



Coop Group **Progress Report 2020**

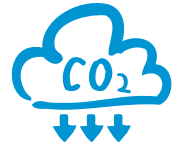
# To the top with sustainability

# HIGHLIGHTS 2020



## 2003

turnover  
from organic  
products



## 30%

less CO<sub>2</sub>-  
emissions



## 45%

women in  
management



## 504

turnover from  
Fairtrade  
Max Havelaar  
products



## 7

new carbon-  
neutral  
hydrogen-fuelled  
trucks



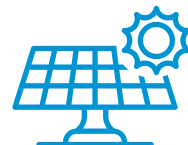
## 16.9

invested from  
our Coop Sustaina-  
bility Fund in  
sustainable projects



## 99

new Karma  
products



## 24 373 m<sup>2</sup>

new photovoltaic  
units on Coop roofs



## 425

different internal  
courses



Last year, we increased our sales of sustainable products to 5.4 billion francs, meaning we are still Number 1 in Switzerland for sustainability.

Philipp Wyss, Chairman of the Executive Committee of the Coop Group Cooperative

[Foreword](#)

We have been committed to people, animals and nature for over 30 years. Sustainable business is enshrined in our Articles of Association and is part of the Coop Group Cooperative's DNA.

Joos Sutter, Chairman of the Board of Directors of the Coop Group Cooperative

[Our strategy](#)



Demand for organic products at Coop was higher than ever in 2020. This pleases us greatly at Bio Suisse. For this success to be sustained, we want to deepen our already close partnership with Coop.

Balz Strasser, Managing Director Bio Suisse

[Sustainable Products](#)

It is impressive that, by the end of 2020, Coop had reduced its operational CO<sub>2</sub> emissions by 30 percent. Now, the priority is to implement the necessary reduction in CO<sub>2</sub> along Coop's entire supply chain.

Thomas Vellacott, CEO WWF Switzerland

[Climate and the environment](#)



We are extremely grateful to Coop for supporting the Covid relief efforts. In what was a challenging situation for all of us, together we were able to quickly provide people with food, without any complications.

Markus Mader, Director Swiss Red Cross

[Employees and social commitment](#)

# Content

Our strategy	6
Coop and its stakeholders	12
<b>SUSTAINABLE PRODUCTS</b>	<b>16</b>
Uncompromisingly Organic	17
Fairtrade – focus on fairness	21
Truly regional	25
Non-food in harmony with people and nature	29
Visible transparency	31
Focus on raw materials	35
Better animal welfare	40
Packaging: reuse, reduce, recycle	44
Clear standards in branded range too	48
<b>ENVIRONMENT AND CLIMATE PROTECTION</b>	<b>50</b>
Positive energy	51
Mobility & logistics	58
Waste closing loops	61
Building blocks of the future	65
<b>EMPLOYEES AND SOCIAL COMMITMENT</b>	<b>68</b>
Education	69
Employment	73
Social responsibility	78
Publishing details and contact address	88



## Foreword

Sustainability is a part of everyday life throughout the Coop Group. It is integral to our business activities and, since 1973, has been strategically enshrined in our Articles of Association and Corporate Profile.

This progress report illustrates the Coop Group's performance each year in the area of sustainability. On this page, you will find detailed information about progress towards our targets and the status of projects implemented in all three pillars of sustainability.

As a company, we take a long-term view and set ambitious multi-year targets, embedding concrete sustainability targets throughout the Coop Group. Based on three pillars, we implement sustainability throughout the company. This includes our aspiration to offer the biggest and most diverse range of sustainable products, to always go one step further in protecting the environment and the climate, and to broaden our social commitment.

Personally, I was particularly pleased last year that we further expanded the organic range and increased sales of organic products to 2 billion francs. Demand for organic products grew very strongly during an otherwise difficult pandemic year. Overall, we increased sales of sustainable products in the Coop Group to 5.4 billion francs, meaning we are still the clear Number 1 in Switzerland for sustainability. We're making very good headway and are on track with our sustainability targets.

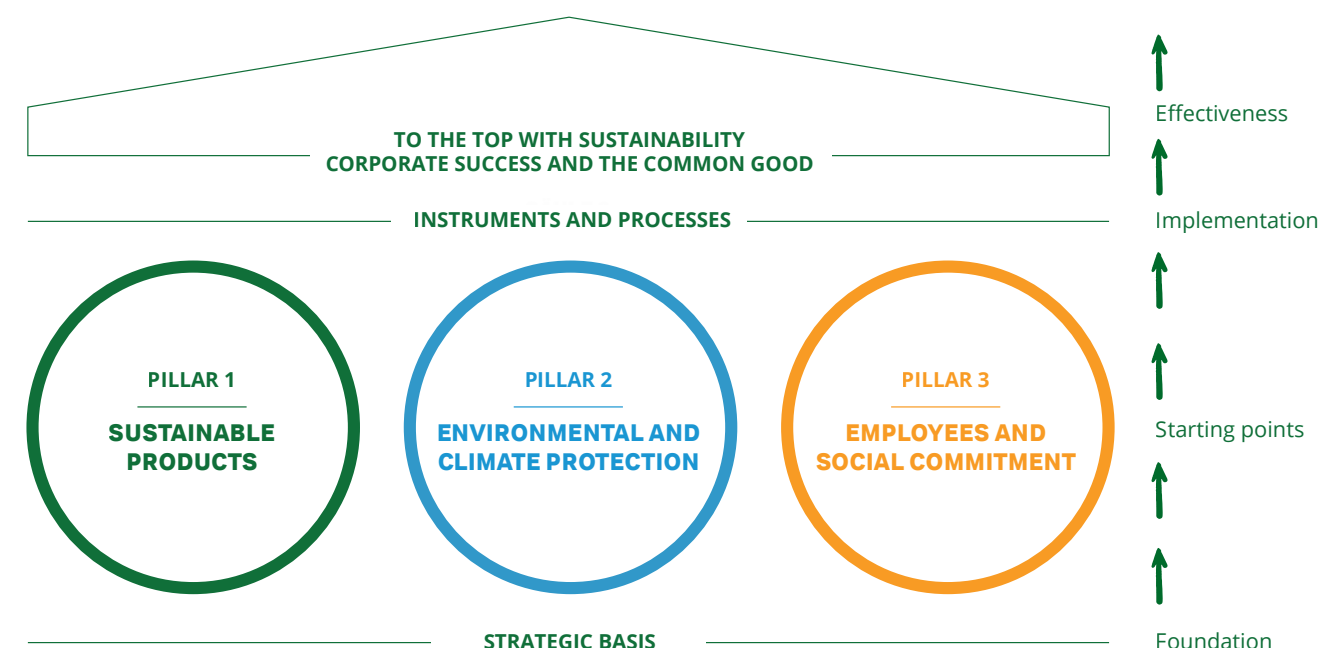
As a sustainability pioneer, we have again set high targets for the next few years. By the end of 2021, we would like to grow sales of sustainable products throughout the Coop Group to 6 billion francs. This benefits everyone: people, animals and the environment.

We continue to forge ahead with a strong inner drive!

**Philipp Wyss**  
Chairman of the Coop Group Executive Committee

# Our strategy

As a Swiss cooperative with a tradition stretching back more than 150 years, the Coop Group's focus lies on its members and its customers. In Retail, Wholesale and Production, we align our business activities with market-driven, environmental and ethical principles; this is the foundation of our success. After 47 years of strong commitment, sustainability has become part of everyday life throughout the Coop Group. It is integral to the company's DNA and is enshrined in our Articles of Association, our Corporate Profile and our missions.

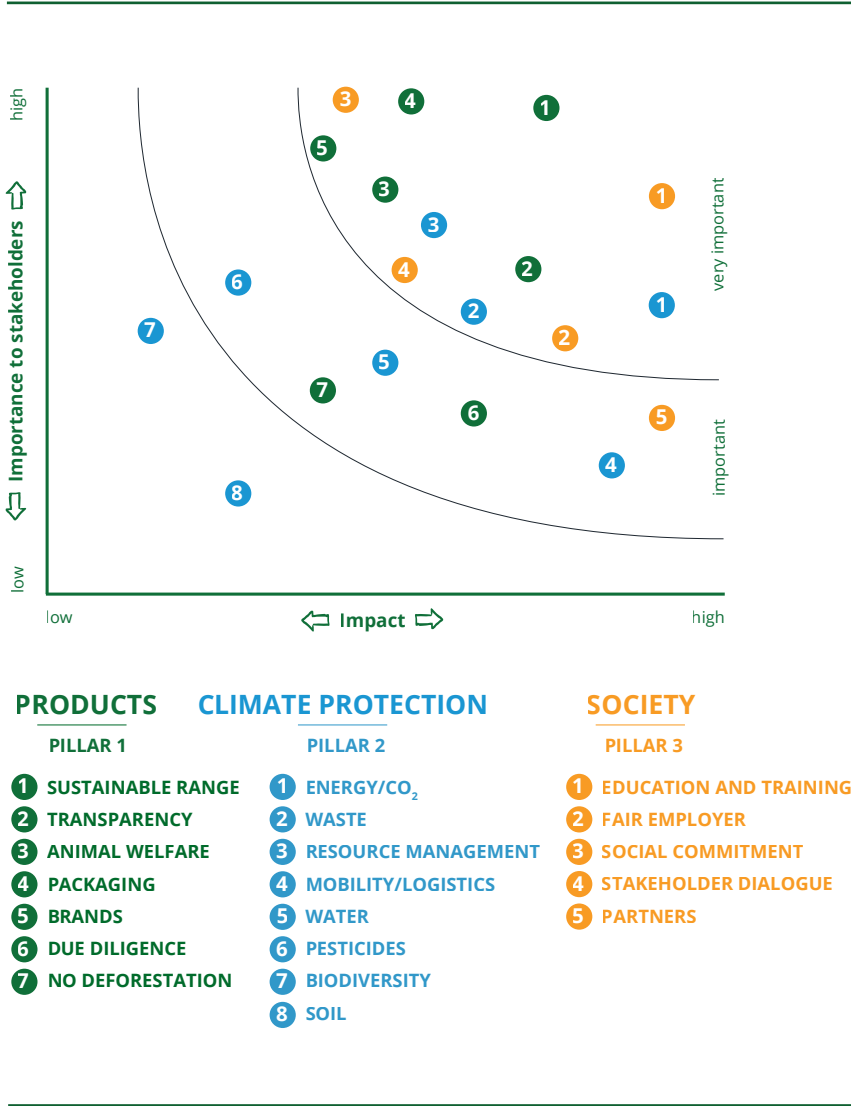


Our focus is on sustainable products, the environment and climate protection as well as commitment to our employees and to society.

Our sustainability efforts are concentrated on issues with high social, environmental, or economic relevance. Furthermore, we focus on the expectations and needs of our customers and all other stakeholders. In order to do even more to promote sustainable development, every five years we set new, ambitious and concrete sustainability targets in these areas and, each year, transparently communicate our efforts, progress and challenges. The targets apply to our three business areas Retail, Product and Wholesale, taking due account of their respective markets. We firmly enshrine sustainability in our core business and line management. Reflecting this, sustainability is incorporated in all relevant Coop Group strategies through our Sustainability Strategy, which we revised at the end of 2017. More information about the strategy concept can be found at [Actions, not words](#).

More informations under [action not words](#).



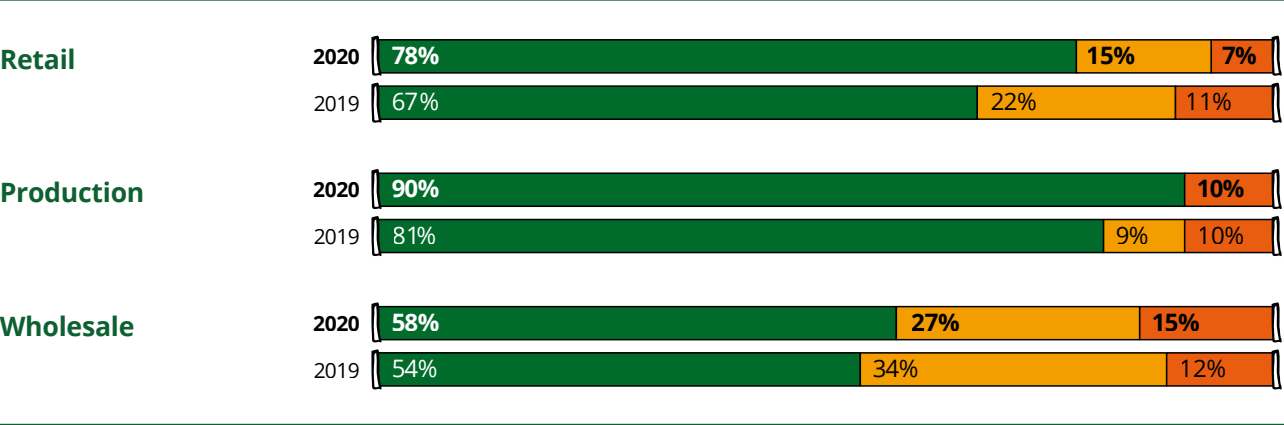


We always take an outside-in approach to our goal-setting process and, through dialogue with external [stakeholders](#), we also incorporate society's needs, scientific findings and global requirements. The multi-year targets are also aligned with the [Sustainable Development Goals](#) and we report on our progress in accordance with the international standard for sustainability communication of the [Global Reporting Initiative \(GRI\)](#).

