/en/careers/working-dufry">www.dufry.com/en/careers/working-dufry</a>	
405-1	Diversity of governance bodies and employees	Sustainability Report Annex and <a href="http://www.dufry.com/en/sustainability-dufry">www.dufry.com/en/sustainability-dufry</a>	

### GRI 406: NON-DISCRIMINATION 2016\*

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its boundary	Page 97, Dufry Code of Conduct and <a href="http://www.dufry.com/en/careers/working-dufry">www.dufry.com/en/careers/working-dufry</a>	
103-2	The management approach and its components	Page 97, Dufry Code of Conduct and <a href="http://www.dufry.com/en/careers/working-dufry">www.dufry.com/en/careers/working-dufry</a>	
103-3	Evaluation of the management approach	Page 97, Dufry Code of Conduct and <a href="http://www.dufry.com/en/careers/working-dufry">www.dufry.com/en/careers/working-dufry</a>	
406-1	Incidents of discrimination and corrective actions taken	Sustainability Report Annex and <a href="http://www.dufry.com/en/sustainability-dufry">www.dufry.com/en/sustainability-dufry</a>	

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

**GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING 2016\***

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its boundary	Pages 97 – 98 and <a href="http://www.dufrey.com/en/sustainability-dufry">www.dufrey.com/en/sustainability-dufry</a>	
103-2	The management approach and its components	Pages 97 – 98 and <a href="http://www.dufrey.com/en/sustainability-dufry">www.dufrey.com/en/sustainability-dufry</a>	
103-3	Evaluation of the management approach	Pages 97 – 98 and <a href="http://www.dufrey.com/en/sustainability-dufry">www.dufrey.com/en/sustainability-dufry</a>	
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 91 of Dufrey Annual Report.	

**GRI 410: SECURITY PRACTICES 2016\***

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its boundary	<a href="http://www.dufrey.com/en/sustainability-dufry">www.dufrey.com/en/sustainability-dufry</a>	
103-2	The management approach and its components	<a href="http://www.dufrey.com/en/sustainability-dufry">www.dufrey.com/en/sustainability-dufry</a>	
103-3	Evaluation of the management approach	<a href="http://www.dufrey.com/en/sustainability-dufry">www.dufrey.com/en/sustainability-dufry</a>	
410-1	Security personnel trained in human rights policies or procedures	Sustainability Report Annex and <a href="http://www.dufrey.com/en/sustainability-dufry">www.dufrey.com/en/sustainability-dufry</a>	

**GRI 414: SUPPLIER SOCIAL ASSESSMENT 2016\***

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its boundary	Page 91.	
103-2	The management approach and its components	Page 91.	
103-3	Evaluation of the management approach	Page 91.	
414-1	New suppliers that were screened using social criteria.	N/A	Dufrey 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 2016\***

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its boundary	Pages 67.	
103-2	The management approach and its components	Pages 67.	
103-3	Evaluation of the management approach	Pages 67.	
416-1	Assessment of the health and safety impacts of product and service categories	Sustainability Report Annex and <a href="http://www.dufrey.com/en/sustainability-dufry">www.dufrey.com/en/sustainability-dufry</a>	

**GRI 417: MARKETING AND LABELING 2016\***

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its boundary	Pages 67 – 68.	
103-2	The management approach and its components	Pages 67 – 68.	
103-3	Evaluation of the management approach	Pages 67 – 68.	
417-1	Requirements for product and service information and labeling	Pages 67 – 68.	
417-2	Incidents of non-compliance concerning product and service information and labeling	During 2019, Dufrey 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 2019 Dufrey has not been notified through the available channels of any significant sanction for non-compliance concerning marketing communications.	

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

**GRI 418: CUSTOMER PRIVACY 2016\***

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its boundary	Pages 68 – 78, 93, 94, Dufry Code of Conduct and <a href="http://www.dufry.com/en/sustainability-dufry">www.dufry.com/en/sustainability-dufry</a>	
103-2	The management approach and its components	Pages 68 – 78, 93, 94, Dufry Code of Conduct and <a href="http://www.dufry.com/en/sustainability-dufry">www.dufry.com/en/sustainability-dufry</a>	
103-3	Evaluation of the management approach	Pages 68 – 78, 93, 94, Dufry Code of Conduct and <a href="http://www.dufry.com/en/sustainability-dufry">www.dufry.com/en/sustainability-dufry</a>	
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	During 2019, 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: SOCIO-ECONOMIC COMPLIANCE 2016\***

GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its boundary	Page 91.	
103-2	The management approach and its components	Page 91.	
103-3	Evaluation of the management approach	Page 91.	
419-1	Non-compliance with laws and regulations in the social and economic area	During 2019, Dufry has not been notified through the available channels of any significant sanction for non compliance with applicable laws and regulation.	