



JDE PEET'S N.V.

GRI CONTENT INDEX 2021

THE POSS
F COFFEE
CREATE A
IT'S
CAN
A CUP

GRI CONTENT INDEX 2021



This content index accompanies our [JDE Peet's Annual Report 2021](#) and has been prepared in accordance with the GRI Standards: Core Option. The reference table below explains where to find the relevant information for each indicator in the report, or in other corporate reporting where noted. All mentions of page numbers refer to the JDE Peet's Annual Report 2021 unless specifically noted otherwise.

For a detailed explanation of the indicators, visit the GRI website (www.globalreporting.org).

| DISCLOSURE NUMBER AND TITLE | LOCATION | OMISSION | RATIONALE |
|---|---|----------|-----------|
| GENERAL DISCLOSURES | | | |
| GRI 102: GENERAL DISCLOSURES 2016 - ORGANISATIONAL PROFILE | | | |
| 102-1: Name of the organisation | Cover page Governance - General, p. 85 | | |
| 102-2: Activities, brands, products, and services | Our Business - 2021 Year in Review, p. 10-11 Our Business - Our Brand Portfolio, p. 15-25 Our Business - Our Approach, p. 26 | | |
| 102-3: Location of headquarters | Governance - General, p. 85 | | |
| 102-4: Location of operations | Our Business - Our Supply Chain, p. 27 Our Business - Our Business Structure, p. 30 | | |
| 102-5: Ownership and legal form | Governance - General, p. 85 Governance - Shares and Shareholders - Share Capital Structure, p. 96 Governance - Shares and Shareholders - Major Shareholders, p. 97 Consolidated Financial Statements - Description of Business, p. 139 | | |
| 102-6: Markets served | Our Business - Our Approach, p. 26 Our Business - Business Structure, p. 30 | | |

| DISCLOSURE NUMBER AND TITLE | LOCATION | OMISSION | RATIONALE |
|---|--|--|---|
| 102-7: Scale of the organisation | Introduction - Key Highlights 2021, p. 4 Our Business - Our Story, p. 12 Our Business - Our Supply Chain, p. 27-29 Our Business - Our Value Creation Story, p. 37-38 | | |
| 102-8: Information on employees and other workers | Connected People - Our People, p. 71 Connected People - Valuing Diversity, p. 76-77 Connected People - Growing our Talent, p. 78 Connected People - Summary KPIs, p. 82 About this Report - Scope and Boundaries, p. 234 | Information that's unavailable: breakdown of employment type and employment contract by gender/region | Information on the employment type and contract by region / gender is currently not available. We expect to be able to disclose this information in our next report. JDE Peet's does not have any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries). This data is reported through head count database management systems, which take inputs from all the markets/countries' HR management systems. |
| 102-9: Supply chain | Our Business - Our Supply Chain, p. 27-29 | | |
| 102-10: Significant changes to the organisation and its supply chain | Our Business - 2021 Year in Review, p. 10-11 Governance - General, p. 85 Governance - Shares and Shareholders - Share Capital Structure, p. 96 Governance - Shares and Shareholders - Issuance of Shares, p. 98 Governance - Summary of Risk Management Areas, p. 111-112 Consolidated Financial Statements - Consolidated Statement of Changes in Equity, p. 136 | | In 2021, very limited disruption has occurred in the company's supply chain. |
| 102-11: Precautionary Principle or approach | Governance - Main Operational Risks, p. 114-116 | | JDE Peet's supports the precautionary principle to risk management in operational planning or when bringing new products to market. |
| 102-12: External initiatives | Our Business - Our Strategy - The UN's SDGs, p. 35 Our Business - Engaging our Stakeholders (esp. sub-sections Industry, Governments and International Organisations), p. 42-46 Our Performance - Common Grounds - Multi-stakeholder Platforms, p. 63 See also: https://www.jdepeets.com/sustainability/our-approach/ | | |
| 102-13: Membership of associations | Our Business - Engaging our Stakeholders, p. 42 See also: https://www.jdepeets.com/sustainability/our-approach/ | | |
| GRI 102: GENERAL DISCLOSURES 2016 - STRATEGY AND ANALYSIS | | | |
| 102-14: Statement from senior decision-maker | Introduction - Letter to Our Shareholders, p. 5-6 | | |

