



# GRI-table

sustainability report 2017

HEMA

# general standard disclosures

GRI 101: Foundation 2016  
GRI 102: General disclosures 2016

## organisational profile

### reference

<b>102-1</b>	Name of the organisation.	Cover, p. 1
<b>102-2</b>	Activities, brands, products and services.	HEMA in brief, p. 5
<b>102-3</b>	Location of the head office.	Amsterdam, the Netherlands
<b>102-4</b>	Stores.	HEMA employees, p.6
<b>102-5</b>	Nature of ownership and legal form.	HEMA in brief, p. 5
<b>102-6</b>	Markets served.	HEMA in brief, p. 5 HEMA employees, p.6
<b>102-7</b>	Scale of the organisation.	HEMA in brief, p. 5 HEMA employees, p. 6
<b>102-8</b>	Information about employees and other staff.	HEMA employees, p. 6, p. 7
<b>102-9</b>	Information about the supply chain.	HEMA employees, p.6 How our products are made, p. 18-19
<b>102-10</b>	Significant changes to the organisation and its supply chain during the reporting period.	N.A.
<b>102-11</b>	Explanation of the precautionary approach.	A sustainable HEMA, p. 9
<b>102-12</b>	External initiatives that the organisation supports or is part of.	In dialogue with the world around us, p. 10-11
<b>102-13</b>	List of important memberships (such as trade associations and/or national and international advocacy organisations).	In dialogue with the world around us, p. 10-11

## strategy

reference

<b>102-14</b>	Declaration by the most senior decision-maker of the organisation about the relevance of sustainable development for the organisation and its strategy.	We win together, p. 3
---------------	---	-----------------------

## ethics and integrity

reference

<b>102-16</b>	Description of the values, principles, standards and standards of conduct.	Standards and certification, p. 11 International guidelines, p. 11
---------------	--	---

## governance

reference

<b>102-18</b>	Governance structure: The management structure of the organisation, including the committees falling under the highest governing body, and the committee responsible for making decisions on economic, environmental and social matters.	A sustainable HEMA, p. 9
---------------	--	--------------------------

13

## stakeholder engagement

reference

<b>102-40</b>	List of stakeholder groups engaged by the organisation.	In dialogue with the world around us, p. 10-11
<b>102-41</b>	Collective Labour Agreement: Percentage of employees covered by a collective labour agreement.	HEMA employees, p.6
<b>102-42</b>	Principles underlying the identification and selection of stakeholders.	In dialogue with the world around us, p. 10-11
<b>102-43</b>	Manner in which stakeholders are engaged, including the frequency for each type and group of stakeholders.	In dialogue with the world around us, p. 10-11
<b>102-44</b>	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to these, including via reporting.	In dialogue with the world around us, p. 10-11

## reporting principles

### reference

<b>102-45</b>	Overview of all entities included in the consolidated annual statements and that are not covered by this report.	Data can be found in the HEMA Annual report 2017.
<b>102-46</b>	Process for defining the report content and the aspect boundaries, and the associated principles.	Materiality matrix, p. 12 About this report, p. 25
<b>102-47</b>	Material subject matter recorded during the process of determining the content of the report.	Materiality matrix, p. 12
<b>102-48</b>	Results of any restatement of information that was included in an earlier report, and the reasons for this restatement.	N.A.
<b>102-49</b>	Significant changes since the previous reporting periods in respect of the identified material aspects and boundaries.	N.A.
<b>102-50</b>	Reporting period.	About this report, p. 24
<b>102-51</b>	Publication date of the most recent, previous report.	The 2016 CSR report was published on 23 May 2017
<b>102-52</b>	Reporting cycle.	Annual
<b>102-53</b>	Point of contact for questions about the report or its contents.	About this report, p. 24
<b>102-54</b>	GRI application level.	About this report, p. 24
<b>102-55</b>	GRI table.	About this report, p. 24
<b>102-56</b>	External verification.	About this report, p. 24

# material subjects

## specific standard disclosures

### natural resources and raw materials

reference

omission

#### GRI 103 Management approach 2016

103-1 Explanation of the materiality of the topic and its boundaries  
103-2 Explanation of the management of the subject and its various components  
103-3 Evaluation of the management of the subject

Natural resources and raw materials, p. 14-16

#### GRI 301: Materials

**301-1 Material use in weight or volume**  
% of products within a product category with a hallmark for sustainable raw materials

Natural resources and raw materials, p. 16

### packaging

reference

omission

#### GRI 103 Management approach 2016

103-1 Explanation of the materiality of the topic and its boundaries  
103-2 Explanation of the management of the subject and its various components  
103-3 Evaluation of the management of the subject

Packaging, p. 17

Qualitative goals. In 2018, we will map the impact and formulate concrete goals.