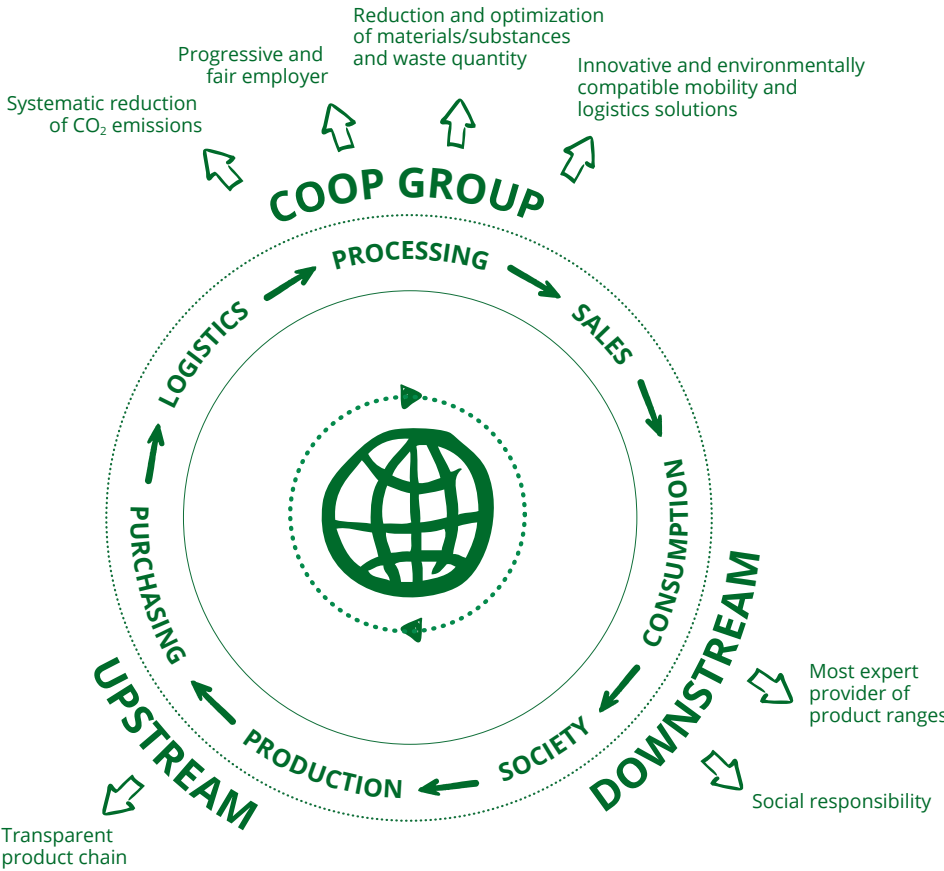
To ensure the effectiveness and credibility of our targets and measures, we are committed to implementing internationally recognized sustainability standards and guidelines. Our strategic priorities are reviewed annually, and newly identified; relevant issues are incorporated in the next goal-setting process. The current target period, running from 2014 to 2020, comprises 26 targets which are divided among our three pillars and seven overarching target areas. Due to the Covid pandemic, the target period has been extended for a further year and, where appropriate, transitional targets have been set for 2021.

The next multi-year target period will run from 2022 to 2026.

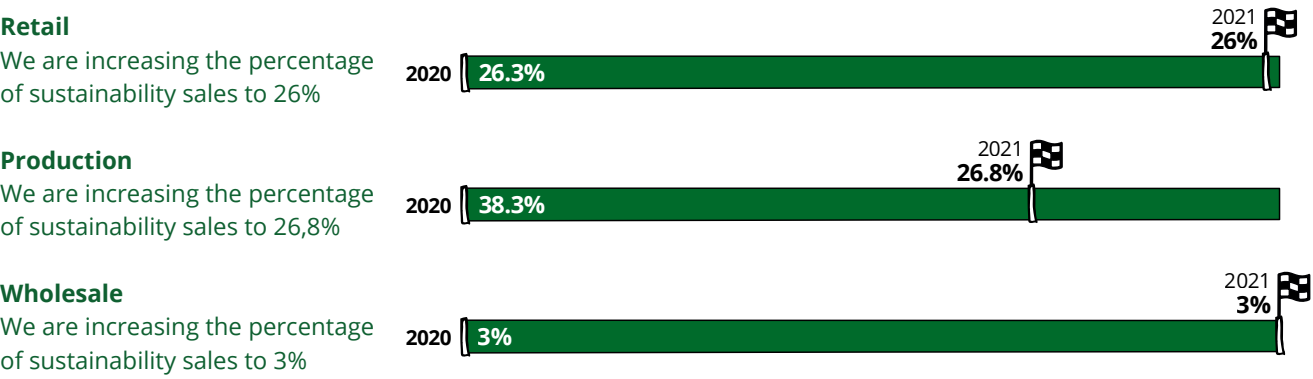
Despite the Covid pandemic, Coop systematically pursued its sustainability targets and made headway in all three business areas in 2020.



Our core business activities range from the purchasing and production of products in the food and non-food segment, to sales in our bricks-and-mortar and online channels along the entire value chain. We conducted a comprehensive, risk-based review to identify the positive and negative effects from a sustainability perspective on the various levels and assigned these to our overarching target areas. We report on relevance to Coop, our targets, measures, inner drive & projects, and highlights & figures within a specific topic.



The promote sales of sustainable products, we pursue the overriding objective of steadily increasing our sustainability sales year on year:



Our record result of CHF 5.4 billion in sales of sustainable products, CHF 4.8 billion of which was generated by Retail, is the result of our forward-looking strategy on sustainability. It was also affected by the unique market situation in the 2020 financial year: with restaurants shut and people working from home, we experienced higher demand in retail and at the production facilities for high-quality, sustainable products during the pandemic. In wholesale, the reverse was true. Although we achieved our target, we recorded a decline in sustainable products and in total sales compared with the previous year, which is attributable to the closure of hotels and catering outlets right across Europe.

# Management structure and organization of Sustainability department

The Coop Group, which has a cooperative structure, is managed by a Board of Directors which has ten members. The Coop Group's operational management is undertaken by a seven-strong Executive Committee. From May 2021, the Chairman of the Board of Directors is Joos Sutter; at the same time, Philipp Wyss will become Chairman of the Executive Committee.

Strategies, targets and missions are adopted by the Executive Committee. Coop's Sustainability Team is responsible for reviewing target attainment and ensuring the necessary operational aspects are in place. They maintain regular dialogue with sustainability officers in the three business areas Retail, Production and Wholesale.

# Sustainable Development Goals

The UN Sustainable Development Goals (SDGs) set global priorities and targets up to 2030 intended to get the world on course towards sustainability and tackle the current economic, social and environmental challenges. As an international company, through our key issues we incorporate these global goals in our strategies and spheres of action, contributing to their achievement in the private sector.

## BIG INFLUENCE

**8** MENSCHENWÜRDIGE ARBEIT UND WIRTSCHAFTSWACHSTUM

⇒ ORGANIC

⇒ FAIR-TRADE

⇒ CRITICAL RAW MATERIALS

⇒ BRAND STRATEGY

**12** NACHHALTIGE/R KONSUM UND PRODUKTION

⇒ ORGANIC

⇒ FAIR-TRADE

⇒ REGIONALITY

⇒ NON-FOOD

⇒ TRANSPARENCY

⇒ CRITICAL RAW MATERIALS

⇒ ANIMAL WELFARE

⇒ BRAND STRATEGY

## RELEVANT INFLUENCE

**2** KEIN HUNGER

⇒ ORGANIC

⇒ FAIR-TRADE

⇒ CRITICAL RAW MATERIALS

⇒ BRAND STRATEGY

**10** WENIGER UNGLEICHHEITEN

⇒ FAIR-TRADE

⇒ REGIONALITY

⇒ SOCIETY

**13** MASSNAHMEN ZUM KLIMASCHUTZ

⇒ NON-FOOD

⇒ ENERGY/CO<sub>2</sub>

⇒ CONSTRUCTION

⇒ MOBILITY/LOGISTICS

⇒ SOCIETY

**14** LEBEN UNTER WASSER

⇒ ORGANIC

⇒ CRITICAL RAW MATERIALS

⇒ BRAND STRATEGY

**15** LEBEN AN LAND

⇒ NON-FOOD

⇒ CRITICAL RAW MATERIALS

⇒ BRAND STRATEGY

⇒ PACKAGING

⇒ SOCIETY

# Coop and its stakeholders

As well as our employees, our stakeholders in upstream and downstream stages of the value chain are vital to our success and the implementation of our sustainability strategy. With this in mind, we hold a regular Coop Stakeholder Forum, which allows direct and in-depth dialogue with representatives of our five key stakeholder groups. It is an opportunity to take stock of what stakeholders expect and want of us and incorporate these in our targets and measures. The insights gained from dialogue with our stakeholders are reflected in our [Materiality Analysis](#).



# Our Stakeholder engagement

At the Coop Stakeholder Forum in 2019, we evaluated together our multi-year targets to the end of 2021. We also engage in regular dialogue with various stakeholders concerning the ongoing revision of targets from 2022 onwards. For 2022, our next Business Partner Conference is planned, the aim of which is drive forward sustainable innovations with our business partners. Our manufacturing companies and the Transgourmet Group are also in constant dialogue with public bodies, associations and organizations as well as employees, customers and suppliers.

## Issues and concerns of our key stakeholders



## Our additional communication channels

<b>PRODUCERS</b>	regular personal meetings, meetings with cooperatives, constant dialogue via various communication channels and platforms	identifying challenges in production/ product chain = potential for improvement
<b>EMPLOYEES</b>	personal and regular meetings, trainings, e-learnings, dialogue on committees	feedback on actions, ideas for further engagement, needs and interests of customers
<b>CUSTOMERS</b>	digital media, print media, Coop member press, customer service, direct customer contact in sales outlets	identifying social needs, scientific findings and global requirements early on
<b>PARTNERS</b>	regular personal meetings, constant sharing of expertise via various communication channels and platform meetings, conferences	recognition of commitment to sustainability among the general public, identifying trends early on, driving forward innovations together
<b>SOCIETY</b>	Sustainability Progress Report, "Actions, not words", awareness and research projects, sponsorship events	exemplifying, relaying and promoting values, working environment, attractiveness as an employer

# Our partners

To fulfil our responsibility along the value chain, we are committed to long-term, trust-based partnerships and members of various associations.

Link to [partnerships and memberships of associations](#)



## Pillar 1

# Sustainable products

We design our range to promote sustainable consumption, prevent negative impacts at the production and processing stage and preserve natural resources for future generations. To make sustainable shopping as transparent and simple as possible, in our own-label brands we are committed to organic, traded and regionally produced products in the food and non-food segment. Transparent and traceable product chains and the implementation of sustainable minimum standards for critical raw materials are a particular priority. The humane treatment of animals and reducing packaging materials are as important to us as the involvement of brand manufacturers in our strategy.

## UNCOMPROMISINGLY ORGANIC



**Coop is the most expert provider of particularly sustainable ranges.**



### RELEVANCE

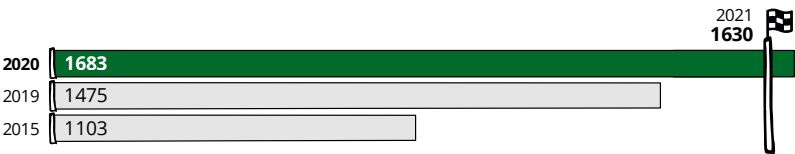
Organic agriculture is considerate of people, animals, and the environment. By relying on robust, non-GM varieties, varied crop rotation and dispensing with chemical-synthetic pesticides, growth regulators and hormones, as well as protecting the climate it helps preserve biodiversity and soil fertility. Smaller numbers, more space in the barn and access to the outdoors increase animal welfare. Therefore, we keep expanding our organic range every year, with the aim of promoting environmentally friendly cultivation, encouraging consumers to make more environmentally conscious decisions and, through sustainable production, protecting our natural resources - the earth, water, and air.

RETAIL

Target

We are expanding our position as a leading supplier of organic products in the Swiss retail sector and, in 2021 will generate turnover of CHF 1630 million from organic products.

Fill-level meter: in Mio CHF



Comments

- Accepted standards: Bio Suisse bud label, organic bud label, Naturaplan, Demeter, EU organic logo, BioRe
- We have achieved our target. Due to lockdown and working from home during the pandemic, our customers prepared more of their meals at home and bought lots of organic products.

Outlook and challenges

To meet the growing preference for high quality organic products and further expand the range, in the new multi-year target period 2022-2026 we will be pursuing even more ambitious organic targets.

Measures

- Constant expansion of the organic and Demeter range
- Active marketing of our own-label organic brand Naturaplan
- Promotion of organic agriculture through various Fund projects and actions
- Partnerships with the Research Institute for Organic Agriculture (FiBL)
- Strategic partnership with Bio Suisse since 1993
- Promotion of organically produced textiles and cosmetics through our own-label brand Naturaline

Inner Drive & Projects

- **New action: No. 382:** By 2023, small farmers will be producing organic and Fairtrade-certified premium cocoa on an area of 90 hectares in Madagascar. The project is being run in collaboration with HALBA, Zoo Zürich and Wildlife Conservation Society.
- **New Coop Fund project:** Reducing the supply gap for organic cider fruit in order to safeguard security of supply of Swiss organic fruit juice products for Coop
- **New Coop Fund project:** Feasibility study of the procurement of organic Fairtrade-certified coconut fat and other potential coconut products from the Côte d'Ivoire.

HIGHLIGHTS & FIGURES

Over 150 new Naturaplan products

Naturaplan sales: 90.2% of our organic sales

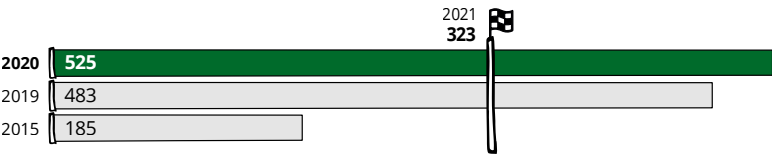
Over 40 new Demeter products (increase in sales of 70.5%)

PRODUCTION

Target

We are increasing turnover of organic products to CHF 323 million.