| DISCLOSURE NUMBER AND TITLE | LOCATION | OMISSION | RATIONALE |
|--|---|----------|-----------|
| GRI 102: GENERAL DISCLOSURES 2016 - ETHICS AND INTEGRITY | | | |
| 102-16: Values, principles, standards, and norms of behaviour | Our Business - Our Story, p. 12-14 Our Performance - Business Performance - Observing the Highest Standards of Ethics and Compliance, p. 52-54 JDE and Peet's Code of Conducts: https://www.jdepeets.com/about-us/compliance/ | | |
| 102-17: Mechanisms for advice and concerns about ethics | Our Performance - Employee Awareness and Speak Up, p. 52 Our Speak Up Policy: https://www.jacobsdouweegberts.com/speak-up-policy/ JDE Peet's Speak Up landing page: http://speakup.jdepeets.com | | |
| GRI 102: GENERAL DISCLOSURES 2016 - GOVERNANCE | | | |
| 102-18: Governance structure | Governance - Governance Structure, p. 85 Governance - Board, p.86 Governance - Board Committees, p.91 Corporate Governance on the JDE Peet's website: https://www.jdepeets.com/about-us/governance/ | | |
| 102-20: Executive-level responsibility for economic, environmental, and social topics | Governance - Board Committees - Sustainability Board Contact, p.91 | | |
| GRI 102: GENERAL DISCLOSURES 2016 - STAKEHOLDER ENGAGEMENT | | | |
| 102-40: List of stakeholder groups | Our Business - Engaging our Stakeholders, p. 42-46 | | |
| 102-41: Collective bargaining agreements | Our Performance - Connected People - Complying with Labour Laws and Regulations, p. 80 | | |
| 102-42: Identifying and selecting stakeholders | Our Business - Engaging our Stakeholders, p. 42 | | |
| 102-43: Approach to stakeholder engagement | Our Business - Engaging our Stakeholders, p. 42-46 | | |
| 102-44: Key topics and concerns raised | Our Business - Engaging our Stakeholders, p. 42-46 | | |
| GRI 102: GENERAL DISCLOSURES 2016 - REPORTING PRACTICE | | | |
| 102-45: Entities included in the consolidated financial statements | Financial Statements - 9.6 Legal Entities, p. 206-207 | | |
| 102-46: Defining report content and topic boundaries | Our Business - Our Strategy - Growing together, p. 34-35 Supplementary Information - About this Report, p. 234-236 | | |
| 102-47: List of material topics | Our Business - Our Strategy - Growing together, p. 34 Our Materiality Assessment on the JDE Peet's website | | |

| DISCLOSURE NUMBER AND TITLE | LOCATION | OMISSION | RATIONALE |
|---|---|----------|---|
| 102-48: Restatements of information | Our Performance - Minimised Footprint - Summary KPIs, p. 69-70 | | The methodology to calculate production volumes for one category has been updated; as a result, intensity figures were recalculated and are not comparable to previous reports. No other restatement of information is included in the JDE Peet's Annual Report 2021. |
| 102-49: Changes in reporting | | | There are no significant changes from previous reporting periods in the list of material topics and topic boundaries. |
| 102-50: Reporting period | Supplementary Information - About this Report, p. 234 | | |
| 102-51: Date of most recent report | Financial calendar on the JDE Peet's website: https://www.jdepeets.com/investors/news-events/financial-calendar/ | | JDE Peet's' Annual Report 2021 was published on 24 March 2022. |
| 102-52: Reporting cycle | Supplementary Information - About this Report, p. 234 | | |
| 102-53: Contact point for questions regarding the report | Supplementary Information - Investor Relations, p. 231 See also https://www.jdepeets.com/contact-us/ | | |
| 102-54: Claims of reporting in accordance with the GRI Standards | Supplementary Information - Reporting Frameworks and Legal Disclosures, p. 235 | | |
| 102-55: GRI Content Index | GRI Content Index: https://www.jdepeets.com/siteassets/documents/jde-peets-gri-content-index-2021.pdf | | |
| 102-56: External assurance | Consolidated Financial Statements - Independent Auditor's Report, p. 220-226 Supplementary Information - About this Report - Data Quality, p. 235 | | The scope of assurance is limited to the financial statements. For details, see the Independent Auditor's Report. Four non-financial KPIs related to (i) certified or verified coffee, (ii) certified palm oil, (iii) smallholder engagement and (iv) scope 1 & 2 GHG emissions reductions are included in a Loan Facilities Agreement entered into with our core banks and linked to the applicable interest rate. JDE Peet's' performance against the target is reported annually to the banks and subject to a limited review by our external auditors. |

