

04.2 GRI INDEX

GRI G4 INDEX

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G4 Standard Disclosure		Inclusion	Page	Comments	Zalando Material Aspect	Aspect Limitations	
						within	outside
General Standard Disclosure							
Strategy and Analysis							
G4-1	Statement of most senior decision-maker	Fully	6 – 7				
Organizational Profile							
G4-3	Name of the organization	Fully	75				
G4-4	Primary brands, products and services	Fully	75				
G4-5	Location of the organizations headquarters	Fully	75, 115				
G4-6	Countries with significant operations	Fully	35, 75				
G4-7	Nature of ownership and legal form	Fully	76				
G4-8	Markets served	Fully	75				
G4-9	Scale of the organization	Fully	25, 116 – 117	Further information is considered to be confidential.			
G4-10	Employees by employment type, gender and region	Partly	25 – 26	More detailed information is deemed as not material.			
G4-11	Percentage of employees covered by collective bargaining agreements	Fully		Currently we have no existing collective bargaining agreements.			
G4-12	Description of the supply chain	Fully	34 – 35				
G4-13	Significant changes during the reporting period	Fully	75				
G4-14	Implementation of the precautionary principle	Fully	47, 98 – 112				
G4-15	External initiatives that the organization endorses	Fully	24, 28, 36				
G4-16	Significant memberships in industry and business associations	Fully	24, 28, 37				

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G4 Standard Disclosure		Inclusion	Page	Comments	Zalando Material Aspect	Aspect Limitations	
						within	outside
Identified Material Aspects and Boundaries							
G4-17	Entities included in the consolidated financial statements	Fully	76, 183 – 185				
G4-18	Process for defining the report content	Fully	22				
G4-19	Material aspects identified	Fully	22				
G4-20	Aspect boundaries within the organization	Fully	GRI index				
G4-21	Aspect boundaries outside the organization	Fully	GRI index				
G4-22	Restatements of information provided in previous reports	Fully		This is our first report prepared in accordance with the option "core" of the latest G4 guidelines.			
G4-23	Significant changes in the scope and aspect boundaries	Fully		This is our first report prepared in accordance with the option "core" of the latest G4 guidelines.			
Stakeholder Engagement							
G4-24	Stakeholder groups engaged	Fully	24				
G4-25	Identification and selection of stakeholders	Fully	24				
G4-26	Approach to stakeholder engagement and frequency	Fully	24				
G4-27	Key topics and concerns raised through stakeholder engagement and response	Fully	22	As the materiality analysis was the most intense stakeholder engagement we conducted so far, we consider our material topics to be the key topics that stakeholders have raised.			
Report Profile							
G4-28	Reporting period	Fully	20				
G4-29	Date of the most recent previous report	Fully		March 2016			
G4-30	Reporting cycle	Fully		Annually			
G4-31	Contact point for questions regarding the report	Fully	208				
G4-32	GRI "In accordance" option chosen	Fully	20				
G4-33	External verification of the report	Fully		In our first year of GRI reporting, we did not externally verify the information provided. We are currently enhancing our processes to prepare for future verification by our internal audit team and external auditors.			

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G4 Standard Disclosure		Inclusion	Page	Comments	Zalando Material Aspect	Aspect Limitations	
						within	outside
Governance							
G4-34	Governance structure, incl. committees of the highest governance bodies	Fully	21, 51 – 56				
Ethics and Integrity							
G4-56	Values, principles, standards and norms of behavior	Fully	47, 49	Our company values were reassessed during the preparation time of the annual report. The results will be published online soon.			
Specific Standard Disclosure							
Economic							
Economic Performance					Additional		
G4-DMA		Fully	116 – 120	This aspect is reported in addition to those identified in the materiality analysis.			
G4-EC1	Direct economic value created and distributed	Fully	116				
Environmental							
Materials					Energy & Resource Efficiency	X	X
G4-DMA		Fully	43 – 44				
G4-EN2	Percentage of materials that are recycled input materials	Partly	43	Currently we can only provide the percentage of recycled input material for packaging.			
Energy					Energy & Resource Efficiency	X	
G4-DMA		Fully	42 – 43				
G4-EN3	Energy consumption within the organization	Fully	42				