Fill-level meter: CHF million



Comments

- Accepted standards: Organic bud label, Demeter, BioRe, EU organic logo
- We have substantially exceeded our target.

Outlook and challenges

Although we have already exceeded our transitional target for 2021, we will continue to pursue our strategy over the next year and set even more ambitious targets in the new target period from 2022-2026.

Measures

- Ongoing switch to, and greater use of organically-produced raw materials
- Promotion of organic agriculture through various Fund projects and actions at the production stage

Inner Drive & Projects

- **New action: No. 382:** By 2023, small farmers will be producing organic and Fairtrade-certified premium cocoa on an area of 90 hectares in Madagascar. The project is being run in collaboration with HALBA, Zoo Zürich and Wildlife Conservation Society.

HIGHLIGHTS & FIGURES

HALBA: More organic chocolate during the pandemic? 23% increase in sales!

REISMÜHLE BRUNNEN: Growth in sales of dual-certified rice: organic and fair-trade, 25% increase in exports of organic rice

NUTREX: 3 new organic vinegars

HIGHLIGHTS  
& FIGURES

TRANSGOURMET  
GROUP: Launch of  
new own-label organ-  
ic brand NATURA

TRANSGOURMET  
SWITZERLAND:  
Launch with over 100  
Natura items (65  
year-round, approx.  
45 seasonal fruits and  
vegetables)

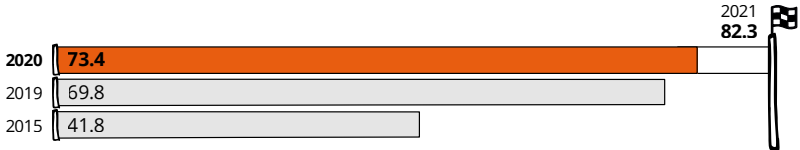
TRANSGOURMET  
GROUP: 5% increase  
in sales achieved  
despite pandemic

WHOLESALE

Target

We are increasing turnover of organic products to CHF 82.3 million.

Fill-level meter: CHF million



Comments

- Accepted standards: Organic bud label, Demeter, BioRe, EU organic logo
- We were unable to achieve our target. The closures of catering and hotel businesses due to the pandemic caused problems for us and led to a decline in sales throughout Wholesale, including in the organic range. Despite the challenging conditions, we were able to increase our sales of organic products year-on-year.

Outlook and challenges

We will continue adding to our range of organically-produced products, in order to further boost sustainability sales. With this in mind, last year we launched our Natura own-label organic brand. Transgourmet Switzerland alone will stock around 200 organic products by the end of 2021.

Measures

- Ongoing expansion of our range of organic products (organic bud label, EU organic logo)
- Promotion and expansion of the newly-launched Natura own-label organic brand with country-specific and international products
- TRANSGOURMET ÖSTERREICH: Expansion and promotion of its own-label organic brand “natürlich für uns”

SDGs



FAIRTRADE FOCUS ON  
FAIRNESS



Coop is the most expert  
provider of particularly  
sustainable ranges.



RELEVANCE

We scrutinize processes: the cultivation of raw materials, processing, trade. To combat poverty and ensure appropriate manufacturing conditions, we have been partnering with Max Havelaar since 1992. The Fairtrade label designates sustainably cultivated fair-trade products from developing countries and emerging markets. Minimum prices guarantee higher and stable incomes, and the Fairtrade premium supports the creation and expansion of local infrastructures, safety or health projects, education and training as well as quality improvements. Long-term trade relationships assure producers they can rely on sales of their goods. Each year, we invest in the expansion of our Fairtrade range and prioritize fairly produced products.

HIGHLIGHTS  
& FIGURES

We are the world’s  
largest supplier of  
Fairtrade products.

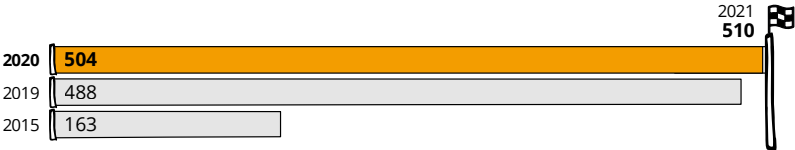
% of all Max Havelaar  
products in Switzer-  
land passed through  
a Coop check-out in  
2020

RETAIL

Target

We are increasing turnover of products bearing the Fairtrade Max Havelaar label 2.7-fold (compared with 2012).

Fill-level meter: CHF million



Comments

- Accepted standards: all Max Havelaar labels
- We have substantially exceeded our target. Due to lockdown and working from home during the pandemic, our consumers ate more at home and bought lots of fairly produced products.

Outlook and challenges

We are continuing to expand our measures and will remain committed next year to our inner drive and our collaboration with Fairtrade

Measures

- Promotion of fairly produced and traded products with social added value
- Addition of more Fairtrade products and Fairtrade Sourced Ingredients (FSI) to the range
- Partnership with Max Havelaar since 1992
- Promotion of the development of the mountain regions through our own-label brand Pro Montagna: a contribution from each product sold goes to the Coop Aid for Mountain Regions Sponsorship Programme.
- Promotion of fair-trade textiles and cosmetics through our own-label brand Naturaline

Inner Drive & Projects

- **New action: No. 382:** By 2023, small farmers will be producing organic and Fairtrade-certified premium cocoa on an area of 90 hectares in Madagascar. The project is being run in collaboration with Chocolats Halba, Zoo Zürich and Wildlife Conservation Society.
- **New action: No. 391:** Living Wage project with Max Havelaar: paying a living wage on two Fairtrade organic banana plantations in the Dominican Republic
- **New action: No. 394:** Philippine fishing families receive a fixed Fair-trade premium per kilogram to support the sustainable catching of Fairtrade yellowfin tuna.

HIGHLIGHTS  
& FIGURES

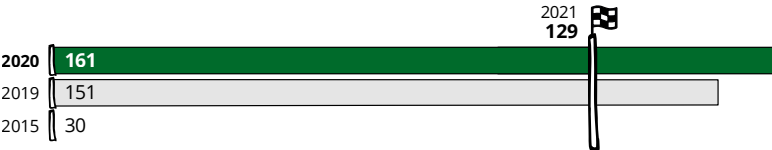
SUNRAY: Increase  
of 21% in sales of  
Fairtrade products  
compared with  
previous year

PRODUCTION

Target

We are increasing turnover of products bearing the Fairtrade Max Havelaar label 2.7-fold (compared with 2012).

Fill-level meter: CHF million



Comments

- Accepted standards: Fairtrade Max Havelaar
- We have substantially exceeded our target.

Outlook and challenges

The use of, and switch to Fairtrade products will remain a focus over the coming year. Reismühle Brunnen and Nutrex are already investigating new products to which to make the switch.

Measures

- Steadily increasing the use of fairly produced and traded raw materials and products with social added value
- Ongoing switch to, and expansion of the range of Fairtrade products and Fairtrade Sourced Ingredients (FSI)

Inner Drive & Projects

- **New action: No. 382:** By 2023, small farmers will be producing organic and Fairtrade-certified premium cocoa on an area of 90 hectares in Madagascar. The project is being run in collaboration with HALBA, Zoo Zürich and Wildlife Conservation Society.

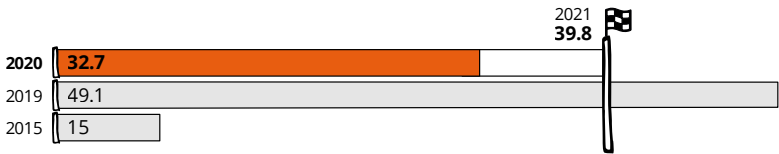


WHOLESALE

Target

We are increasing turnover of products with social added value to CHF 40 million.

Fill-level meter: CHF million



Comments

- Accepted standards: Fairtrade Max Havelaar, UTZ, Rainforest Alliance
- We failed to meet this target because of the Covid pandemic. The closures of catering and hotel businesses led to a decline in sales throughout wholesale, including in the Fairtrade range.

Outlook and challenges

For 2021, we plan to more prominently advertise and monitor target achievement for Fairtrade products and products from responsible sources.

Measures

- Promotion of fairly produced and traded products with social added value
- Ongoing process of switching the range to Fairtrade products
- TRANSGOURMET SWITZERLAND: cooperation with Fairtrade Max Havelaar

Inner Drive & Projects

- Due to the pandemic, no concrete projects could be implemented.

SDGs



TRULY REGIONAL



Coop is the most expert provider of particularly sustainable ranges.



RELEVANCE

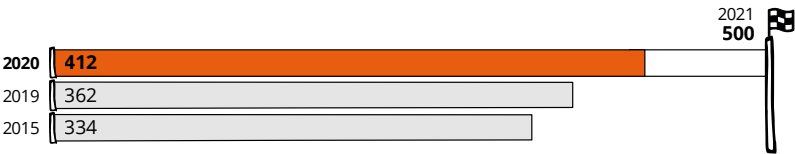
Regional products boost regional value creation and promote structural-ly weak regions. We offer attractive sales opportunities to smaller, arti-sanal producers in particular. In so doing, we promote value creation in the individual regions, as well as local and transparent products with the shortest possible transport routes. Furthermore, Swiss products satisfy the more stringent social and environmental Swiss minimum standards. Therefore, we would like to offer you a seasonal range of authentic flavours for every region.

RETAIL

Target

We are increasing turnover of regional products to CHF 500 million.

Fill-level meter: CHF million



Comments

- Accepted standards: Miini Region (incl. Bio-Regio), Pro Montagna, Swiss Parks, AOP/IGP, Marchio Ticino
- We have not achieved our target. Adding more regional products and achieving further sales growth remained difficult in 2020.

Outlook and challenges

The target will no longer apply in the new multi-year target period 2022-2026. We share our stakeholders’ view that, despite many advantages, regional products are not automatically more sustainable than those produced outside the respective region. However, we will continue investing in promoting structurally weak regions.

Measures

- The bulk of our investments are channelled to Swiss service providers and producers.
- Swiss partners and increase in sales of Swiss products
- Promotion of our own-label brands Miini Region and Pro Montagna

HIGHLIGHTS & FIGURES

89% of our delivery sales volume is channelled to producers and suppliers from Switzerland

PRODUCTION

Target

We promote the use of Swiss raw materials.



Comments

- At the Bell Food Group AG, the target only includes Swiss companies.
- We have achieved our target and were able to implement various measures. The only challenges arose at Reismühle Brunnen. Due to the poor rice harvest in Ticino, only small quantities of Swiss rice were available on the market.

Outlook and challenges

We remain committed to products from Switzerland and are strengthening our collaboration with local producers. Sunray, for instance, plans to add brown and green Swiss lentils to its range next year.

Measures

- Ongoing product range expansion and switch to Swiss raw materials
- Greater cooperation with regional partners and suppliers

HIGHLIGHTS & FIGURES

SWISSMILL: consistently high volumes of Swiss cereals purchased throughout the year: 225,000 t of cereal milled, Swiss organic pure spelt launched as a new product

BELL FOOD GROUP AG (Bell Switzerland): 89% of meat and meat products from Switzerland

BELL FOOD GROUP AG (Hilcona): 78% of fruit and vegetables from Switzerland

NUTREX: All fruit juices for fruit vinegar manufacture now come from Switzerland

HALBA: various raw materials switched to Swiss origin: 100% of sugar, milk powder, yellow millet, dried beans and Alpine herbs for nut mixes

WHOLESALE

Target

We offer our customers an expert range of regional and local products.

✓ FULFILLED

Comments

We have achieved our target. We were able to implement various measures to increase and promote the regional range at all national subsidiaries.

Outlook and challenges

As the Transgourmet Group, we provide important impetus for regional consumption in restaurants and contract catering. Going forward, we will continue meeting this rising demand by expanding our own-label brand Origine/Ursprung/Vonatur.

Measures

- Expansion of and active advertising for the regional range specific to each country
- Closer cooperation with local suppliers
- Diversification of local range of fruit and vegetables
- Promotion of our own-label brand Origine/Ursprung/Vonatur: each product is backed by a product and producer history.
- TRANSGOURMET SWITZERLAND: addition of AOP and IGP products to range
- TRANSGOURMET ÖSTERREICH: promotion of domestic agriculture through the partnership with “Land schafft Leben” (Land creates life)

HIGHLIGHTS & FIGURES

TRANSGOURMET SWITZERLAND: re-regional range of over 1,600 articles

TRANSGOURMET RUSSIA: 25% of range from regional producers

SDGs



NON-FOOD IN HARMONY WITH PEOPLE AND NATURE



Coop is the most expert provider of particularly sustainable ranges.



RELEVANCE

Our retail range includes a large number of non-food products: from clothes, laundry detergents and wood for crafts, to electronic appliances. Many of these raw materials are cultivated and processed in countries with heightened social and environmental risks. To also ensure responsible product and transparent supply chains for this part of our range, we have developed our own Oecoplan quality label and the own-label brand Naturaline bio & fair for textiles as well as Naturaline Swiss Cosmetics. By continually expanding our range of own-label products produced according to environmentally-friendly and socially acceptable standards, we support sustainable consumer decisions in the non-food segment.

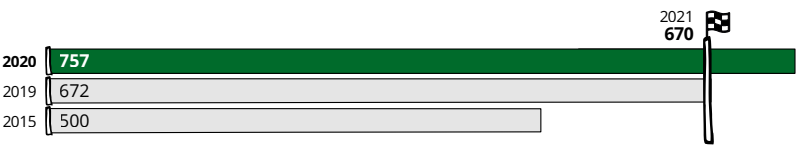


RETAIL

Target

We are increasing turnover of environmentally friendly products in the non-food segment to CHF 670 million.