| DISCLOSURE NUMBER AND TITLE | LOCATION | OMISSION | RATIONALE |
|--|---|---|--|
| COMMON GROUNDS | | | |
| GRI 103: MANAGEMENT APPROACH 2016 | | | |
| 103-1: Explanation of the material topic and its boundary | Our Business - Our Strategy - Growing together, p. 34-35 Our Performance - Common Grounds, p. 56-57 Supplementary Information - Definitions of the Material Topics, p. 236 | | Strategic pillar Common Grounds identifies a unified management approach for the material topics listed below. Responsible Supplier Labour Practices |
| 103-2: The Management approach and its components | Our Performance - Common Grounds - Our Common Grounds Approach, p. 58 | | Sustainable Agriculture Supply Chain Transparency |
| 103-3: Evaluation of the management approach | Our Performance - Common Grounds, p. 56-65 | | These material topics are intimately connected to each other and to other relevant topics in the strategic pillar. As a result, we grouped the topics into a single topic "Responsible sourcing". |
| GRI 408: CHILD LABOUR 2016 | | | |
| 408-1: Operations and suppliers at significant risk for incidents of child labour | Our Performance - Business Performance - Respecting Human Rights, p. 53 Our Performance - Common Grounds - The Year in review, p. 56-57 Our Performance - Common Grounds - Our Common Grounds Approach, p. 58 Our Performance - Common Grounds - Addressing Human Rights Challenges through Common Grounds, p. 59 JDE Responsible Coffee Sourcing Principles: https://www.jdepeets.com/siteassets/documents/coffee-responsible-sourcing-principles.pdf JDE Palm Oil Responsible Sourcing Principles: https://www.jdepeets.com/siteassets/documents/palm-oil-responsible-sourcing-principles.pdf Origin Issue Assessments, available in the Responsible Sourcing section of the JDE Peet's website: https://www.jdepeets.com/sustainability/common-grounds/ | Information currently not available: a. Operations and suppliers considered to have significant risk for incidents of: i. child labour; ii. young workers exposed to hazardous work. | There is no place in the JDE Peet's supply chain and further upstream at farms for human rights abuses such as (gender) discrimination, forced labour, child labour, or all forms of workplace harassment and violence, including sexual harassment and violence. We require our suppliers to commit to compliance with all applicable laws and to respect internationally recognized human rights standards. However, we acknowledge the high risk of certain labour violations within the coffee supply chain, and therefore we will require suppliers to ensure that smallholders and producer groups they work with commit to continuous improvement, put a rigorous risk assessment and mitigation system in place, and take immediate action (e.g. by alerting the responsible local authorities) on any known cases of discrimination, forced labour, child labour, and workplace harassment and violence. We also conduct independent Origin Issue Assessments for the key countries from which we source our coffee to identify the main sustainability challenges in those countries. (These are available on our JDE website.) In collaboration with our suppliers, we then engage to address the specific priority issues identified in the countries. |

| DISCLOSURE NUMBER AND TITLE | LOCATION | OMISSION | RATIONALE |
|--|---|---|---|
| GRI 409: FORCED OR COMPULSORY LABOUR 2016 | | | |
| 409-1: Operations and suppliers at significant risk for incidents of forced or compulsory labour | <p>Our Performance - Business Performance - Respecting Human Rights, p. 53</p> <p>Our Performance - Common Grounds - The Year in review, p. 56-57</p> <p>Our Performance - Common Grounds - Our Common Grounds Approach, p. 58</p> <p>Our Performance - Common Grounds - Addressing Human Rights Challenges through Common Grounds, p. 59</p> <p>JDE Responsible Coffee Sourcing Principles: https://www.jdepeets.com/siteassets/documents/coffee-responsible-sourcing-principles.pdf</p> <p>JDE Palm Oil Responsible Sourcing Principles: https://www.jdepeets.com/siteassets/documents/palm-oil-responsible-sourcing-principles.pdf</p> <p>Origin Issue Assessments, available in the Responsible Sourcing section of the JDE Peet's website: https://www.jdepeets.com/sustainability/common-grounds/</p> | <p>Information currently not available:</p> <p>a. Operations and suppliers considered to have significant risk for incidents of forced or compulsory labour either in terms of:</p> <p>i. type of operation (such as manufacturing plant) and supplier;</p> | <p>There is no place in the JDE Peet's supply chain and further upstream at farms for human rights abuses such as (gender) discrimination, forced labour, child labour, or all forms of workplace harassment and violence, including sexual harassment and violence. We require our suppliers to commit to compliance with all applicable laws and to respect internationally recognized human rights standards.</p> <p>However, we acknowledge the high risk of certain labour violations within the coffee supply chain, and therefore we will require suppliers to ensure that smallholders and producer groups they work with commit to continuous improvement, put a rigorous risk assessment and mitigation system in place, and take immediate action (e.g. by alerting the responsible local authorities) on any known cases of discrimination, forced labour, child labour, and workplace harassment and violence.</p> <p>We also conduct independent Origin Issue Assessments for the key countries from which we source our coffee to identify the main sustainability challenges in those countries. (These are available on our JDE website.) In collaboration with our suppliers, we then engage to address the specific priority issues identified in the countries.</p> |
| OWN INDICATORS | | | |
| Own indicator: Share of raw materials with a 3rd-party sustainability certification or verification (%) | Our Performance - Common Grounds - Summary KPIs, p. 65 | | |
| Own indicator: Number of supplier self-assessments | Our Performance - Common Grounds - Summary KPIs, p. 65 | | |
| Own indicator: Number of smallholder farmers reached | Our Performance - Common Grounds - Summary KPIs, p. 65 | | |