#### GRI 301: Materialen

**301-1 Material use in weight or volume**  
Total quantity of packaging materials for sold product packaging in the Netherlands, Belgium, Luxembourg, Germany and Spain (excluding UK and France).

Packaging, p. 17

### supply chain transparency and working conditions at producers

reference

omission

#### GRI 103 Management approach 2016

103-1 Explanation of the materiality of the topic and its boundaries  
103-2 Explanation of the management of the subject and its various components  
103-3 Evaluation of the management of the subject

Supply chain transparency and working conditions at producers, p. 18-19

#### GRI 414: Social assessment suppliers

**414-1 New suppliers assessed on social criteria**  
Number of factory inspections carried out (own and external audits)

Supply chain transparency and working conditions at producers, p. 18-19

## environment

reference

Omission

<b>GRI 103 Management approach 2016</b>	103-1 Explanation of the materiality of the topic and its boundaries	Environment, p. 20	
	103-2 Explanation of the management of the subject and its various components		
	103-3 Evaluation of the management of the subject		
<b>GRI 302: Energy</b>	<b>302-1 Energy consumption within the organisation</b>	Environment, p. 20	Qualitative reporting due to availability of data. We are examining how to develop this further for next year.

## food waste

<b>GRI 103 Management approach 2016</b>	103-1 Explanation of the materiality of the topic and its boundaries	Food waste, p. 21	
	103-2 Explanation of the management of the subject and its various components		
	103-3 Evaluation of the management of the subject		
<b>Indicator</b>	<b>Local partnership with Food Banks in two regions</b>	Food waste, p. 21	

## sustainable design

reference

omission

<b>GRI 103 Management approach 2016</b>	103-1 Explanation of the materiality of the topic and its boundaries	Sustainable design, p. 19	
	103-2 Explanation of the management of the subject and its various components		
	103-3 Evaluation of the management of the subject		
<b>Indicator</b>	X% of the relevant range must consist of innovative items with sustainability as a standard element		In 2018, we will start measuring the number of sustainably-designed products.

## good employment practices

<b>GRI 103 Management approach 2016</b>	103-1 Explanation of the materiality of the topic and its boundaries	Good employment practices, p. 22	
	103-2 Explanation of the management of the subject and its various components		
	103-3 Evaluation of the management of the subject		
<b>GRI 405: Diversity and equal opportunities</b>	405-1 Diversity of staff and management	HEMA employees, p. 7	Data divided by age and male/female currently only available for staff in the Netherlands.

# about this report

HEMA wants to make sustainability accessible and understandable to a wide audience. We hope that this report has helped to bring this a step closer. If you have an idea, tip, question or remark, please contact us by sending an e-mail to [sustainability@hema.nl](mailto:sustainability@hema.nl). Follow HEMA on:

If you would like to know more about sustainability at HEMA, check out:  
[www.hemashop.com/gb/sustainability](http://www.hemashop.com/gb/sustainability).

This report has been prepared in accordance with the Global Reporting Initiative (GRI) guidelines and complies with the GRI Core Standards level. It relates to the period 1 January 2017 up to and including 31 December 2017. No significant acquisitions or divestments took place in this period. Unless otherwise indicated, the results relate to the national and international activities of HEMA within the company's own organisation. The scope and demarcation of the content are based on the material subjects and on the information requirements of the stakeholders. HEMA reports annually on progress on the material issues presented in this report. This report has not been externally verified. Relevant departments were approached for the collection of data, with quality being monitored by the sustainability department. The results for 2017 may be read in the 2017 Sustainability Report, published on the 9th of July 2018. Calculations and data in this report have not been altered.

## copyright

No part of this publication may be reproduced and/or published by means of photocopying or microfilm or in any other manner whatsoever without the prior permission of HEMA. HEMA is not liable for any errors in this report.

The HEMA logo consists of the word "HEMA" in white, bold, sans-serif capital letters, centered within a solid red square.