Fill-level meter: CHF million



Comments

- Accepted standards: Oecoplan, Naturaline, FSC, Blue Angel, EU Ecolabel, Natrue, BDIH, Ecocert, Cosmos, Topten, Natureplus, Solidarité
- We have exceeded our target by an incredible CHF 100 million.

Outlook and challenges

These figures underline growing customer demand for environmentally-friendly products. We will remain committed to our own-label sustainability brands over the next year too.

Measures

- Promotion and expansion of the range with our sustainable own-label brands:
  - Oecoplan: Non- and near-food products and services with guaranteed transparent value chains, audited social requirements and recognized international ecolabels with added environmental value (for more, see our Oecoplan Guideline)
  - Naturaline Swiss Cosmetics: certified natural and organic cosmetics
  - Naturaline bio & fair: socially responsible and environmentally friendly production of textiles, 100% organic cotton (Naturaline Guideline)
- Partnership with the WWF and cooperation with the establishment of Oecoplan in 1989
- Due to social and environmental challenges in production, the raw materials wood, palm oil and cotton are treated as critical raw materials and we subject them to more intense scrutiny.

SDGs



HIGHLIGHTS & FIGURES

Lumimart: 96% of sales from efficient lighting (efficiency class A or higher)

Naturaline bio & fair: Our own-label brand turns 25.

0% peat in our compost

VISIBLE TRANSPARENCY



Coop has transparent product chains that take account of people, animals and the environment.



RELEVANCE

We want to know where our products come from and the conditions in which they were produced. The more complex the value chains, the harder it is to know them at every level and ensure compliance with sustainability standards. To boost transparency and traceability along the entire production and supply chain, we continually analyse our existing supply chains and adapt them to new insights. To enable our customers to make transparent buying decisions, origin, product contents and manufacturing conditions must be clear, and visible on the packaging. We also publish our commitment in the annual Sustainability Progress Report and report openly and honestly on our targets and whether we have achieved them.



HIGHLIGHTS  
& FIGURES

**Audited according to social standards (BSCI or equivalent):**

- food processors: 83%
- non-food product processors: 92%
- food importers: 74%
- non-food product importers: 91%

**Official complaints concerning deficient labelling:**

- 26 (17 related to own-label brands and 9 to branded products)
- Product recalls: 24**
- 19 food recalls (8 own-label brands and 11 branded products). Five instances involved products containing sesame which showed evidence of treatment with the banned fumigant ethylene oxide.
  - 5 non-food product recalls (5 branded products)

RETAIL

Target

We create transparency/traceability of own-label brands beyond the production and supply chain.



FULFILLED

Comments

We have achieved our target and implemented various measures for transparency and traceability. For instance, we have meticulously analysed the entire value chain for three high-risk products and their journey from field to our supermarkets.

Outlook and challenges

For the new target period 2022 – 2026 we are planning 100% traceability for critical raw materials for our entire own-label range. In addition, in 2021 we will carry out more mapping projects for the high-risk raw materials hazelnuts and tea.

Measures

... in production and processing

- Promotion of transparency and traceability through continual risk screening and monitoring as well as effective optimization of product chains
- Ensuring traceability for Coop own-label brands up to at least the last value-adding processing stage and, for critical raw materials, right back to primary production
- Critical raw materials: compliance with sustainable minimum and animal welfare standards
- Non-food and processed products: auditing of suppliers for social standards in risk countries (amfori BSCI)
- Own-label brands Naturaplan and Naturafarm Poulet: traceability back to the farm, with ID code/name of producer on the packaging
- Own-label brand Naturaline bio & fair: traceability through numerical code beyond production stages
- Our Guideline on Sustainable Sourcing: applies to all of our business partners as well as suppliers of own-label brands AND third-party brands
- Our Code of Conduct: prohibits any form of exploitation, extortion, bribery or corruption
- Mapping projects: analysis of the entire supply chain for high-risk products to enable target improvement measures to then be implemented

... at the sales outlet

- Our Labelling Guideline: guarantees transparent and clear product labelling, certifications with sustainability standards for conscious consumer decisions

Inner Drive & Projects

- Full transparency through mapping projects and analyses of the entire supply chains for coffee, processed tomatoes and eggs for processing

PRODUCTION

Target

We are able to transparently illustrate the product chain for all products and trace products through each production stage.



FULFILLED

Comments

We have achieved our target and implemented various measures.

Outlook and challenges

Transparency to the first stage of processing is assured for all our raw materials. However, we repeatedly encounter challenges ensuring traceability to the origin. To overcome this hurdle, the issue of transparency will feature more prominently in the new multi-year targets, with specific quantitative targets.

Measures

- Promotion of transparency and traceability through effective optimization of the product chains
- For critical raw materials: compliance with sustainable minimum standards, traceability back to primary production, compliance with animal welfare standards
- BELL FOOD GROUP AG (BELL SWITZERLAND): integrated poultry and agricultural production, use of DNA analyses to check cattle for Swiss origin
- REISMÜHLE BRUNNEN/NUTREX: guaranteed traceability of all main raw materials, regular audits of new suppliers and growing regions
- SWISSMILL: guaranteed traceability of all raw materials to the first stage of processing
- STEINFELS SWISS: Guaranteed traceability of all chemical ingredients
- HALBA/SUNRAY: ongoing process of switching the supply chains and products
  - Cocoa from Ghana now only produced on a cooperative basis
  - Project to increase transparency for cocoa butter
  - More direct sourcing of sunflower seeds
  - Hazelnuts now from southern Europe instead of Turkey, with traceability to the field
  - Beans now from Northern Macedonia instead of China

Inner Drive & Projects

- **New action: No. 382:** By 2023, small farmers will be producing organic and Fairtrade-certified premium cocoa on an area of 90 hectares in Madagascar. The project is being run in collaboration with Chocolats Halba, Zoo Zürich and Wildlife Conservation Society.

HIGHLIGHTS  
& FIGURES

**HALBA: cocoa beans from Ghana come from precisely 7,672 farmers in the Kuapa Kokoo Cooperative.**

**69% of all manufacturing companies have been audited for social standards (BSCI or equivalent)**

WHOLESALE

Target

We are able to transparently illustrate the product chain for own-label products and trace products through each production stage.

✓ FULFILLED

Comments

We have achieved our target and implemented various measures at all national subsidiaries.

Outlook and challenges

We have planned more projects for the coming year, and the issue of transparency will feature even more prominently in the new multi-year targets, with specific quantitative targets.

Measures

- Expanding and promoting our own-label brand Origine/Ursprung/Vonatur: guaranteed traceability back to the producer
- Ongoing expansion of data collection, including product origin
- For critical raw materials: compliance with minimum sustainability standards, traceability back to primary production, compliance with animal welfare standards
- TRANSGOURMET FRANCE: establishment and dissemination of specific sustainable sourcing guideline for Transgourmet France, project started on the collection of product data for critical raw materials
- TRANSGOURMET SWITZERLAND: guaranteed traceability is assured to one stage for each product
- TRANSGOURMET GERMANY: sharing of expertise and professional development in supply chain management launched, switch to new software for greater transparency on own-label products, performance of supplier audits
- TRANSGOURMET POLAND: traceability for own-label brands to raw material stage
- TRANSGOURMET ROMANIA: new guideline for product transparency across production stages has been written and launched
- TRANSGOURMET RUSSIA: new system for quality control implemented.
- TRANSGOURMET ÖSTERREICH: switch to an international own-label brand contract with regular supplier audits and supplier assessments

SDGs



FOCUS ON RAW MATERIALS



Coop has transparent product chains that take account of people, animals and the environment.



RELEVANCE

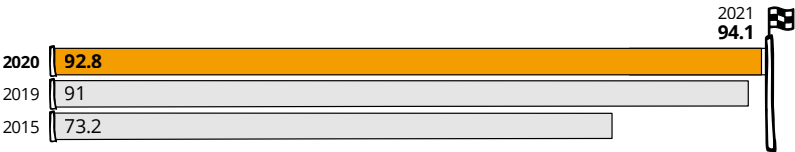
Together with our stakeholders, we have identified the critical raw materials in our purchasing, and the biggest environmental and social challenges encountered in their production. As the Coop Group, we want to consistently enforce sustainable minimum standards in primary production, in order to minimize our negative impacts. We focus on countries of origin where there is an increased risk of violations of social and environmental standards.

RETAIL

Target

- We secure sustainable purchasing over the long term for key raw materials.
- We apply at least sustainable minimum standards to 94.1% of critical raw materials used in our own-label brands.

Fill-level meter: in %



Comments

- We fell narrowly short of our target. We implemented various projects and made improvements for almost all our raw materials identified as critical. However, the pandemic put a spoke in our wheel, and we had to import more meat in order to satisfy increased demand. Moreover, there was a shortage of certified fruit and vegetables on the market. The use of certified palm oil in the non-food segment also remains a challenge. (Go to our Raw Materials Road Map)

Outlook and challenges

Next year, we will display particular commitment to raising sustainable minimum standards for fruit and vegetables, meat, and palm oil in non-food products.

Measures

- Systematically implementing sustainable minimum standards for critical raw materials in primary production.
- Fair, long-term and trusting business relationships
- Commitment to the development and refinement of sustainable minimum standards through active involvement in appropriate committees (go to our Memberships)
- Partnerships with the WWF, Max Havelaar and Bio Suisse of many years' standing
- Guideline on Sustainable Sourcing: applies to all of our business partners as well as suppliers of own-label brands and third-party brands.
- Our Code of Conduct: prohibits any form of exploitation, extortion, bribery or corruption
- Violations of our provisions or non-compliance with the requirements of internationally recognized standards: immediate rectification, sanctions which might even entail terminating the business relationship

HIGHLIGHTS  
& FIGURES

15 of our strawberry producers in the province of Huelva consumed 20% less water, thanks to the installation of a modern irrigation system

Over 90% of the avocados from our Chilean, Peruvian and Spanish suppliers are grown with sustainable water management

New membership of Palm Oil Network Switzerland

Inner Drive & Projects

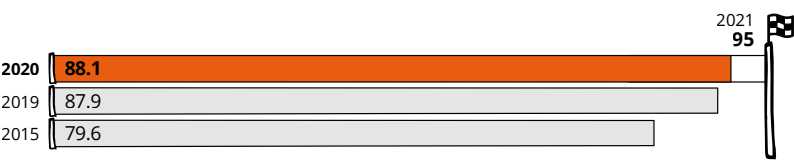
- **New action: No. 382:** By 2023, small farmers will be producing organic and Fairtrade-certified premium cocoa on an area of 90 hectares in Madagascar. The project is being run in collaboration with Chocolats Halba, Zoo Zürich and Wildlife Conservation Society.
- **New action: No. 392:** Expansion of the range with environmentally friendly, sustainable products according to IP Suisse guidelines in our own-label line Qualité & Prix
- **New action: No. 394:** Philippine fishing families receive a fixed Fair-trade premium per kilogram to sustainable the sustainable catching of Fairtrade yellowfin tuna.

PRODUCTION

Target

- We secure sustainable purchasing over the long term for key raw materials.
- We apply sustainable minimum standards to 95% of our critical raw materials.

Fill-level meter: in %



Comments

Not all our manufacturing companies use the same raw materials. Therefore, this target applies to the sourcing volume for:

- BELL FOOD GROUP AG (BELL SWITZERLAND): meat, milk, eggs, fruit and vegetables, fish, palm oil
- COOP BAKERIES: milk, eggs, fruit and vegetables, cocoa, hazelnuts, palm oil
- HALBA: milk, cocoa beans/cocoa butter, hazelnuts
- NUTREX: no critical raw materials
- REISMÜHLE BRUNNEN: rice
- STEINFELS SWISS: palm oil
- SUNRAY: fruit and vegetables, cocoa, hazelnuts
- SWISSMILL: milk
- We have not been able to implement sustainable minimum standards for critical raw materials across the board. For example, while Bell Food Group AG (Bell Switzerland) increased the volume of meat it sold in accordance with Swiss animal protection legislation compared with the previous year, it failed to meet the target set. Moreover, there was a shortage of certified fruit and vegetables on the market last year, which proved particularly problematic for Sunray when it came to achieving its target.

HIGHLIGHTS  
& FIGURES

COOP BAKERY: switch to palm oil-free doughs

HALBA: 100% certified palm oil (RSPO), 100% sunflower and pumpkin seeds from Europe

SWISSMILL: introduction of organic pure spelt on Coop shelves

REISMÜHLE BRUNNEN: sustainable Fund projects in India and Thailand

STEINFELS SWISS: 100% certified palm oil (RSPO)

BELL FOOD GROUP AG (BELL SWITZERLAND): 100% certified palm oil (RSPO or organic)

Outlook and challenges

In 2021 we will do our utmost to achieve our target.

Measures

- Systematically implementing sustainable minimum standards for our critical raw materials in primary production
- HALBA: various projects started for cocoa beans, hazelnuts, mangos and coconut oil
- SWISSMILL: long-term partnerships and further expansion with certified organic products from Switzerland
- BELL FOOD GROUP AG: long-term partnerships with suppliers, expansion of integrated poultry and agricultural production

Inner Drive & Projects

- **New action: No. 382:** By 2023, small farmers will be producing organic and Fairtrade-certified premium cocoa on an area of 90 hectares in Madagascar. The project is being run in collaboration with Chocolats Halba, Zoo Zürich and Wildlife Conservation Society.

WHOLESALE

Target

We promote sustainability standards for the critical raw materials used in our own-label brands.

 **PARTIALLY FULFILLED**

Comments

We have partially achieved the target. At various national subsidiaries, we have defined new criteria for sourcing critical raw materials and added new raw materials to our scope of application. Due to the pandemic, the issue was not tackled at Transgourmet Austria and Transgourmet Switzerland also had to suspend its planned risk analysis in the fish and seafood segment.

Outlook and challenges

Various switches are planned for the next year. In the new multi-year target period 2022-2026, all national subsidiaries will focus more intensely on critical raw materials and adopt quantitative targets to make their ranges more sustainable.