| DISCLOSURE NUMBER AND TITLE | LOCATION | OMISSION | RATIONALE |
|---|--|---|---|
| MINIMISED FOOTPRINT | | | |
| GRI 103: MANAGEMENT APPROACH 2016 | | | |
| 103-1: Explanation of the material topic and its boundary | Our Business - Our Strategy - Growing together, p. 34-35 Our Performance - Minimised Footprint, p. 66-68 Supplementary Information - Definitions of the Material Topics, p. 236 | | Minimised Footprint is a strategic pillar of our sustainability strategy and covers the following material topics: Climate Action Sustainable Packaging |
| 103-2: The Management approach and its components | Our Performance - Minimised Footprint, p. 66-68 | | |
| 103-3: Evaluation of the management approach | Our Performance - Minimised Footprint, p. 66-70 | | |
| SUSTAINABLE PACKAGING (TIER 1 TOPIC) | | | |
| GRI 301: MATERIALS 2016 | | | |
| 301-2: Recycled input materials used | Our Performance - Minimised Footprint - Improving our Packaging, p. 68 Our Performance - Minimised Footprint - Summary KPIs, p. 70 | | |
| OWN INDICATORS | | | |
| Own indicator: Ratio of packaging designed to be reusable, recyclable or compostable | Our Performance - Minimised Footprint - Improving our Packaging, p. 68 Our Performance - Minimised Footprint - Summary KPIs, p. 70 | | |
| Own indicator: Volume of packaging saved (tonnes) | Our Performance - Minimised Footprint - Improving our Packaging, p. 68 Our Performance - Minimised Footprint - Summary KPIs, p. 70 | | |
| OPERATIONAL RESOURCE EFFICIENCY | | | |
| GRI 302: ENERGY 2016 | | | |
| 302-1: Energy consumption within the organisation | Our Performance - Minimised Footprint - Taking Climate Action, p. 67 Our Performance - Minimised Footprint - Summary KPIs, p. 69 | | |
| 302-3: Energy intensity | Our Performance - Minimised Footprint - Taking Climate Action, p. 67 Our Performance - Minimised Footprint - Summary KPIs, p. 69 Supplementary Information - Glossary, p. 237 | | |
| GRI 303: WATER AND EFFLUENTS 2018 | | | |
| 303-3: Water withdrawal | Our Performance - Minimised Footprint - Managing our Water Use, p. 68 Our Performance - Minimised Footprint - Summary KPIs, p. 70 Supplementary Information - Glossary, p. 237 | Information currently not available: c. A breakdown of total water withdrawal by categories (freshwater and other water) | The omitted information is currently not available. We are exploring how we may be able to include this information in future years. |