G4 Standard Disclosure		Inclusion	Page	Comments	Zalando Material Aspect	Aspect Limitations	
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Water					Energy & Resource Efficiency		X
G4-DMA				We are aware that water, an increasingly scarce natural resource, is used while making our goods, from fibre-production to dyeing and washing. While our work has been focused on the people in our supply chain we are planning to conduct an assessment of our key environmental impacts to begin making environmental improvements along our value chain.			
Emissions					Climate Protection	X	X
G4-DMA		Fully	40 – 41				
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	Fully	40				
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	Fully	40				
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	Fully	40				
G4-EN18	Greenhouse gas (GHG) emissions intensity	Fully	41	We chose the number of parcels as the denominator of the intensity ratio.			
Effluents and waste					Waste and Recycling	X	X
G4-DMA		Fully	44				
G4-EN23	Total weight of waste by type and disposal method	Fully	44				
Products and Services					Waste and Recycling	X	X
G4-DMA		Partly	39, 44				
G4-EN27	Mitigation of environmental impacts of products and services	Partly	39	To reduce the environmental impact of our products, we increase the number of sustainable products that we offer to our customers.			
G4-EN28	Reclaimed products and packaging	Partly	44	Currently we can only provide the percentage of recycled input material for packaging.			

G4 Standard Disclosure		Inclusion	Page	Comments	Zalando Material Aspect	Aspect Limitations	
						within	outside
Transport					Ecological Logistics	X	X
G4-DMA		Fully	41				
G4-EN30	Significant environmental impacts of transporting products	Fully	41				
Social							
Labor Practices and Decent Work							
Employment					Working Conditions	X	
G4-DMA		Fully		The aspect is described throughout the entire CR chapter, especially on p. 25-34.			
G4-LA1	New employee hires and employee turnover	Fully	26				
G4-LA2	Benefits provided to full-time employees	Fully	31		Remuneration		
G4-LA3	Return to work and retention rates after parental leave	Partly	30	We are enhancing our data collection processes to fully comply with this indicator in the future.	Diversity and Equal Opportunity		
Labor/Management Relations					Working Conditions	X	
G4-DMA		Fully		The aspect is described throughout the entire CR chapter, especially on p. 25-34.			
G4-LA4	Minimum notice period(s) regarding operational changes	Partly		We adhere to all legal requirements regarding minimum notice periods prior to operational changes. Work councils are always involved in decision making processes that lead to operational changes.			
Occupational Health and Safety					Health and Safety	X	
G4-DMA		Fully	33 – 34				
G4-LA6	Injuries, occupational diseases, lost days, and work-related fatalities	Partly	33	We are enhancing our data collection processes to fully comply with this indicator in the future.			

G4 Standard Disclosure		Inclusion	Page	Comments	Zalando Material Aspect	Aspect Limitations	
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Training and Education					Employee development	X	
G4-DMA		Fully	30				
G4-LA10	Programs that support the continued employability of employees	Fully	31				
G4-LA11	Percentage of employees receiving regular performance and career development reviews	Partly	31				
Diversity and Equal Opportunity					Diversity	X	
G4-DMA		Fully	27 – 30				
G4-LA12	Composition of governance bodies and breakdown of employees by aspect of diversity	Partly	29	Only information on gender and nationality is deemed material.			
Equal Remuneration for Women and Men					Remuneration	X	
G4-DMA		Partly	31				
G4-LA13	Ratio of basic salary and remuneration of women to men			We consider this indicator to be very important, but cannot report the ratio in 2016. We will work on methods to measure equal remuneration of women and men to be able to comply with this indicator in the future.			
Supplier Assessment for Labor Practices					Working Conditions	X	X
G4-DMA		Fully	36 – 37				
G4-LA14	Percentage of new suppliers that were screened using labor practices criteria	Fully	32, 36 – 37	100% of new suppliers of our private labels are screened using labor practice criteria. Orders can only be placed if all ethical requirements are met.			
Labor Practices Grievance Mechanisms					Working Conditions	X	X
G4-DMA		Fully	47				
G4-LA16	Grievances about labor practices	Fully	47				

