



# GRI - tabel

sustainability report 2019



# GRI Standards

GRI 101: Foundation 2018

GRI 102: General disclosures 2018

## organisation profile

## reference

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102-8	Information on employees and other workers	HEMA in employment contract	35
102-9	Information about the supply chain	Value chain Chain transparency and working conditions on producers' premises HEMA in employment contract	7 24-26
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102-11	Explanation of the precautionary principle	Sustainability at HEMA About this report	8 38
102-12	External initiatives that the organisation supports or that the organisation is affiliated with	In dialogue with the world around us	10
102-13	Membership of associations (like trade associations and/or (inter)national interest groups).	In dialogue with the world around us	10

## strategy

reference

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102-14	Statement from senior decision-maker regarding the relevance of sustainable development for the organisation and its strategy.	For everyone	3
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## ethics and integrity

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## governance

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102-18	Governance structure: The organisation's governance structure, including committees of the highest governance body. And the committee that's responsible for decision-making regarding economic, environmental and social developments.	Sustainability at HEMA	8
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## stakeholder involvement

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## Reporting principles

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# material subjects

GRI Standard Disclosure

## Raw materials and materials (material in 2019 and 2020) reference page

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GRI Sector-specific: Food Processing	FP2 % products in a product category with a quality label for sustainable raw materials (cotton, wood and paper, meat, dairy products, coffee, cocoa and palm oil) or share in volume (tea)	Raw materials and materials	

## packaging (material in 2019 and 2020) reference page

GRI 103: Management Approach	103-1 Explanation of the material subject and its boundary.	Packaging	21
	103-2 Explanation of the management approach and its components.	Materiality matrix	13
	103-3 Evaluation of the management approach.		
GRI 301: Materials	301-1 Total quantity of packaging materials (glass, plastic, aluminium, steel, paper/cardboard) in kg for product packaging sold in the Netherlands, Belgium, Luxembourg, Germany, Austria, France, Spain and England.	Packaging	21

## environment (material in 2019) reference page

GRI 103: Management Approach	103-1 Explanation of the material subject and its boundary	What our products are made of	15
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GRI 302: Energy	302-4 Reduction in fuel consumption for the transport between the distribution centres and stores. % fuel savings compared to 2018	What our products are made of	16
GRI 305: Emissions	305-5 Reduction of emissions for the transport between the distribution centres and stores. % reduction in emissions of nitrogen, particulate matter, carbon dioxide and hydrocarbon compared to 2018	What our products are made of	17

## food waste (material in 2019)

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GRI 103: Management Approach	103-1 Explanation of the material subject and its boundary 103-2 Explanation of the management approach and its components 103-3 Evaluation of the management approach	Food waste	31
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Indicator	Reduction in food waste and the sales value of fresh products	Food waste	31

## sustainable design (material in 2019 and 2020)

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GRI 301: Materials	301-2 Recycled input materials used % recycled input materials used to produce primary products and services for the organisation	Sustainable design	31

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GRI 103: Management Approach	103-1 Explanation of the material subject and its boundary 103-2 Explanation of the management approach and its components 103-3 Evaluation of the management approach	Materiality matrix Good employment practices	13 34
GRI 404: Training and Education	Programs for upgrading employee skills and transition assistance	Good employment practices	34
GRI 405: Diversity and equal opportunity	405-1a i. The ratio of male/female positions in senior management	Good employment practices	34

## working conditions on producers' premises (material in 2020)

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	103-2 Explanation of the management approach and its components		26
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GRI 414: Supplier social assessment	414-1 New suppliers that were screened using social criteria Number of factory inspections conducted (in-house and external audits)	Chain responsibility	24

## chain responsibility (material in 2020)

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GRI 103: Management Approach	103-1 Explanation of the material subject and its boundary	Materiality matrix Chain responsibility Working conditions on producers' premises	13
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GRI 412: Human rights	412-1 Operations that have been subject to human rights reviews or impact assessments	Chain responsibility Results page	24 5

## customer satisfaction (material in 2020)

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GRI 103: Management Approach	103-1 Explanation of the material subject and its boundary	Materiality matrix Customer satisfaction	13
	103-2 Explanation of the management approach and its components		33
	103-3 Evaluation of the management approach		
GRI 416: Customer health and safety	Total number of incidents of non-compliance with regulations and/or voluntary codes concerning the health and safety impacts of products and services during their life cycle	Customer satisfaction	33

# about this report

HEMA wants to make sustainability accessible and understandable to a wide audience. We hope that this report will contribute to that. If you have a question or comment, please contact us via [sustainability@hema.nl](mailto:sustainability@hema.nl).

Read more about our sustainability efforts on our website: [sustainability.hema.com](https://sustainability.hema.com)

This report relates to the period from 1 January 2019 to 31 December 2019. In this period, HEMA BV falls under Ramphastos Investments. Unless otherwise stated, the results relate to the international and other activities of HEMA within its own organisation. The scope and division of the content are based on the material subjects and on the information needs of stakeholders. This report was drawn up in accordance with the guidelines of the Global Reporting Initiative (GRI) and complies with the core level GRI Standards. You'll find the GRI table and this report on [sustainability.hema.com](https://sustainability.hema.com). This report has not been externally verified. We are currently focused on implementing policy and achieving results. External verification will be part of a subsequent step. Relevant departments are approached for data collection, with the sustainability department guaranteeing quality. The results for 2018 are available in the Sustainability Report 2018 ([sustainability.hema.com](https://sustainability.hema.com)). No calculations or dates included in that report have been changed.

The HEMA Foundation has been included in HEMA BV's consolidated financial statements. You can find them here: [www.hema.net/investors/financial-reports](http://www.hema.net/investors/financial-reports). On [www.hema-foundation.org](http://www.hema-foundation.org) you can find the HEMA Foundation's 2019 annual report and financial statements.

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