| DISCLOSURE NUMBER AND TITLE | LOCATION | OMISSION | RATIONALE |
|--|---|---|--|
| CLIMATE ACTION (TIER 1 TOPIC) | | | |
| GRI 305: EMISSIONS 2016 | | | |
| 305-1: Direct (Scope 1) GHG emissions | Our Performance - Minimised Footprint - Taking Climate Action, p. 67 Our Performance - Minimised Footprint - Summary KPIs, p. 69 Supplementary Information - Glossary, p. 237 | | |
| 305-2: Energy indirect (Scope 2) GHG emissions | Our Performance - Minimised Footprint - Taking Climate Action, p. 67 Our Performance - Minimised Footprint - Summary KPIs, p. 69 Supplementary Information - Glossary, p. 237 | | |
| 305-3: Other indirect (Scope 3) GHG emissions | Our Performance - Minimised Footprint - Taking Climate Action, p. 67 Our Performance - Minimised Footprint - Summary KPIs, p. 69 Supplementary Information - Glossary, p. 237 | | |
| 305-4: GHG emissions intensity | Our Performance - Minimised Footprint - Taking Climate Action, p. 67 Our Performance - Minimised Footprint - Summary KPIs, p. 69 Supplementary Information - Glossary, p. 237 | | |
| 305-5: Reduction of GHG emissions | Our Performance - Minimised Footprint - Taking Climate Action, p. 67 Our Performance - Minimised Footprint - Summary KPIs, p. 69 Supplementary Information - Glossary, p. 237 | | |
| WASTE | | | |
| GRI 306: WASTE 2020 | | | |
| 306-3: Waste generated | Our Performance - Minimised Footprint - Eliminating Waste, p. 68 Our Performance - Minimised Footprint - Summary KPIs, p. 70 Supplementary Information - Glossary, p. 237 | | |
| 306-4: Waste diverted from disposal | Our Performance - Minimised Footprint - Eliminating Waste, p. 68 Our Performance - Minimised Footprint - Summary KPIs, p. 70 Supplementary Information - Glossary, p. 237 | Information currently not available: A breakdown of the total weight in metric tonnes of hazardous waste and of non-hazardous waste diverted from disposal onsite and offsite. | The omitted information is currently not available. We are exploring how we may be able to include this information in future years. As hazardous waste makes up <1% of our total waste volumes, we do not present waste diverted from disposal separately for hazardous and non-hazardous waste in the Annual Report. In 2021, 88% of hazardous waste went into recycling. |
| OWN INDICATORS | | | |
| Own indicator: Number of zero waste to landfill sites | Our Performance - Minimised Footprint - Eliminating Waste, p. 68 Our Performance - Minimised Footprint - Summary KPIs, p. 70 Supplementary Information - Glossary, p. 237 | | |

| DISCLOSURE NUMBER AND TITLE | LOCATION | OMISSION | RATIONALE |
|--|--|--|--|
| CONNECTED PEOPLE | | | |
| GRI 103: MANAGEMENT APPROACH 2016 | | | |
| 103-1: Explanation of the material topic and its boundary | Our Business - Our Strategy - Growing together, p. 34-35 Our Performance - Connected People, p. 71, 75-80 Supplementary Information - Definitions of the Material Topics, p. 236 | | We apply a unified management approach to the following material topics below relevant to this strategic pillar of our sustainability strategy. Diversity, equity & inclusion in particular is an important topic for our employees and for us as an organisation. |
| 103-2: The Management approach and its components | Our Performance - Connected People, p. 71, 75-80 | | |
| 103-3: Evaluation of the management approach | Our Performance - Connected People, p. 71, 75-80, 82 | | |
| TALENT AND EMPLOYEE ENGAGEMENT | | | |
| GRI 401: EMPLOYMENT 2016 | | | |
| 401-1: New employee hires and employee turnover | Our Performance - Connected People - Growing our Talent, p. 78 Our Performance - Connected People - Summary KPIs, p. 82 | Information currently not available: A breakdown of employee hires and employee turnover by age group, gender and region | Information on new employee hires and employee turnover by age group, gender and region is currently not available. We intend to disclose this information for entities covered by a new HR system in future reports. |
| GRI 404: TRAINING AND EDUCATION 2016 | | | |
| 404-1: Average hours of training per year per employee | Our Performance - Connected People - Growing our Talent, p. 78 Our Performance - Connected People - Summary KPIs, p. 82 | Information currently not available: In-person training hours A breakdown of average training hours by gender or employee category | In-person training hours, in particular for those employees without access to our online learning platform, are currently not tracked centrally. We do not have a mechanism in place for tracking and reporting this at a global level, and we do not have any plans to collect this in future. A breakdown of average training hours by gender or employee category is currently not available. We are exploring how we may be able to include this information in future years. |
| EMPLOYEE HEALTH, SAFETY & WELL-BEING | | | |
| GRI 403: OCCUPATIONAL HEALTH & SAFETY 2018 | | | |
| 403-1: Occupational health and safety management system | Our Performance - Connected People - Safeguarding our Employees' Health & Safety, p. 80 Our Performance - Connected People - Summary KPIs, p. 82 | | |