Measures

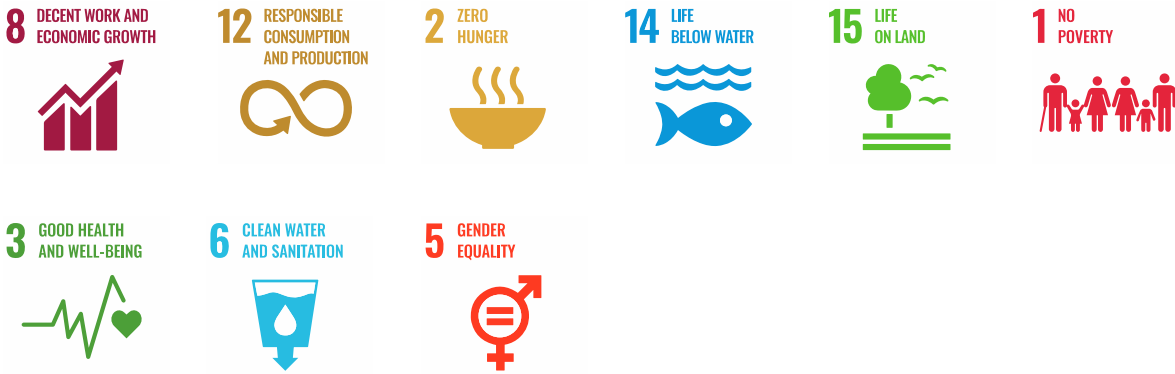
- TRANSGOURMET GERMANY: eggs and soya added to the scope of critical raw materials
- TRANSGOURMET POLAND: the four critical raw materials for its own-label brand TOPSELLER identified
- TRANSGOURMET FRANCE: range screening for new critical raw materials in own-label brands underway

HIGHLIGHTS  
& FIGURES

TRANSGOURMET GERMANY: cakes and tarts switched from palm oil to sunflower oil

TRANSGOURMET SWITZERLAND: increase in sales of MSC and ASC products and use of 100% sustainable palm oil (certified to RSPO)

SDGs





# BETTER ANIMAL WELFARE



Coop has transparent product chains that consider humans, animals and the environment.



## RELEVANCE

Eggs, milk and meat: we and our customers want these raw materials to come only from humanely reared animals, so we have firmly enshrined animal welfare in our strategy. Animal welfare refers both to the health and well-being of livestock and their ability to engage in natural behaviours. To ensure humane animal husbandry practices have been followed, we are committed to stringent, recognized animal welfare standards, promote innovative solutions for improving husbandry, and create a distinctive profile through various projects and schemes to promote animal welfare.

# RETAIL

## Target

We implement more rigorous animal welfare standards for our entire meat, dairy and egg range (satisfying Swiss legislation as a minimum) and promote innovative solutions to improve commercial livestock husbandry.



## Comments

We have achieved our target and were able to start various animal welfare-related projects thanks to funding from our Coop Sustainability Fund. Furthermore, we insist on observance of minimum animal welfare standards for all our animal raw materials (go to our Raw Materials Road Map).

## Outlook and challenges

An animal welfare strategy for the whole group will be drawn up in 2021. More flagship projects are also being planned.

## Measures

- Promotion and implementation of more stringent animal welfare standards in the meat, milk and eggs range: organic production, access-to-range and free-range farming, Swiss origin (advantages: quality, short transport distances, tough animal welfare legislation)
- Guideline on Sustainable Sourcing:
  - ban on hormones and growth promoters that are prohibited in Switzerland, and on preventive antibiotic use throughout the range
  - ban on products produced using practices involving cruelty to animals (foie gras, frogs’ legs), eggs from caged hens, real fur, mulesing, live plucking, feed lots
- long-term partnership with Swiss Animal Protection (SAP)
- promotion and marketing of our animal welfare own-label brands
  - Naturaplan: guaranteed by compliance with the Bio Suisse guidelines including smaller numbers, more space in the barn and access to the outdoors
  - Naturafarm: guaranteed regular outdoor exercise (ROEL) and particularly animal-friendly stabling (PAS)
- Coop animal welfare programmes: free-range geese, PAS rabbits and PAS chicken Switzerland, PAS and ROEL turkeys Switzerland, pasture grazing for horses
- Implementation of flagship projects: grassland pigs, mountain pigs, dual-purpose chickens, Original Simmertaler, Natura-Beef (rearing calves with their own or foster mothers)

More information about our commitment to animal welfare at [\(Link to TW Rapport 2020\)](#).

## HIGHLIGHTS & FIGURES

Increase of 13.5% year on year in sales of products with added animal welfare value

Naturafarm Porc handed over to IP Suisse: our more stringent animal welfare standards will now be supplemented with IP Suisse environmental and biodiversity criteria.

# PRODUCTION

## Target

We ensure that the animal raw materials used (meat, dairy, eggs) originate from humane animal husbandry.

 **FULFILLED**

## Comments

We have achieved our target and started various projects to promote animal welfare.

## Outlook and challenges

An animal welfare strategy for the whole group will be drawn up in 2021. Our manufacturing company Bell Schweiz AG (a division of BELL FOOD GROUP AG) is planning further measures, such as switching to 100% suckler cow husbandry for veal for our Naturafarm own-label brand.

## Measures

- Promotion of higher animal welfare standards for animal raw materials (range being switched to raw materials produced using organic or access-to-range and free-range methods)
- BELL FOOD GROUP AG (BELL SWITZERLAND): annual audits of slaughterhouses by independent inspection bodies, own don'ts list with bans on products involving cruel treatment of animals, founder and committed supporter of the Verein Original Simmentaler to promote Simmentaler cattle

## Inner Drive & projects

- **New action no. 389:** Launch of a completely energy-neutral, CO<sub>2</sub>-free poultry house according to particularly animal-friendly stabling (PAS) criteria

## HIGHLIGHTS & FIGURES

**BELL FOOD GROUP AG (Bell Switzerland): 32% of meat and meat products have an animal welfare label**

**HALBA: switch to 100% free-range eggs and milk powder from Switzerland**

# WHOLESALE

## Target

We are mindful of animal welfare throughout our range and create a distinctive profile in selected ranges.

 **FULFILLED**

## Comments

We have only partially achieved our target. The pandemic has delayed a number of aspects.

## Outlook and challenges

An animal welfare strategy for the whole group will be drawn up in 2021. We remain committed to humanely produced raw materials of animal origin and, in the new multi-year target period 2022-2026, will pay even more attention to these animal-based raw materials with quantitative targets.

## Measures

- Promotion and implementation of higher animal welfare standards in the meat, milk and egg range (range being switched to raw materials produced using organic or access-to-range and free-range methods)
- Launch of new Transgourmet own-label brand Natura, with organically produced raw materials of animal origin
- TRANSGOURMET SWITZERLAND: products with added value from an animal welfare perspective under the Origine own-label brand: meat from grass-fed cattle reared according to particularly animal-friendly and natural suckler cow methods, free-range chicken and guinea fowl, organic salmon, organic shrimps
- TRANSGOURMET FRANCE: launch of projects in the area of eggs and chicken, new guideline on "Sustainable Sourcing" including animal welfare criteria
- TRANSGOURMET ÖSTERREICH: Ongoing expansion of own-label brand Vonatur (3rd stage satisfies organic guidelines) with guaranteed traceability back to the producer
- TRANSGOURMET RUSSIA: caged eggs will be eliminated from the range by 2025
- TRANSGOURMET GERMANY: partner to the Albert Schweitzer Foundation, caged eggs will be eliminated by the end of 2021, new "Animal Welfare" guideline with defined minimum requirements
- TRANSGOURMET ROMANIA: caged eggs will be eliminated from the range by 2025, increase in sales involving animal-based raw materials from agricultural farming and free-range methods.

## SDGs



## HIGHLIGHTS & FIGURES

**TRANSGOURMET GERMANY: 5 new meat products added to the range under the organic own-label brand**

**TRANSGOURMET SWITZERLAND: launch of 5 new animal-based products under the Natura organic own-label brand**

# PACKAGING: REUSE, REDUCE, RECYCLE



Coop has transparent product chains that consider humans, animals and the environment.



## RELEVANCE

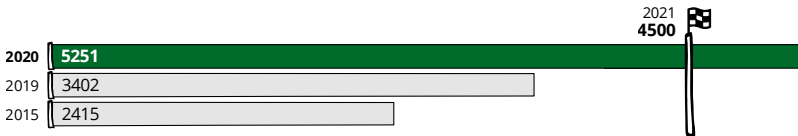
The manufacture and disposal of packaging can have a negative environmental impact. To save resources and avoid waste, we are continually reducing and optimizing our packaging material according to the 3R principle (Reduce, Reuse, Recycle). As part of this, when conducting the life-cycle assessment we must take account not just of the material, but also the packaging in conjunction with its functions and the influence on shelf life, contamination or damage to the product. If necessary in order to protect the product and preserve quality, we use more environmentally-friendly materials or recycled materials. This enables to save not only on resources, but also a lot of energy that is used in manufacture, transport and disposal.

## RETAIL

### Target

We are reducing and optimizing our packaging material by 4,500 tonnes (compared with 2012).

Fill-level meter: Tonnes



### HIGHLIGHTS & FIGURES

Naturaline cotton buds: 100% plastic-free, 100% organic cotton, FSC cardboard packaging

Salad and muesli now in cardboard trays: saving of 47 tonnes of plastic per year

Transport trays for garden pots made from old fridge components

### Comments

Thanks to innovative optimization projects, we have achieved our target and reduced (20%) or optimized (80%) our packaging material by around 1850 tonnes. We have switched to recycled plastic for washing-up liquid, oil bottles and plant pots and for all of the 24.5 million or so Swiss Alpina PET bottles sold each year.

### Outlook and challenges

To save resources, we will channel our inner drive into switching to creative solutions for packaging in future. According to our Packaging Roadmap we will reduce plastics by 20% by 2026.

### Measures

- Reduction in our packaging material along the entire value chain
- Expansion of range of unpackaged products (particularly fruit and vegetables)
- Closure of cycles by reusing reusable materials
- Optimization of our packaging material by using innovative packaging options with an equivalent or better life-cycle assessment
- Ban on bioplastics
- Switch from paper and cardboard packaging to recycled or FSC material (Forest Stewardship Council (FSC) certified products from sustainable forestry)
- Promotion of packaging recycling with recycling stations at sales outlets
- Open sale of nuts, dried fruits, cereals and pulses
- No printed till receipts
- Promotion of shopping with a multi-bag (multi-purpose bag made from FSC cellulose – Action no. 352)
- Partnerships in the circular economy

### Inner Drive & projects

- **New action: No. 383:** 432 tonnes of new plastic saved thanks to recycling
- **New action: No. 390:** Plastic disposable cutlery no longer provided for take-aways, replaced with wooden cutlery



HIGHLIGHTS  
& FIGURES

**NUTREX: switch to redesigned plastic bottles: saving of 7 tonnes of PET in bottles plus 3.2 tonnes of PET in plastic lids**

**STEINFELS SWISS: 138% increase in recycled materials used in plastic packaging**

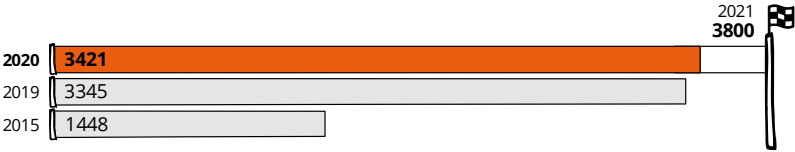
**PRODUCTION: 523 tonnes of packaging material saved**

PRODUCTION

Target

We are reducing and optimizing our packaging material by 3,800 tonnes compared with 2012 (end packaging and repackaging, end packaging is the priority).

Fill-level meter: Tonnes



Comments

We have achieved our target. In innovation projects to reduce packaging, our manufacturing companies Bell Food Group AG and Steinfels Swiss were ahead of the field this year.

Outlook and challenges

We will continue with these measures over the next year.

Measures

- Reduction in our packaging material along the entire value chain (particularly cling film and corrugated cardboard)
- Optimization of our packaging material by using innovative packaging options with an equivalent or better life-cycle assessment

HIGHLIGHTS  
& FIGURES

**TRANSGOURMET GERMANY: reduction of 46% in shrink wrap used**

**TRANSGOURMET ÖSTERREICH: saving of 770,000 styropor trays and 8,000 rolls of shrink wrap**

WHOLESALE

Target

We analyse the relevant packaging volumes that we are able to influence and set reduction and optimization targets on that basis.



Comments

We have partially achieved our target. A few measures were implemented. Due to the pandemic, Transgourmet Russia has postponed its announced analysis of packaging materials.

Outlook and challenges

In the new multi-year target period 2022-2026, we are planning quantitative reduction and optimization targets for our packaging.

Measures

- Use of sustainable packaging and reusable solutions, plastic-free where possible
- Ongoing review of product packaging to identify potential improvements
- Switch to open sale for fruit and vegetables
- TRANSGOURMET SWITZERLAND: preparation of potential assessments, implementation planned for next year
- TRANSGOURMET GERMANY: analysis of own-label products and appropriate measures: recommended actions, materials register, trainings, replacement of packaging with more sustainable alternatives
- TRANSGOURMET ÖSTERREICH: various optimization projects completed (fruit and vegetables now in FSC-certified cardboard trays, reusable inserts instead of PVC shrink wrap, packaging of organic bananas switched from plastic to cellulose and packaging of oranges and lemons switched to cotton nets)
- TRANSGOURMET POLAND: reusable bags introduced for open sale, new environmentally-friendly packaging
- TRANSGOURMET ROMANIA: ongoing switch from plastic to cardboard

Inner Drive & projects

- TRANSGOURMET GERMANY: Sustainable Packaging project (financed by our Coop Sustainability Fund)
- TRANSGOURMET FRANCE: fish and seafood reusable containers rolled out to other ranges

SDGs





# CLEAR STANDARDS IN BRANDED RANGE TOO



Coop has transparent product chains that take account of people, animals and the environment.



