

4.2 GRI Index

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Number	Disclosures	Page	Notes in case of omissions/further explanations
GRI 102: General disclosures			
1. Organizational Profile			
102-1	Name of the organization	79	
102-2	Activities, brands, products, and services	28, 35, 79	
102-3	Location of headquarters	79, 125	
102-4	Location of operations	26, 79, 85	
102-5	Ownership and legal form	75, 79	
102-6	Markets served	79	
102-7	Scale of the organization	17, 79	
102-8	Employee statistics	17	Temporary staff helps us to manage especially high workloads. Those peak-times vary throughout the year, and the number of workers varies accordingly.
102-9	Supply chain	25, 26	
102-10	Significant changes to the organization and its supply chain during the reporting period	26, 85	
102-11	Precautionary principles and approaches	14, 54, 107	
102-12	Support for external initiatives	15, 20, 21, 28, 30	
102-13	Membership of associations / initiatives	15, 21, 27, 28, 30	
2. Strategy			
102-14	Statement from senior decision-maker	12	
3. Ethics and Integrity			
102-16	Values, principles, standards, and norms of behavior	22, 23, 28, 55	
4. Governance			
102-18	Governance structure	14, 79	
5. Stakeholder Engagement			
102-40	List of stakeholder groups	15	
102-41	Collective bargaining agreements		We currently have no existing collective bargaining agreements.
102-42	Identifying and selecting stakeholders	15	
102-43	Approach to stakeholder engagement	15	
102-44	Key topics and concerns raised	15	

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Number	Disclosures	Page	Notes in case of omissions/further explanations
6. Reporting Practice			
102-45	Entities included in the consolidated financial statements	79	
102-46	Defining report content and topic boundaries	13	
102-47	List of material topics	13	
102-48	Restatements of information		No restatements required.
102-49	Changes in reporting		No changes have occurred.
102-50	Reporting period		Jan 1–Dec 31, 2017
102-51	Date of most recent report	13	March 1, 2017
102-52	Reporting cycle	13	Annual
102-53	Contact point for questions regarding the report	237	
102-54	Disclosures on reporting in accordance with the GRI Standards	13	
102-55	GRI content index	13	
102-56	External assurance		Our non-financial statement, including relevant KPIs in human rights, climate protection and working conditions, was audited by Ernst & Young GmbH Wirtschaftsprüfungsgesellschaft, Stuttgart.
GRI 200: Economic Topics			
GRI 201: Economic Performance			
103-1/ -2/-3	Management approach	91, 126	
201-1	Direct economic value generated and distributed	91, 126	
GRI 205: Anti-Corruption			
103-1/ -2/-3	Management approach	54	
205-1	Operations assessed for risks related to corruption	54	
GRI 300: Environmental Topics			
GRI 301: Materials			
103-1/ -2/-3	Management approach	28, 37, 38	
301-1	Materials used by weight or volume	37	The information is limited to packaging materials.
301-2	Recycled input materials used	37	The information is limited to packaging materials.
301-3	Reclaimed products and their packaging materials	38	The information is limited to packaging materials.

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Number	Disclosures	Page	Notes in case of omissions/further explanations
GRI 302: Energy			
103-1 / -2 / -3	Management approach	36	
302-1	Energy consumption (within the organization)	37	
GRI 303: Water			
103-1 / -2 / -3	Management approach	27	
303-1	Water withdrawal by source		We are aware that water, an increasingly scarce natural resource, is used while making our goods, from fibre-production to dyeing and washing. In 2017, we started using the HIGG Index in order to measure the sustainability performance of our sourcing partners and their factories.
GRI 305: Emissions			
103-1 / -2 / -3	Management approach	33, 35	
305-1	Direct (Scope 1) GHG emissions	33	
305-2	Energy indirect (Scope 2) GHG emissions	33	
305-3	Other indirect (Scope 3) GHG emissions	33, 35	
305-4	GHG emissions intensity	34	We chose the number of orders as the denominator of the intensity ratio.
GRI 306: Effluents and Waste			
103-1 / -2 / -3	Management approach	38	
306-2	Waste by disposal method	38	
GRI 308: Supplier Environmental Assessment			
103-1 / -2 / -3	Management approach	27	
308-1	Percentage of new suppliers that were screened using environmental criteria	29	
GRI 400: Social Topics			
GRI 401: Employment			
103-1 / -2 / -3	Management approach	22	
401-1	New employee hires and employee turnover by age, gender, and region	17	We do not consider regional aspects to be material and therefore do not track this dimension.
401-2	Benefits provided to full-time employees	22	

