





# Global Reporting Initiative (GRI) Content Index 2010

## STANDARD DISCLOSURES PART I: Profile Disclosures

-  Fully Reported
-  Partially Reported
-  Not Reported/Not Applicable

### 1. Strategy and Analysis

PROFILE DISCLOSURE	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER
1.1	Statement from the most senior decision-maker of the organization.		CEO Letter (1)

### 2. Organizational Profile

2.1	Name of the organization.		CEO Letter (1)
2.2	Primary brands, products, and/or services.		About DB&Serving Responsibly (2)
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.		About DB & Serving Responsibly (2)
2.4	Location of organization's headquarters.		About DB&Serving Responsibly (2)
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.		About DB&Serving Responsibly (2)
2.6	Nature of ownership and legal form.		About DB&Serving Responsibly (2)
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).		<b>Dunkin' Donuts:</b> <a href="http://news.dunkindonuts.com/press_file.cfm?presskit_id=2">http://news.dunkindonuts.com/press_file.cfm?presskit_id=2;</a> <b>Baskin-Robbins:</b> <a href="http://news.baskinrobbins.com/press_file.cfm?presskit_id=3">http://news.baskinrobbins.com/press_file.cfm?presskit_id=3</a>
2.8	Scale of the reporting organization.		About DB&Serving Responsibly (2) /Our People; <a href="http://investor.dunkinbrands.com/">http://investor.dunkinbrands.com/</a>
2.9	Significant changes during the reporting period regarding size, structure, or ownership.		About DB & Serving Responsibly (2)
2.10	Awards received in the reporting period.		About DB & Serving Responsibly (2)

### 3. Report Parameters

PROFILE DISCLOSURE	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	●	About this Report
3.2	Date of most recent previous report (if any).	●	About this Report
3.3	Reporting cycle (annual, biennial, etc.)	●	About this Report
3.4	Contact point for questions regarding the report or its contents.	●	CEO Letter
3.5	Process for defining report content.	●	Introduction of Theme: Serving Responsibly
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	●	About this Report/Starting Our Journey
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	●	Starting Our Journey
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	●	Starting Our Journey
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	✘	Not Applicable
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	✘	Not Applicable
3.12	Table identifying the location of the Standard Disclosures in the report.	●	GRI Table

### 4. Governance, Commitments, and Engagement

4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	●	Our Company
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	●	Our Company
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	●	Our Company

**Continued**






















4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	●	Starting Our Journey
4.14	List of stakeholder groups engaged by the organization.	●	Starting Our Journey
4.15	Basis for identification and selection of stakeholders with whom to engage.	●	Starting Our Journey

**STANDARD DISCLOSURES PART III: Performance Indicators**

**Economic**

PERFORMANCE INDICATOR	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	●	Our Neighborhoods; <a href="http://investor.dunkinbrands.com/">http://investor.dunkinbrands.com/</a>
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	✗	
EC3	Coverage of the organization's defined benefit plan obligations.	●	<a href="http://investor.dunkinbrands.com/">http://investor.dunkinbrands.com/</a>
EC4	Significant financial assistance received from government.	✗	
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	✗	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	✗	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	✗	
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	✗	
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	✗	

## Environmental

PERFORMANCE INDICATOR	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER
EN1	Materials used by weight or volume.		Our Planet: Packaging & Sourcing
EN2	Percentage of materials used that are recycled input materials.		
EN3	Direct energy consumption by primary energy source.		Our Planet: Building
EN4	Indirect energy consumption by primary source.		Our Planet: Building
EN5	Energy saved due to conservation and efficiency improvements.		
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.		
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.		
EN8	Total water withdrawal by source.		
EN9	Water sources significantly affected by withdrawal of water.		
EN10	Percentage and total volume of water recycled and reused.		
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.		
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.		
EN13	Habitats protected or restored.		
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.		
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.		
EN16	Total direct and indirect greenhouse gas emissions by weight.		
EN17	Other relevant indirect greenhouse gas emissions by weight.		
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.		
EN19	Emissions of ozone-depleting substances by weight.		
EN20	NOx, SOx, and other significant air emissions by type and weight.		
EN21	Total water discharge by quality and destination.		

## Continued

EN22	Total weight of waste by type and disposal method.	✘	
EN23	Total number and volume of significant spills.	✘	
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	✘	
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	✘	
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	●	Our Planet: Packaging
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	✘	
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	✘	
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	✘	
EN30	Total environmental protection expenditures and investments by type.	✘	

## Social: Labor Practices and Decent Work

PERFORMANCE INDICATOR	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER
LA1	Total workforce by employment type, employment contract, and region.	●	Our People
LA2	Total number and rate of employee turnover by age group, gender, and region.	✘	
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	●	Our People
LA4	Percentage of employees covered by collective bargaining agreements.	●	Our People
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	✘	
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	✘	

## Continued

LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	●	Our People
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	✘	
LA9	Health and safety topics covered in formal agreements with trade unions.	✘	
LA10	Average hours of training per year per employee by employee category.	◐	Our People
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	●	Our People
LA12	Percentage of employees receiving regular performance and career development reviews.	●	Our People
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	◐	Our People
LA14	Ratio of basic salary of men to women by employee category.	✘	

## Social: Human Rights

PERFORMANCE INDICATOR	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	✘	
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	✘	
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	✘	
HR4	Total number of incidents of discrimination and actions taken.	✘	
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	✘	
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	✘	
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.	✘	

## Continued

HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	X	
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	X	

## Social: Society

PERFORMANCE INDICATOR	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER
S01	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	X	
S02	Percentage and total number of business units analyzed for risks related to corruption.	X	
S03	Percentage of employees trained in organization's anti-corruption policies and procedures.	●	Our Company
S04	Actions taken in response to incidents of corruption.	X	
S05	Public policy positions and participation in public policy development and lobbying.	◐	Our Company
S06	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	X	
S07	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	X	
S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	X	

## Social: Product Responsibility

PERFORMANCE INDICATOR	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	●	Our Guests
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	●	Our Guests
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	●	Our Guests
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	●	Our Guests
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	◐	Our Guests
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	✘	
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	✘	
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	✘	
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	✘	