## RELEVANCE

We believe our own-label brands offer by far the greatest scope for action. In order to help make the entire food industry more sustainable in the long run, we also require our brand manufacturers to comply with customary, or their own sustainability standards.

## RETAIL

### Target

We also require brand manufacturers to comply with customary sustainability standards or their own, adequate sustainability standards.

 **PARTIALLY FULFILLED**

### Comments

We have only partially achieved our target. Although sustainability issues are regularly discussed with brand manufacturers, our direct influence and scope for action is limited.

### Outlook and challenges

Our next Green Business Partner Conference involving brand manufacturers is planned for 2022. We hold intensive discussions to raise awareness among our business partners surrounding sustainability and, together, identify potential for improvement and appropriate measures for our ranges.

### Measures

- Guideline on Sustainable Sourcing: applies to all of our business partners as well as suppliers of own-label brands AND third-party brands
- Definition of internal targets for critical raw materials in branded goods (coffee, cocoa, palm oil, fish and seafood, wood/paper and peat)
- Launch of branded products bearing the bud label under our own-label brand Naturaplan

### HIGHLIGHTS & FIGURES

#### Example: coffee

- **Percentage of coffee that meets sustainability standard (brands): 8%**
- **Accepted standards: Fairtrade, Bio Suisse, EU organic logo, UTZ, Rainforest Alliance, 4C**

#### Example: palm oil

- **Percentage of physically sustainable palm oil in food (brands): 50.5%**
- **Accepted standards: RSPO IP, RSPO Segregated, RSPO Mass Balance, Bio Suisse**

### SDGs



## Pillar 2

# Environment and climate protection

Progressive climate change and the associated global warming are among the biggest challenges of our time. As a cooperative, we want to continually and consistently minimize the impact of our business activities on the climate. We set ourselves the goal of being completely carbon-neutral by 2023 back in 2008 and began working towards our ambitious climate target with lasting and comprehensive measures. By reducing greenhouse gas emissions and optimizing our use of resources, we are steadily improving our environmental performance as a business and focus on aspects on which, in our business activities, we can have the greatest direct impact. To reduce CO<sub>2</sub> emissions, we are continually cutting back our energy consumption, relying on renewable energy sources and investing in sustainable mobility and logistics solutions. The use of the latest standards for sustainable buildings and a targeted waste and recycling management system also ensure that we use natural resources sparingly.

## POSITIVE ENERGY



**Coop is significantly reducing its own energy consumption and protecting the climate by systematically reducing CO<sub>2</sub> emissions.**



### RELEVANCE

As its concentration increases in the atmosphere, the greenhouse gas CO<sub>2</sub> is leading to permanent global warming, disrupting the balance of our ecosystem. To minimize our impact on climate change, each year we record our carbon footprint and identify the measures needed to further reduce our energy consumption. We offset emissions from business trips, coop.ch delivery trips, air freight and business vehicles through climate protection projects along our own supply chain. We also continually increase the use of renewable energy sources.

RETAIL

Target 1

We are reducing energy consumption in absolute terms by 8.6% compared with 2012.

Fill-level meter: MWh



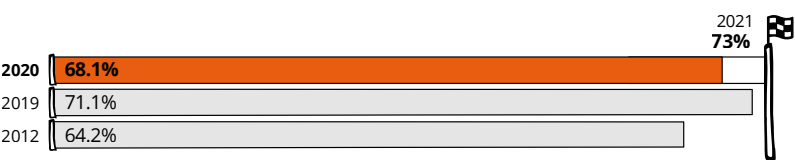
Comments

We have achieved our target and consumed less energy overall. This phenomenal result is due among other things to reduced air traffic during the pandemic.

Target 2

We are increasing the percentage of renewable energy sources to 73%.

Fill-level meter: %



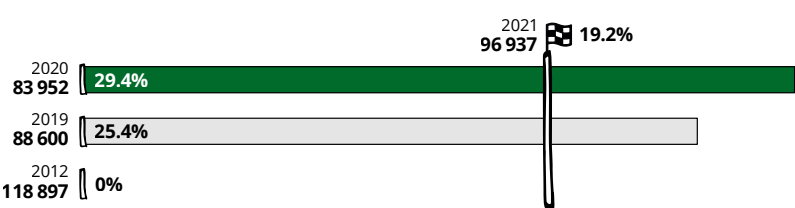
Comments

We have not achieved our target. The switch to renewable energy sources is running a little behind schedule.

Target 3

We are reducing CO<sub>2</sub> emissions in absolute terms by 19.2% compared with 2012.

Füllstandmesser: Tonnen



HIGHLIGHTS & FIGURES

Less air freight: CO<sub>2</sub> reduced by 9,252 tonnes compared with previous year (equates to the CO<sub>2</sub> captured by around 740,000 trees)

Ban on air freight for herbs between May and September

Saving through active shift to rail - Railcare: 8,307 tonnes of CO<sub>2</sub> and over 11.2 million road kilometres avoided

Direct greenhouse gas emissions (Scope 1): 31,143 tonnes of CO<sub>2</sub>

Indirect greenhouse gas emissions (Scope 2): 7,328 tonnes of CO<sub>2</sub>

Comments

We have substantially exceeded our target and reduced our CO<sub>2</sub> emissions by an outstanding 30% since 2012. Our rail company railCare AG offers the added benefit of substantial potential savings in transport logistics.

Outlook and challenges

In 2008 we set ourselves the goal of being completely carbon-neutral by the end of 2023. By reducing our energy consumption and using renewable energy sources, we will have lowered our operational CO<sub>2</sub> emissions by 41% by 2023. From 2024, we will aim for the national climate target of net zero emissions by 2050. We will give our all for the climate, and never give up.

Measures

- Consideration for climate protection in the manufacture and transport of products
- Sustainability standards in mobility and logistics and building management
- Use of natural refrigerants such as CO<sub>2</sub> and ammonia in supermarkets (Action 94)
- Installation of closed refrigerating units and use of waste heat from cooling equipment
- Low-CO<sub>2</sub> energy generation
- Renewable energy sources to generate heat
- Offsetting through climate protection projects to the Gold standard (the world's most stringent offsetting standard)
- Less air freight
- 100% carbon-neutral textiles in the Naturaline Textiles own-label brand
- Zero peat in composts to preserve moorland
- Founding member of WWF Climate Savers and now a Climate Partner of the WWF

Inner Drive & projects

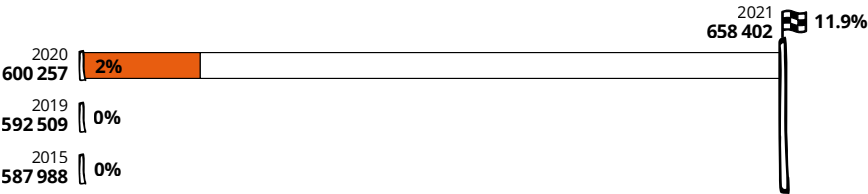
- **New action no. 389:** Launch of an energy-neutral, CO<sub>2</sub>-free poultry house in partnership with Bell Switzerland (a division of Bell Food Group AG)

PRODUCTION

Target 1

We are reducing energy consumption in absolute terms by 11.9% compared with 2015.

Fill-level meter: MWh



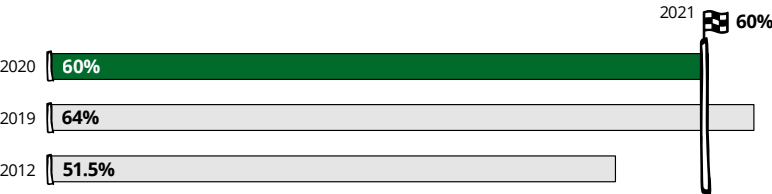
Comments

e have missed our target.

Target 2

We are increasing the percentage of renewable energy sources to 60%.

Fill-level meter: in %



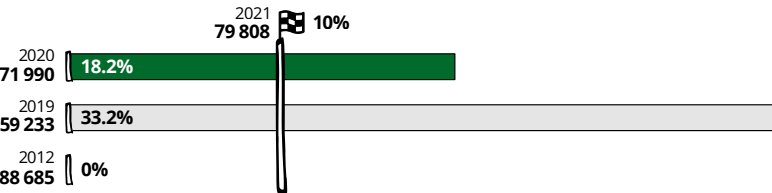
Comments

We have achieved our target of 60% renewable energy sources.

Target 3

We are reducing CO<sub>2</sub> emissions in absolute terms by 10% compared with 2015.

Fill-level meter: Tonnes



Comments

- We have not achieved our target. The unfavourable electricity mix at Bell Germany (a division of the BELL FOOD GROUP AG) led to increased CO<sub>2</sub> emissions.

HIGHLIGHTS & FIGURES

HALBA: Oil no longer used at all as an energy source

BELL FOOD GROUP AG (Bell Switzerland): Electricity for the equivalent of around 750 households now comes from its re-newable heat pump

Direct greenhouse gas emissions (Scope 1): 39,159 tonnes of CO<sub>2</sub>

Indirect greenhouse gas emissions (Scope 2): 31,255 tonnes of CO<sub>2</sub>

Measures

- Energy consumption analyses to identify scope for optimization in processing, and appropriate measures
- Continued use of waste heat and cold occurring in production processes
- Use of renewable energies to generate heat (e.g. wood chippings or heat pumps)
- Sustainability standards in mobility and logistics and building management
- Installation of closed refrigerating units and use of waste heat from cooling equipment
- Low-CO<sub>2</sub> electricity generation and optimization of the electricity mix

Inner Drive & projects

- New action no. 389:** Launch of an energy-neutral, CO<sub>2</sub>-free poultry house in partnership with Bell Switzerland (a division of Bell Food Group AG)



HIGHLIGHTS  
& FIGURES

TRANSGOURMET  
ÖSTERREICH: Carbon  
neutral, completely  
reliant on hydroelec-  
tric power, 100%  
offsetting of remain-  
ing CO<sub>2</sub> emissions in  
Gold-standard cli-  
mate protection  
project Godawari  
Power

Direct greenhouse  
gas emissions (Scope  
1): 27,356 tonnes  
of CO<sub>2</sub>

Indirect greenhouse  
gas emissions (Scope  
2): 98,338 tonnes  
of CO<sub>2</sub>

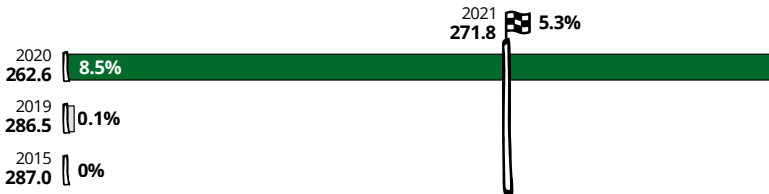
WHOLESALE

Target 1

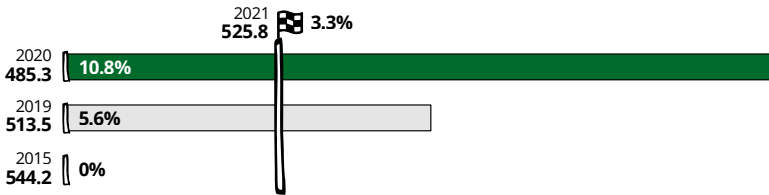
We are reducing specific energy consumption (heat/electricity) at our sales outlets in Western Europe by 5.3% per m<sup>2</sup> and in Eastern Europe by 3.3% (compared with 2015).

Fill-level meter: MWh

Western Europe:



Eastern Europe:



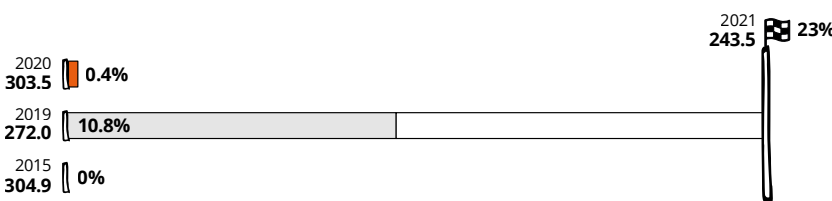
Comments

We have substantially exceeded both targets.

Target 2

We are reducing specific energy consumption in deliveries by 23% per tonne of goods delivered (compared with 2015).

Fill-level meter: MWh



Comments

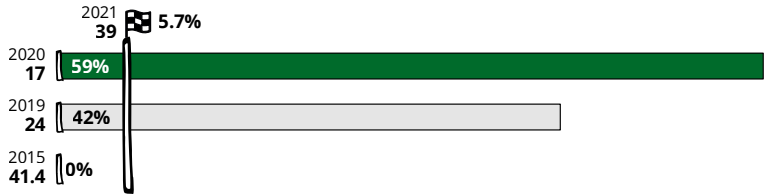
We have missed our target. Owing to the pandemic, we delivered fewer goods overall and made less efficient use of delivery route capacity.

Target 3

In the cash & carry business, we are reducing specific CO<sub>2</sub> emissions per m<sup>2</sup> by 5.7% in Western Europe and by 6.0% in Eastern Europe (compared with 2015).

Fill-level meter: Tonnes

Western Europe:



Eastern Europe:



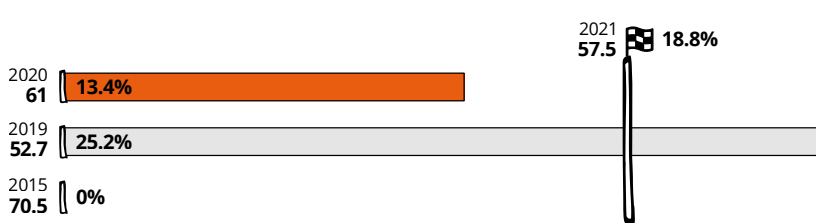
Comments

We have substantially exceeded our target.