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Number	Disclosures	Page	Notes in case of omissions/further explanations
GRI 402: Labor/Management Relations			
103-1/ -2/-3	Management approach	20	
402-1	Minimum notice periods regarding operational changes	23	We respect all legal requirements for minimum notice periods and endeavor to inform employees as soon as possible before operational changes. The works councils are involved in decision-making processes that lead to operational changes. In order to discuss changes with works councils in good times, a sufficient notice period needs to be scheduled.
GRI 403: Occupational Health and Safety			
103-1/ -2/-3	Management approach	23	
403-2	Types of injury and rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities	24	We further improve our data collection processes in order to comply with all requirements of this indicator.
GRI 404: Training and Education			
103-1/ -2/-3	Management approach	18	
404-2	Training programs	18	
GRI 405: Diversity and Equal Opportunity			
103-1/ -2/-3	Management approach	20, 57, 58, 61	
405-1	Diversity of governance bodies and employees	21, 57, 58, 61	
GRI 406: Non-Discrimination			
103-1/ -2/-3	Management approach	22	
406-1	Incidents of discrimination and corrective actions taken	22	In order to protect the privacy of our employees, the number of cases is handled confidentially.
GRI 407: Freedom of Association and Collective Bargaining			
103-1/ -2/-3	Management approach	29	
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	29	Information given on this disclosure refers to suppliers of our private label brands.

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Number	Disclosures	Page	Notes in case of omissions/further explanations
GRI 408: Child Labor			
103-1 / -2 / -3	Management approach	29	
408-1	Operations and suppliers at significant risk for incidents of child labor	29	Information given on this disclosure refers to suppliers of our private label brands.
GRI 409: Forced or Compulsory Labor			
103-1 / -2 / -3	Management approach	29	
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	29	Information given on this disclosure refers to suppliers of our private label brands.
GRI 412: Human Rights Assessment			
103-1 / -2 / -3	Management approach	29	
412-1	Operations that have been subject to human rights reviews	29	We consider this disclosure to be especially relevant for suppliers of our private label brands and therefore provide information in this context.
GRI 413: Local Communities			
103-1 / -2 / -3	Management approach	39	
413-1	Operations with local community engagement	39	We have implemented local community engagement programs but we have not yet developed methodologies for impact assessment.
GRI 414: Supplier Social Assessment			
103-1 / -2 / -3	Management approach	29	
414-1	New suppliers that were screened using social criteria	29	
GRI 416: Customer Health and Safety			
103-1 / -2 / -3	Management approach	31	
416-1	Assessment of the health and safety impacts of product and service categories	32	100% of product categories are assessed for risks and improvement possibilities e.g. regarding health and safety impacts by our Product Safety Teams.
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	32	
GRI 418: Customer Privacy			
103-1 / -2 / -3	Management approach	55	
418-1	Substantiated complaints regarding breaches of customer privacy and losses of customer data	55	Our Legal Department maintains close contacts with the data protection authorities in Berlin concerning the processing of personal data. We received five inquiries from government agencies in 2017 for the entire Zalando group. Complaints involve, for example, technical aspects related to data processing such as the use of cookies on our website. German authorities are required by law to investigate customer complaints.