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G4 Standard Disclosure		Inclusion	Page	Comments	Zalando Material Aspect	Aspect Limitations	
						within	outside
Human Rights							
Non-Discrimination					Human Rights	X	X
G4-DMA		Fully	30				
G4-HR3	Incidents of discrimination and corrective actions taken	Partly	30	The number of incidents is considered to be confidential.			
Freedom of Association and Collective Bargaining					Human Rights	X	X
G4-DMA		Fully	32, 36 – 37				
G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association may be violated or at risk, and measures taken	Partly	36 – 37	We have identified no own operations in which the right to exercise freedom of association may be violated or at risk. Regarding suppliers, we created a country-based risk matrix to understand which risk is highest in which countries and to set up corresponding actions with suppliers in the respective countries.			
Child Labor					Human Rights		X
G4-DMA		Fully	36 – 37				
G4-HR5	Operations and suppliers having significant risk for incidents of child labor, and measures taken	Partly	36 – 37	We developed a country-based risk matrix to understand which risk is highest in which countries and set up corresponding actions with suppliers to abolish child labor in the respective countries.			
Forced or Compulsory Labor					Human Rights		X
G4-DMA		Fully	36 – 37				
G4-HR6	Operations and suppliers having significant risk for incidents of forced or compulsory labor, and measures taken	Partly	36 – 37	We developed a country-based risk matrix to understand which risk is highest in which countries and set up corresponding actions with suppliers to abolish forced and compulsory labor in the respective countries.			

G4 Standard Disclosure		Inclusion	Page	Comments	Zalando Material Aspect	Aspect Limitations	
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Supplier Human Rights Assessment					Human Rights	X	X
G4-DMA		Fully	36–37				
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	Fully	36–37	100% of new suppliers of our private labels are screened using human rights criteria. Orders can only be placed if all ethical requirements are met.			
Society							
Local Communities					Community Engagement	X	X
G4-DMA		Fully	45				
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	Partly	45	We have implemented local community engagement programs, but we haven't developed methodologies for impact assessment yet.			
Anti-Corruption					Additional		
G4-DMA		Fully	47, 51, 98	This aspect is reported in addition to those identified in the materiality analysis.			
G4-SO3	Operations assessed for risks related to corruption and the significant risks identified	Fully	47				
G4-SO4	Communication and training on anti-corruption policies and procedures	Fully	47				
Public Policy					Additional		
G4-DMA		Fully		This aspect is reported in addition to those identified in the materiality analysis. Politicians are important stakeholders that we regularly engage with.			
G4-SO6	Total monetary value of financial and in-kind political contributions	Fully		There have been no political contributions in 2016.			
Supplier Assessment for Impacts on Society					Community Engagement	X	X
G4-DMA				So far we cannot provide numbers on assessments regarding suppliers' impact on society, but will work on solutions to comply with this indicator in the future.			

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G4 Standard Disclosure		Inclusion	Page	Comments	Zalando Material Aspect	Aspect Limitations	
						within	outside
Product Responsibility							
Customer Health and Safety					Product Safety	X	X
G4-DMA		Fully	37 – 38				
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed	Fully		100% of product categories are assessed for risks and improvement possibilities e.g. regarding health and safety impacts by our product safety teams			
G4-PR2	Incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services	Partly	38				
Product and Service Labeling					Product Transparency	X	X
G4-DMA		Fully	39				
G4-PR3	Principles and processes for product labeling and scope of application	Fully	39				
Marketing Communications					Animal Welfare & Biodiversity	X	X
G4-DMA		Fully	37				
G4-PR6	Sale of banned or disputed products	Fully	37	At Zalando we require that all materials containing animal parts come from suppliers with good animal husbandry. By good husbandry we understand the application of the Five Freedoms on Animal Welfare.			
Customer Privacy					Data protection	X	X
G4-DMA		Fully	47				
G4-PR8	Substantiated complaints regarding breaches of customer privacy and losses of customer data	Partly	47	Further information is considered to be confidential.			