Target 4

We are reducing specific CO<sub>2</sub> emissions in deliveries by 18.8% per tonne of goods delivered (compared with 2015).

Fill-level meter: in %



Comments

We have missed our target. Owing to the pandemic, we delivered fewer goods overall, and made less efficient use of delivery route capacity as a result.

Measures

- General reduction in CO<sub>2</sub> emissions
- Sustainability standards in mobility and logistics and building management
- Installation of closed refrigerating units and use of waste heat from cooling equipment
- Low-CO<sub>2</sub> energy generation
- Renewable energy sources to generate heat
- Pilot projects using energy measurement systems
- Optimization of the electricity mix to lower CO<sub>2</sub> emissions

SDGs



# MOBILITY & LOGISTICS

## CO<sub>2</sub> ROAD MAP



Coop has innovative and environmentally friendly mobility and logistics solutions



### RELEVANCE

A large proportion of CO<sub>2</sub> emissions comes from goods transportation. We are committed to innovative and alternative fuels such as hydrogen, biodiesel from waste, or biogas. By shifting our goods transport in excess of 90 kilometres (= 1 trip from Zurich to Basel) to rail, we are further reducing the environmental impact of our logistics. We offset our air freight and business trips as well as coop.ch delivery trips. Furthermore, by basing our range around seasonal and regional products, we promote the purchase of products that have travelled shorter distances.

### HIGHLIGHTS & FIGURES

45% of our trucks are powered by carbon-neutral biodiesel from organic waste (such as frying oil from our restaurants)

7 carbon-neutral hydrogen-fuelled trucks purchased with 10 tonne capacity – saving around 80 tonnes of CO<sub>2</sub> per year, per truck

Construction of 2 new hydrogen filling stations

Less air freight: CO<sub>2</sub> reduced by 9,252 tonnes compared with previous year (equates to the CO<sub>2</sub> captured by around 740,000 trees)

Ban on air freight for herbs between May and September

### RETAIL

#### Target 1

For goods transport in excess of 90 km from the national distribution centres, we are switching from road to rail

✓ FULFILLED

#### Comments

We have achieved our target and consistently implemented the shift from road to rail for distances in excess of 90 km. Last year, we saved 8,307 tonnes of CO<sub>2</sub> and over 11.2 million road kilometres.

#### Target 2

We are trialling and implementing innovative mobility solutions.

✓ FULFILLED

#### Comments

We have achieved our target and successfully continued our pioneering work with the use of hydrogen in transport logistics.

#### Outlook and challenges

We already have more hydrogen-fuelled trucks and hydrogen filling stations planned for the next year. Together with the H2 Mobility Switzerland Association, we are building a network of hydrogen filling stations that will cover the whole of Switzerland by the end of 2023. We are also planning to open 100 e-charging stations by 2023.

#### Measures

- Greater efficiency in logistics, shifting goods transport to rail, promotion of innovative transport systems based on renewable energies
- Use of carbon-neutral biodiesel from organic waste for our trucks (this might contain substances such as frying oil from our manufacturing companies and restaurants)
- Development and trialling of future-proof mobility systems by our rail company railCare AG
- Pioneer in hydrogen-fuelled mobility, founder of the H2 Mobility Association, construction of the first public hydrogen filling station
- Promotion of electromobility
- Cargo sous terrain (CST): switching goods transport underground - initiation and co-development of the project from the outset

## WHOLESALE

### Target

We are trialling and implementing innovative mobility solutions

### Comments

We have only partially achieved our target. Due to the pandemic and the associated restaurant closures, our delivery route capacity was very badly under-utilized.

### Outlook and challenges

In future, we will continue trialling new and sustainable transport alternatives.

### Measures

- Greater efficiency in logistics, switching goods transport
- Promotion of innovative transport systems based on renewable energies
- Development and trialling of future-proof mobility systems
- TRANSGOURMET SWITZERLAND: Trials of telematics, truck fleet being gradually switched, used cooking oil is taken back for free and recycled into biodiesel
- TRANSGOURMET POLAND: Pilot project with electric trucks
- TRANSGOURMET GERMANY: new technologies trialled for commercial vehicles, 15 new trucks in use powered by compressed natural gas

### HIGHLIGHTS & FIGURES

**TRANSGOURMET GERMANY:** Awarded the Sustainability Prize for Logistics by logistics association Bundesvereinigung Logistik (BVL)

**TRANSGOURMET FRANCE:** Test of a new logistics system in Paris

### SDGs

13 CLIMATE ACTION



## WASTE CLOSING LOOPS



Coop is reducing and optimizing specific use of materials and substances and waste.



### RELEVANCE

Avoiding, rather than causing waste: we are committed to the responsible use of resources and to reducing the amount of waste we generate. Through targeted waste management and the concept of the circular economy, we are continually minimizing and optimizing our use of materials and substances and closing product cycles by reusing raw materials while also saving costs. Thus, the food waste and leftovers from restaurants that occur despite all our efforts are fermented into biogas, and the digestate is used as fresh compost and liquid fertilizer for agriculture. To reduce the amount of waste generated at home by our customers, we are constantly working on using fewer packaging materials and switching to the most environmentally sound alternatives.



HIGHLIGHTS  
& FIGURES

Reusable: in total, we collect and recycle 32 different materials

La Mocca coffee capsules switched from plastic to aluminium: during recycling, reduces energy consumption by 95% per kilogram of capsules

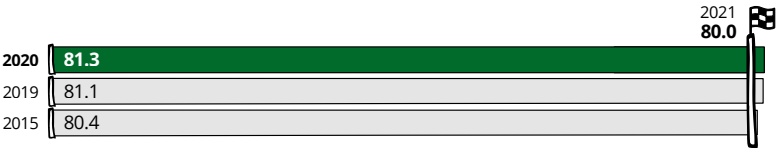
New liquid waste measurement to reduce food waste in all restaurants

RETAIL

Target

We are increasing the reusable materials quota to 80%.

Fill-level meter: %



Comments

- We have substantially exceeded our target.
- In total, we produced 135,850 tonnes of waste last year. 81.3% of that total was either recycled or used as fuel. The remaining 18.7% was disposed of as household waste, bulky waste or building rubble in landfills for inert materials.

Outlook and challenges

In order to achieve our targets while also save on the costs of disposal, going forward we will be even more committed to the holistic approach of the circular economy, recycling and reusing materials and closing loops.

Measures

- Monthly recording of clean materials separately collected and recycled at sales outlets. Each point of sale has a disposal concept specific to it and the sales format involved.
- Sparing use of resources, promotion of their reuse through targeted waste management and the circular economy: reduction in volume of household waste, optimization of materials (taking due account of longevity, reparability, modularity) and increase in recycling rate
- Organic waste is transformed into animal feed, biogas, biodiesel for our trucks, and the digestate into compost and liquid fertilizer for agriculture
- Commitment to Swiss Recycling's circular economy platform and to the "Design for Recycling Alliance".
- Cooperation with various partners in the area of waste and recycling
- Guideline on secondary packaging
- Recycling stations at our sales outlets, facility to return various materials
- Commitment to combating litter in partnership with IGSU Interest Group for a Clean Environment

Inner Drive & projects

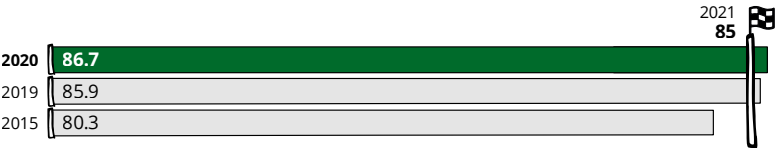
- Hire and repair service for machines and appliances at Coop Building & Hobby and Fust.

PRODUCTION

Target

We are increasing the quota of reusable materials to 85%.

Fill-level meter:



Comments

- We have substantially exceeded our target.
- In total, we produced 92,619 tonnes of waste last year. 86.7% of that total was either recycled or used as fuel. The remaining 13.3% was disposed of as household waste, bulky waste or building rubble in landfills for inert materials.

Outlook and challenges

In future, we will focus even more on closing product cycles. Swissmill and Pearlwater have started new pilot projects for the sophisticated treatment and recycling of waste that was previously disposed of.

Measures

- Analysis of industrial sidestreams at all manufacturing companies, waste occurring during the processing of raw materials
- Monthly recording of reusable materials separately collected and recycled
- Sparing use of resources, promotion of their reuse through targeted waste management and the circular economy
- Guideline on secondary packaging



HIGHLIGHTS  
& FIGURES

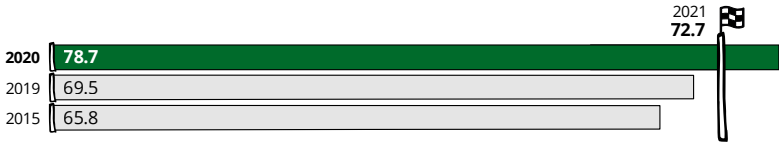
TRANSGOURMET  
SWITZERLAND:  
already recycles  
80% of its reusable  
materials

WHOLESALE

Target

We are increasing the quota of reusable materials to 73.0%.

Fill-level meter: %



Comments

- We have substantially exceeded our target.
- In total, we produced 53,384 tonnes of waste last year. 78.7% of that total was either recycled or used as fuel. The remaining 21.3% was disposed of as household waste, bulky waste or building rubble in landfills for inert materials.

Outlook and challenges

We remain committed to our rigorous waste management. For 2021, TRANSGOURMET FRANCE intends to tackle recycling in its warehouses head-on. TRANSGOURMET SWITZERLAND has identified potential improvements to the way data are collected and now intends to implement these.

Measures

- Recording of reusable materials separately collected and recycled
- Ongoing reduction in residual waste volume, sparing use of resources, promotion of their reuse through targeted waste management

SDGs

13 CLIMATE ACTION



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



BUILDING BLOCKS OF  
THE FUTURE



Coop is reducing and optimizing specific use of materials and substances and waste.



RELEVANCE

Buildings are among the biggest consumers of primary resources. By using sustainable construction methods, we are reducing CO<sub>2</sub> emissions and promoting the efficient use of energy while at the same time improving the quality of the work environment for our employees. Moreover, this approach reduces operating and maintenance costs. Therefore, we always plan and optimize our newbuilds and renovation work in our stores, warehouses and head offices according to environmental specifications and the Minergie standard. Technical innovations are being deployed to make our sales outlets increasingly resource-friendly and energy-efficient.

HIGHLIGHTS  
& FIGURES

New photovoltaic units on Coop roofs: 24,373 m² (equivalent to around 3 football pitches)

100% LED lighting in supermarkets and Coop restaurants

414 out of 900 supermarkets already meet the Minergie standard

RETAIL

Target

We are developing a comprehensive “Sustainable Construction” concept and consistently implementing this in our new buildings and when renovating existing buildings.



FULFILLED

Comments

We have achieved our target and were able to undertake regular improvement measures. Furthermore, we have updated our “Sustainable Construction” concept.

Outlook and challenges

Going forward, we will continue equipping and converting our buildings with sustainable technologies, and will also take greater account of the landscaping concept.

Measures

- Newbuilds and renovations: consistently to Minergie standard, LED technology for lighting, CO<sub>2</sub> as a refrigerant, installation of closed refrigerating units, use of waste heat from cooling equipment
- Fossil fuels no longer used for heating in newbuilds and renovations
- Use of solar power by steadily adding more photovoltaic units on our roofs
- Support for the Sustainable Construction Switzerland standard (SNBS)
- Use of recyclable building materials in properties, with focus on energy efficiency and renewable energies
- New focus on energy use, manufacturing processes and raw materials in construction materials and their recycling (direct influence on net zero emissions by 2050 target)

Inner Drive & projects

- **Action no. 85:** Project for the simultaneous cooling and heating of sales outlets with industrial cooling and energy-efficient refrigerated islands successfully completed

HIGHLIGHTS  
& FIGURES

TRANSGOURMET ROMANIA: old refrigerating systems being steadily replaced with environmentally friendly CO<sub>2</sub> units

TRANSGOURMET SWITZERLAND: expansion of Neuendorf logistics centre with a 5,000 m² photovoltaic unit

WHOLESALE

Target

We take account of sustainability standards in our new buildings and when renovating existing buildings.



PARTIALLY FULFILLED

Comments

We have partially achieved our target and implemented various measures at our logistics centres.

Outlook and challenges

We will intensify our focus on this issue over the next year and use sustainable technologies and construction standards in all new buildings and when renovating existing buildings.

Measures

- We will be consistently implementing further measures in new buildings and those undergoing renovation: Minergie standard, LED technology for lighting, CO<sub>2</sub> as a refrigerant, heat recovery, closed refrigerating units
- Expansion of photovoltaic units on our roofs

SDGs

13 CLIMATE ACTION



## Pillar 3

# Employees and social commitment

As a cooperative, we embrace our responsibility to our employees, members, and society. Precisely in extraordinary times like those we experienced last year, continuing our social commitment is a particular priority for us. For our 90,825 employees, we would like to be a progressive and fair employer, with diverse, attractive employment and career opportunities. In our view, the satisfaction and motivation of employees is essential to the company's sustained success. We also consider the health and well-being of society to be part and parcel of sustainable development. For this reason, we maintain the densest network of sales outlets in Switzerland and, during the pandemic, were able to make an important contribution to supplying the population. We offer an attractive market for quality-oriented agricultural products and, together with our stakeholders, are committed to sustainable, safe and healthy foods and to reducing food waste. Furthermore, through the Coop Sustainability Fund, we invest around CHF 16.5 million each year in driving forward innovative research and development projects.