| DISCLOSURE NUMBER AND TITLE | LOCATION | OMISSION | RATIONALE |
|--|---|--|---|
| 403-9: Work-related injuries | Our Performance - Connected People - Safeguarding our Employees' Health & Safety, p. 80 Our Performance - Connected People - Summary KPIs, p. 82 | Information currently not available: The number and rate of high-consequence work-related injuries, recordable work-related injuries for employees and workers The main types of work-related injury and the number of hours worked. | Total Recordable Incidents Rate (TRIR) is used for calculating work-related injuries. We are centrally tracking TRIR across the employees and workers who are not employees in consolidated form. Accordingly, a split between these categories is currently not available. We currently also do not centrally track high-consequence work-related injuries as defined by GRI. We are exploring how we may be able to include this information in future years. No workers have been excluded from our disclosures. |
| WORKPLACE DIVERSITY & INCLUSION | | | |
| GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016 | | | |
| 405-1: Diversity of governance bodies and employees | Our Performance - Connected People - Valuing Diversity, p. 76-77 Our Performance - Connected People - Summary KPIs, p. 82 | Information currently not available: Age groups | Age group is currently not tracked as indicator for diversity at JDE Peet's. As a result, the information is currently unavailable. We are exploring how we may be able to include this information in future years. |

| DISCLOSURE NUMBER AND TITLE | LOCATION | OMISSION | RATIONALE |
|--|--|----------|--|
| RESPONSIBLE BUSINESS PRACTICES | | | |
| ETHICS & GOVERNANCE (TIER 1) | | | |
| GRI 103: MANAGEMENT APPROACH 2016 | | | |
| 103-1: Explanation of the material topic and its boundary | Our Performance - Business Performance - Observing the Highest Standards of Ethics and Compliance, p. 52-54 | | Ethics & good governance are foundational to our corporate culture and form some of the most material issues on our materiality map. |
| 103-2: The Management approach and its components | Our Performance - Business Performance - Observing the Highest Standards of Ethics and Compliance, p. 52-54 | | |
| 103-3: Evaluation of the management approach | Our Performance - Business Performance - Observing the Highest Standards of Ethics and Compliance, p. 52-54 | | |
| GRI 206: ANTI-COMPETITIVE BEHAVIOUR 2016 | | | |
| 206-1: Legal actions for anticompetitive behaviour, anti-trust, and monopoly practices | Our Performance - Business Performance - Anti-Bribery, Anti-Corruption, Trade Sanctions and Anti-Money Laundering, p. 53 Our Performance - Business Performance - Fair Competition, p. 53 | | No fines have been issued for anti-trust law violations. |
| PRODUCT QUALITY (TIER 1) & PRODUCT SAFETY | | | |
| GRI 103: MANAGEMENT APPROACH 2016 | | | |
| 103-1: Explanation of the material topic and its boundary | Our Performance - Business Performance - Delighting and Protecting our Consumers with Every Cup, p.55 | | We follow a unified management approach for Product Quality and Product Safety. |
| 103-2: The Management approach and its components | Our Performance - Business Performance - Delighting and Protecting our Consumers with Every Cup, p.55 | | |
| 103-3: Evaluation of the management approach | Our Performance - Business Performance - Delighting and Protecting our Consumers with Every Cup, p.55 | | |
| GRI 416: CUSTOMER HEALTH AND SAFETY 2016 | | | |
| 416-2: Incidents of non-compliance concerning the health and safety impacts of products and services | Our Performance - Business Performance - Observing all Standards, p.55 | | |
| GRI 417: MARKETING AND LABELLING 2016 | | | |
| 417-3: Incidents of noncompliance concerning marketing communications | Our Performance - Business Performance - Product Labelling, p.55 | | |
| OWN INDICATOR | | | |
| Own indicator: Number of manufacturing and R&D facilities certified against FSSC 22000/ IFS food management standards | Our Performance - Business Performance - Observing all Standards, p.55 | | |



A COFFEE & TEA FOR EVERY CUP



A JDE PEET'S N.V. PUBLICATION

JDE Peet's N.V.
Oosterdoksstraat 80
1011 DK Amsterdam
The Netherlands

Telephone: +31 30 29 79111

The full Annual Report can
be downloaded as a PDF at:

www.jdepeets.com

PRODUCTION AND EDITING

JDE Peet's N.V.

TEXT

JDE Peet's N.V.

GRAPHIC DESIGN AND ELECTRONIC PUBLISHING

Storyfountain B.V.
www.storyfountain.com