

Dunkin' Brands 2013-2014 CSR Report GRI Index

STANDARD DISCLOSURES PART I: Profile Disclosures

1. Strategy and Analysis

Profile Disclosure	Disclosure	Reported	Page/Link
1.1	Statement from the most senior decision-maker of the organization.	Fully	CEO Letter, p. 3
1.2	Description of key impacts, risks, and opportunities.	Fully	CEO Letter, p. 3 Materiality, p. 9

2. Organizational Profile

Profile Disclosure	Disclosure	Reported	Page/Link
2.1	Name of the organization.	Fully	Dunkin' Brands, Inc.
2.2	Primary brands, products, and/or services.	Fully	About Dunkin' Brands, p.6
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	Substantially all of our operations are conducted through Dunkin' Brands, Inc. and its subsidiaries and affiliates. Dunkin' Brands, Inc. is a wholly-owned subsidiary of Dunkin' Brands Group, Inc., our publicly-traded ultimate parent entity. Dunkin' Brands Group, Inc. is traded on the NASDAQ Global Select Market under the ticker symbol DNKN.
2.4	Location of organization's headquarters.	Fully	Canton, Mass.
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.	Fully	About Dunkin' Brands, p. 6
2.6	Nature of ownership and legal form.	Fully	About Dunkin' Brands, p. 6
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	About Dunkin' Brands, p. 6
2.8	Scale of the reporting organization.	Fully	About Dunkin' Brands, p. 6
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	About Dunkin' Brands, p. 6
2.10	Awards received in the reporting period.	Fully	Dunkin' Donuts was ranked number one in customer loyalty in the coffee category by the Brand Keys Customer Loyalty Engagement Index® in 2013 and 2014.

3. Report Parameters

Profile Disclosure	Disclosure	Reported	Page/Link
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	January 1, 2013 - December 27, 2014
3.2	Date of most recent previous report (if any).	Fully	2012
3.3	Reporting cycle (annual, biennial, etc.)	Fully	Biannual
3.4	Contact point for questions regarding the report or its contents.	Fully	CSR@dunkinbrands.com
3.5	Process for defining report content.	Fully	Materiality, p. 9
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	About This Report, p. 5
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	About This Report, p. 5
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.	Fully	About This Report, p. 5
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	Fully	Our Planet, p. 31-34
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).	Fully	About This Report, p. 5
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	About This Report, p. 5
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	GRI Index
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	Dunkin' Brands does not currently have a policy in place for seeking external assurance for the report.

4. Governance, Commitments, and Engagement

Profile Disclosure	Disclosure	Reported	Page/Link
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.	Fully	Governance and Ethics, p. 54
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	Governance and Ethics, p. 54
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	Fully	Governance and Ethics, p. 54
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	Governance and Ethics, p. 54 Stakeholder Engagement, p. 15
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Fully	Governance and Ethics, p. 54
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	Governance and Ethics, p. 54
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	Fully	Governance and Ethics, p. 54
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Fully	Governance and Ethics, p. 54

4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Fully	Governance and Ethics, p. 54
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Fully	Governance and Ethics, p. 54
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Fully	Dunkin' Brands performs an annual enterprise risk assessment to identify threats and vulnerabilities that could adversely affect our business. The assessment proactively addresses each item given the likelihood of its occurrence and the magnitude of damage it has the potential to cause.
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Not	
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	Fully	Governance and Ethics, p. 55
4.14	List of stakeholder groups engaged by the organization.	Fully	Stakeholder Engagement, p. 13 Materiality, p. 9
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	Stakeholder Engagement, p. 13 Materiality, p. 9
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Fully	Stakeholder Engagement, p. 13 Materiality, p. 9
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	Fully	Materiality, p. 9
ECONOMIC			
Disclosure on Management Approach			
DMA EC			
Aspects	Economic performance	Fully	About Dunkin' Brands, p. 6
	Market presence	Fully	About Dunkin' Brands, p. 6
	Indirect economic impacts	Fully	About Dunkin' Brands, p. 6
Economic performance			
Indicator	Disclosure	Reported	Page/Link
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.	Fully	About Dunkin' Brands, p. 6 Our Neighborhoods, p. 48 Dunkin' Brands 10K: http://investor.dunkinbrands.com/secfiling.cfm?filingID=1357204-15-15&CIK=1357204
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Not	
EC3	Coverage of the organization's defined benefit plan obligations.	Fully	See Dunkin' Brands 2014 Annual Report: http://files.shareholder.com/downloads/ABEA-68SCR9/71202748x0x820355/454CD2FC-1151-4420-ABFB-8666F9A02DFF/Dunkin_Brands10K.2014-WEB.pdf
Market presence			
Indicator	Disclosure	Reported	Page/Link
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Not	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Not	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Not	
Indirect economic impacts			
Indicator	Disclosure	Reported	Page/Link
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Not	
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Not	
ENVIRONMENTAL			
Disclosure on Management Approach			
Aspects	Materials	Fully	Our Planet: Sustainable Sourcing, p. 35 Our Planet: Sustainable Packaging, p. 24
	Energy	Fully	Our Planet: Energy and Climate, p. 31
	Water	Not	
	Biodiversity	Not	
	Emissions, effluents and waste	Fully	Our Planet: Energy and Climate, p. 31
	Products and services	Not	
	Compliance	Not	
	Transport	Not	
	Overall	Fully	Our Planet, p. 24-38
Materials			
Indicator	Disclosure	Reported	Page/Link
EN1	Materials used by weight or volume.	Fully	Our Planet: Sustainable Sourcing, p. 25
EN2	Percentage of materials used that are recycled input materials.	Fully	Our Planet: Sustainable Packaging, p. 24
Energy			
Indicator	Disclosure	Reported	Page/Link
EN3	Direct energy consumption by primary energy source.	Fully	Our Planet: Energy and Climate, p. 31-34
EN4	Indirect energy consumption by primary source.	Fully	Our Planet: Energy and Climate, p. 31-34
EN5	Energy saved due to conservation and efficiency improvements.	Partially	Our Planet: Energy and Climate, p. 31-34

EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Not	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Not	
Water			
Indicator	Disclosure	Reported	Page/Link
EN8	Total water withdrawal by source.	Not	
EN9	Water sources significantly affected by withdrawal of water.	Not	
EN10	Percentage and total volume of water recycled and reused.	Not	
Biodiversity			
Indicator	Disclosure	Reported	Page/Link
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not	
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Not	
EN13	Habitats protected or restored.	Not	
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Not	
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Not	
Emissions, effluents and waste			
Indicator	Disclosure	Reported	Page/Link
EN16	Total direct and indirect greenhouse gas emissions by weight.	Partially	Our Planet: Energy and Climate, p. 33
EN17	Other relevant indirect greenhouse gas emissions by weight.	Not	
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Partially	Our Planet: Energy and Climate, p. 33
EN19	Emissions of ozone-depleting substances by weight.	Not	
EN20	NOx, SOx, and other significant air emissions by type and weight.	Not	
EN21	Total water discharge by quality and destination.	Not	
EN22	Total weight of waste by type and disposal method.	Not	
EN23	Total number and volume of significant spills.	Not	
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.	Not	
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.	Not	
Products and services			
Indicator	Disclosure	Reported	Page/Link
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Partially	Our Planet, p. 24-38
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Not	
Compliance			
Indicator	Disclosure	Reported	Page/Link
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Not	
Transport			
Indicator	Disclosure	Reported	Page/Link
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Not	
Overall			
Indicator	Disclosure	Reported	Page/Link
EN30	Total environmental protection expenditures and investments by type.	Not	
SOCIAL: LABOR PRACTICES AND DECENT WORK			
DMA LA	Disclosure on Management Approach		
Aspects	Employment	Fully	Our People, p. 39-47
	Labor/management relations	Fully	Our People, p. 39-47
	Occupational health and safety	Not	
	Training and education	Fully	Our People: Training and Professional Development, p. 46
	Diversity and equal opportunity	Fully	Our People: Diversity and Inclusion, p. 40
	Equal remuneration for women and men	Not	
Employment			
Indicator	Disclosure	Reported	Page/Link
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	Fully	Our People, p. 40 Dunkin' Brands does not report workforce type, employment contract and gender by region.
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Not	
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Fully	Our People, p. 44
Labor/management relations			
Indicator	Disclosure	Reported	Page/Link
LA4	Percentage of employees covered by collective bargaining agreements.	Fully	Dunkin' Brands does not have any employees covered by collective bargaining agreements.
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Not	
Occupational health and safety			
Indicator	Disclosure	Reported	Page/Link
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.	Not	

LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	Partially	In 2014 in the U.S., Dunkin' Brands, Inc. had 14 reported work-related injuries and illnesses involving corporate employees. Four incidents occurred at our headquarters, and 10 occurred either off-site or during business travel. We currently do not report by gender and region globally.
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Not	
LA9	Health and safety topics covered in formal agreements with trade unions.	Fully	Dunkin' Brands does not have any employees covered by collective bargaining agreements.
Training and education			
Indicator	Disclosure	Reported	Page/Link
LA10	Average hours of training per year per employee by gender, and by employee category.	Not	
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Fully	Our People, p. 46
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	Fully	100% of employees receive regular performance and career development reviews.
Diversity and equal opportunity			
Indicator	Disclosure	Reported	Page/Link
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Fully	Our People, p. 40
Equal remuneration for women and men			
Indicator	Disclosure	Reported	Page/Link
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Not	
LA15	Return to work and retention rates after parental leave, by gender.	Not	
SOCIAL: HUMAN RIGHTS			
DMA HR	Disclosure on Management Approach		
Aspects	Investment and procurement practices	Fully	Our Planet: Sustainable Sourcing, p. 35
	Non-discrimination	Fully	Our Planet: Sustainable Sourcing, p. 36
	Freedom of association and collective bargaining	Not	
	Child labor	Fully	Our Planet: Sustainable Sourcing, p. 36
	Prevention of forced and compulsory labor	Fully	Our Planet: Sustainable Sourcing, p. 36
	Security practices	Not	
	Indigenous rights	Not	
	Assessment	Fully	Dunkin' Brands reserves the right, as a condition of continuation of approval, to conduct (itself or through a third party) periodic inspections and audits of suppliers, their facilities and business practices after reasonable, advance notice.
	Remediation	Fully	Dunkin' Brands reserves the right, as a condition of continuation of approval, to conduct (itself or through a third party) periodic inspections and audits of suppliers, their facilities and business practices after reasonable, advance notice. Refusal to permit such inspections or audits will be sufficient cause for Dunkin' Brands to revoke the supplier's approval status. Suppliers must keep readily accessible all information necessary to document compliance with this Code of Conduct and Dunkin' Brands standards.
	Investment and procurement practices		
Indicator	Disclosure	Reported	Page/Link
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	Fully	100% of our significant investment agreement and contracts for our U.S. operations include clauses incorporating human rights concerns. None have undergone human rights screenings. Dunkin' Brands reserves the right, as a condition of continuation of approval, to conduct (itself or through a third party) periodic inspections and audits of suppliers, their facilities and business practices after reasonable, advance notice.
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	Fully	Zero
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.	Fully	Tenets of our Supplier Code of Conduct are incorporated in our Code of Business and Ethics Conduct training, which is completed by all employees on an annual basis.
Non-discrimination			
Indicator	Disclosure	Reported	Page/Link
HR4	Total number of incidents of discrimination and corrective actions taken.	Not	We do not report on this disclosure since the information is proprietary.
Freedom of association and collective bargaining			
Indicator	Disclosure	Reported	Page/Link
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	Not	
Child labor			
Indicator	Disclosure	Reported	Page/Link
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	Not	We do not report on this disclosure since the information is proprietary.
Prevention of forced and compulsory labor			
Indicator	Disclosure	Reported	Page/Link
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	Not	

Security practices			
Indicator	Disclosure	Reported	Page/Link
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Not	
Indigenous rights			
Indicator	Disclosure	Reported	Page/Link
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not	
Assessment			
Indicator	Disclosure	Reported	Page/Link
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	Fully	Zero
Remediation			
Indicator	Disclosure	Reported	Page/Link
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	Not	We do not report on this disclosure since the information is proprietary.
SOCIAL: SOCIETY			
DMA SO	Disclosure on Management Approach SO		
Aspects	Local communities	Fully	Our Neighborhoods, p. 48 Stakeholder Engagement, p. 13
	Corruption	Not	
	Public policy	Fully	Public Policy, p. 55
	Anti-competitive behavior	Not	
	Compliance	Fully	Governance and Ethics, p. 54
Local communities			
Indicator	Disclosure	Reported	Page/Link
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Not	
Corruption			
Indicator	Disclosure	Reported	Page/Link
SO2	Percentage and total number of business units analyzed for risks related to corruption.	Fully	Governance and Ethics, p. 54
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Fully	Governance and Ethics, p. 54
SO4	Actions taken in response to incidents of corruption.	Not	
Public policy			
Indicator	Disclosure	Reported	Page/Link
SO5	Public policy positions and participation in public policy development and lobbying.	Fully	Governance and Ethics, p. 54
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Not	
Anti-competitive behavior			
Indicator	Disclosure	Reported	Page/Link
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Not	
Compliance			
Indicator	Disclosure	Reported	Page/Link
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Not	
SO9	Operations with significant potential or actual negative impacts on local communities.	Not	
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	Not	
SOCIAL: PRODUCT RESPONSIBILITY			
DMA PR	Disclosure on Management Approach		
Aspects	Customer health and safety	Fully	Our Guests, p. 21
	Product and service labelling	Fully	Our Guests, p. 18
	Marketing communications	Fully	Stakeholder Engagement, p. 14
	Customer privacy	Fully	Dunkin' Brands is committed to protecting the security and privacy of information, regardless of media type, in accordance with applicable laws and regulations. Information Security is the protection of information from a wide range of threats in order to ensure business continuity, minimize business risk, and maximize return on investments and business opportunities. The objective of Information Security is to reduce the risk to Dunkin' Brands by protecting information, information systems and communications that deliver information, from failures of integrity, confidentiality, and availability, whether information is in storage, processing, or transmission. Information security is seen as helping to achieve Dunkin' Brands' business strategy and objectives and to avoid or reduce relevant risks.
	Compliance	Not	
Customer health and safety			
Indicator	Disclosure	Reported	Page/Link
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.	Partially	Our Guests, p. 21
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.	Not	

Product and service labelling			
Indicator	Disclosure	Reported	Page/Link
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Fully	As a global company, we review our ingredients on an ongoing basis and optimize our formulas based on current market trends. All Dunkin' Donuts and Baskin-Robbins products use high-quality ingredients that comply with local and federal regulations and our stringent food safety and quality standards.
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Not	
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	Our Guests, p. 23
Marketing communications			
Indicator	Disclosure	Reported	Page/Link
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Not	
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.	Not	
Customer privacy			
Indicator	Disclosure	Reported	Page/Link
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Not	
Compliance			
Indicator	Disclosure	Reported	Page/Link
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Not	