## EDUCATION A WORLD FULL OF OPPORTUNITIES



**Coop is a progressive and fair employer.**



### RELEVANCE

Sustainability means having a forward-looking mindset. Investing in tomorrow's specialists is a cornerstone of a company's success. As an exemplary and diverse provider of apprenticeships, we would like to give our trainees the best possible grounding for the world of work, in all areas. By promoting digital learning methods and competency, we enable trainees to perform their tasks in a target-oriented, expert and flexible way. We are in no doubt that our efforts will repay themselves many times over.



HIGHLIGHTS  
& FIGURES

233 new apprentices  
as retail assistants,  
373 new apprentices  
as retail specialists

Success rate in final  
apprenticeship  
examinations: 97%

Continued employ-  
ment rate after  
apprenticeship: 71.6%

Apprenticeship  
dropout rate: 7.7%

new over 400 differ-  
ent internal in-person  
and online courses

RETAIL

Target 1

We are an exemplary provider of apprenticeships and make a vital contri-  
bution to professional training in the retail sector.



FULFILLED

Comments

We have achieved our target. Adding more digital courses has proved  
worthwhile.

Target 2

We offer our employees access to an extensive, diverse continuing educa-  
tion programme and attractive career opportunities.



PARTIALLY FULFILLED

Comments

We have partially achieved our target. Owing to the pandemic, we were  
not always able to run our full continuing education programme, but we  
responded swiftly and switched our courses to small groups and digital  
versions in order to ensure access to continuing education.

Outlook and challenges

The launch of our new course “A heart for sustainability” was postponed  
to 2021 because of the pandemic. Further measures are also planned to  
prioritize sustainability in our training courses and thus impart our values  
to our employees.

Measures

- Solid professional training as the basis for long-term career success
- Wide range of trainees, language placements, exchange programmes  
with partner firms, practical training placements for academically weak  
school leavers
- Regular performance reviews and professional development for all our  
employees
- Coop Campus: improving the skills of our employees with 425 different  
internal courses, including courses on transition assistance (early retire-  
ment planning and support with career endings).  
– [What we offer – Advantages for employees at Coop \(coopjobs.ch\)](#)
- Average hours spent on training and professional development each  
year:  
– Employees subject to a collective employment agreement: 2 days  
– Employees at management level: 6 days  
– Due to the pandemic, this year we are not disclosing the average  
number of hours of continuing education

HIGHLIGHTS  
& FIGURES

BELL FOOD GROUP AG:  
new record number  
of apprentices despite  
the pandemic: 138  
apprentices (54 new)  
in 22 different profes-  
sions

BELL FOOD GROUP AG:  
first-time attendance  
at online careers fair

BELL FOOD GROUP AG:  
offering 20 different  
apprenticeship profes-  
sions and 3 dual cours-  
es of study

BELL FOOD GROUP AG:  
9.42 training days  
taken up for manage-  
rial employees

PRODUCTION

Target

We are an exemplary provider of apprenticeships.



FULFILLED

Comments

- As Coop business units, our manufacturing companies benefit from the  
same employment conditions, so are covered under the sections on  
staff in Retail.
- The degree of achievement of this target relates only to the Bell Food  
Group AG.
- The Bell Food Group AG has achieved its target: due to the pandemic,  
numerous training courses and workshops were run virtually. We were  
thrilled with the increased demand for training at our companies and  
the record high number of apprentices.

Outlook and challenges

We will remain committed to offering all apprentices continued employ-  
ment with us.

Measures

- Promotion of basic training and dual training in all work areas
- Attendance at vocational training fairs
- Offering numerous training courses
- Regular performance reviews and professional development for all our  
employees



HIGHLIGHTS  
& FIGURES

TRANSGOURMET  
GERMANY: 30 dual  
students

TRANSGOURMET  
POLAND: 4,037 train-  
ing hours taken up

TRANSGOURMET  
ROMANIA: 98 work  
placement students

TRANSGOURMET  
RUSSIA: continued  
employment rate  
of 28%

TRANSGOURMET  
ÖSTERREICH: contin-  
ued employment  
rate of 78% (+15%  
year-on-year)

TRANSGOURMET  
FRANCE: 1,442 train-  
ing hours taken up

TRANSGOURMET  
SWITZERLAND: con-  
tinued employment  
rate of 60%

WOHLESALE

Target

We are an exemplary provider of training



Comments

We have achieved our target. Despite the pandemic, we were able to run many events and workshops virtually. However, the number of training hours did decrease on average.

Outlook and challenges

We will be continuing the digital measures over the next year. Online cam-  
paigns have distinct added value, particularly when it comes to reaching  
young people more easily, so we plan to retain and expand these.

Measures

- Cooperation with vocational advancement centres, vocational colleges  
and training companies
- Promotion of dual training
- Attendance at vocational training fairs, careers information days in  
schools
- Expansion of training programme for apprentices, trainees and work  
placement students
- Increase in individual promotion and continued employment rate  
(talent management)
- Expansion of training run by trainee supervisors and of the range of  
courses
- Comprehensive seminar programme covering a wide range of subjects
- Additional offerings to handle the challenges presented by the crisis

SDGs

4 QUALITY  
EDUCATION



EMPLOYMENT LONG-  
TERM APPEAL



Coop is a progressive  
and fair employer.



RELEVANCE

As we are committed to ensuring that our employees feel happy here, as  
well as exciting professional and career opportunities we also offer them a  
modern, dynamic work environment, flexible working time models, attrac-  
tive pension solutions, diverse continuing education options and discounts  
within the Coop Group. Respect, appreciation and equal opportunities,  
along with a good work-life balance, are the hallmarks of our work environ-  
ment. Nurturing and developing employees is essential to us, as motivated,  
well-trained teams are the foundation of our success. For this reason, we  
make targeted investments in talent management and ideally fill our mana-  
gerial vacancies internally.

HIGHLIGHTS  
& FIGURES

Certificate for “Fair Compensation” obtained

Share of managerial roles filled internally: 80%

Share of employees aged over 50: 26.4%

During short-time working in spring: full pay

Last year, 791 women and 536 men took parental leave.

RETAIL

Target

We cultivate a culture of respect, appreciation and equal opportunities.

✓ PARTIALLY FULFILLED

Coop strives for a proportion of women in management of 20% (ML 0-3)



Coop strives for a proportion of women in management of 40% (ML 4)



Percentage of employees with disabilities (Coop business units) of at least 1%



Turnover rate among monthly wage earners: 12.5%



Turnover rate among hourly wage earners: 25%



HIGHLIGHTS  
& FIGURES

Occupational injuries: 43,755 employees insured as per Federal Accident Insurance Act, ratio of working hours lost due to occupational accidents is 0.84%. The number of occupational accidents in 2020 was 2,257 (-10).

Comments

Wir haben unser Ziel nur teilweise erreicht. So haben wir unsere Ziel bezüglich Frauenanteil im oberen Management von 20% knapp verpasst und die Fluktuationsrate lag bei Stundenlöhnern höher als beabsichtigt.

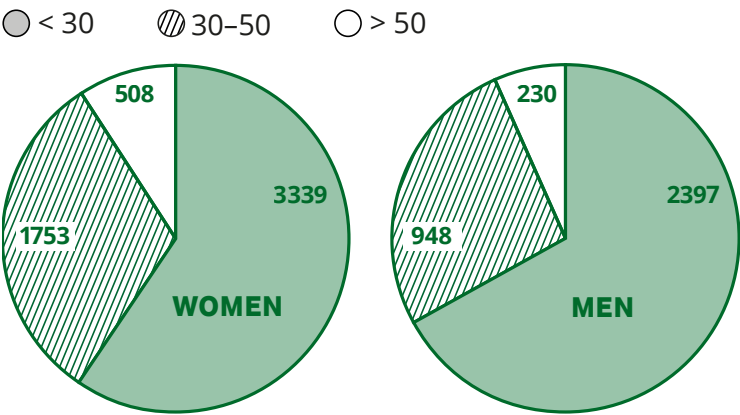
Outlook and challenges

Im nächsten Jahr ist die Lancierung eines umfassenden, systematischen Betrieblichen Gesundheitsmanagements geplant.

Measures

- Terms of employment: [Our Code of Conduct](#), [Our collective employment agreement](#) [Benefits](#) and [discounts for all employees](#) [Fair compensation at Coop](#)
- Meet and Eat events to promote two-way sharing of ideas and the corporate culture
- Individual pay negotiation of 1% introduced, to iron out pay discrepancies
- Job Center: ensuring that all employees affected by restructuring receive an internal job offer
- **Minimum wage**
  - Employees with no basic training: CHF 4,000 (x 13) for 41h
  - with two years' basic training or more: CHF 4,100 - 4,300 (x 13)
- **Health and safety**
  - Launch of systematic Occupational Health Management planned for 2021.
- **Work-life balance**
  - Working hours: 41-hour week
  - Holiday entitlement: 5 weeks, apprentices: 6 weeks
  - Maternity leave: 14 weeks/16 weeks from 3rd year of service (on full pay)
  - 15 days of paternity leave to be taken within one year of birth.

New appointed employees and employee turnover by gender



PRODUCTION

Target

We cultivate a culture of respect, appreciation and equal opportunities.

✓ FULFILLED

Comments

- As Coop business units, our manufacturing companies benefit from the same employment conditions and are therefore covered under the sections on staff in retail.
- The degree of achievement of this target relates only to the Bell Food Group AG.
- We have achieved our target. Greater esteem for careers in our sector was reflected in markedly higher demand for jobs at our companies.

Measures

- Safety of business activities and jobs
- Performance of equal pay analyses to eradicate inequalities
- Introduction of electronic timekeeping
- Occupational Health Management and safety at work
- [More on the commitment of Bell Food Group AG](#)

HIGHLIGHTS  
& FIGURES

BELL FOOD GROUP  
AG: Launch of first  
collective employ-  
ment agreement for  
convenience compa-  
nies in Switzerland

WHOLESALE

Target

We cultivate a culture of respect, appreciation and equal opportunities.

✓ FULFILLED

Comments

We have achieved our target and, despite the pandemic, were able to implement measures at all national subsidiaries.

Outlook and challenges

Going forward, we will continue improving our employment conditions and imparting our values, because we are personally making a difference.

Measures

- **Terms of employment**
  - Social benefits in event of childbirth or marriage
  - Special leave in crisis situations
  - Enabling working from home in various areas by providing resources and support during the pandemic
- **Health and safety**
  - Health management systems, specific to each national subsidiary
  - TRANSGOURMET GERMANY: health platform, digital health week, health coach, flu protection campaign, fruit and veg days
  - TRANSGOURMET POLAND: access to free health services and flu vaccination, employees (40-65 years) free ENT examinations
  - TRANSGOURMET SWITZERLAND: pilot project on “Ergonomics at the workplace”
- **Equal opportunities and diversity**
  - raising employee awareness of justice issues with various training and e-learning sessions: “Workplace bullying and discrimination”, “Handicap”
  - gender equality and measures to ensure non-discrimination when appointing young people, employees with disabilities and foreigners, seniors (50-plus)

HIGHLIGHTS  
& FIGURES

TRANSGOURMET  
ROMANIA: 35% of  
management  
positions occupied  
by women

TRANSGOURMET  
GERMANY: e-learning:  
management of  
virtual teams

TRANSGOURMET  
POLAND: 32.4% of  
management posi-  
tions occupied by  
women

TRANSGOURMET  
RUSSIA: 33% of man-  
agement positions  
filled internally

TRANSGOURMET  
ÖSTERREICH: free  
catering for employ-  
ees during short-time  
working

TRANSGOURMET  
SWITZERLAND:  
certification of equal  
pay obtained for  
the whole company

TRANSGOURMET  
FRANCE: named  
France’s best  
employer



# SOCIAL RESPONSIBILITY



Coop recognizes its social responsibility



## RELEVANCE

As a cooperative, we consider it our responsibility to play our part in the sustainable development of society. We focus our commitment on issues that are highly relevant to us and our stakeholders and to which we can make the biggest positive contribution. With the densest sales network in Switzerland, we seek to ensure the population is provided with basic supplies. We invest in quality-driven agriculture and, through our Coop Sustainability Fund, promote sustainable and healthy consumption. Coop Aid for Mountain Regions supports families and businesses in Switzerland's mountain regions and donates food to the various organizations We have been working with the Swiss red Cross for many years and have been an official partner since 2015.

## RETAIL

### Target 1

We operate a dense and extensive network of sales outlets, which extends to outlying areas.

✓ FULFILLED

### Comments

We have achieved our target. Our decentralized network of sales outlets proved invaluable to customers during the pandemic.

### Outlook and challenges

We will continue to maintain the densest network of sales outlets in Switzerland over the coming year.

### Measures

- Presence in urban and rural areas with various formats
- The densest network of sales outlets in Switzerland, with 2,349 sales outlets

### Target 2

We are the main marketing platform for quality-driven Swiss agriculture.

✓ FULFILLED

### Comments

We have achieved our target and, despite increased demand, were able to source 89% of our range from Swiss producers and suppliers.

### Outlook and challenges

In the new multi-year target period 2022-2026, we will continue pursuing this target and promoting structurally weak regions.

### Measures

- Commitment to and involvement in the "Quality strategy for the Swiss farming and food industries" association's added value strategy
- Member of various industry organizations
- Partnership with Bio Suisse, promoting organic agriculture in Switzerland
- Domestic share of fresh produce: 75%
- Percentage sourced from Swiss producers and suppliers: 89%



Target 3

Within the framework of the Coop Sustainability Fund, each year we spend CHF 16.85 million on promoting innovations for sustainable consumption.

✓ FULFILLED

Comments

We have achieved our target and invested a total of CHF 16.9 million from our Coop Sustainability Fund in sustainable projects. We also donated CHF 658,000 to Coop Aid for Mountain Regions and CHF 5.6 million to other social projects.

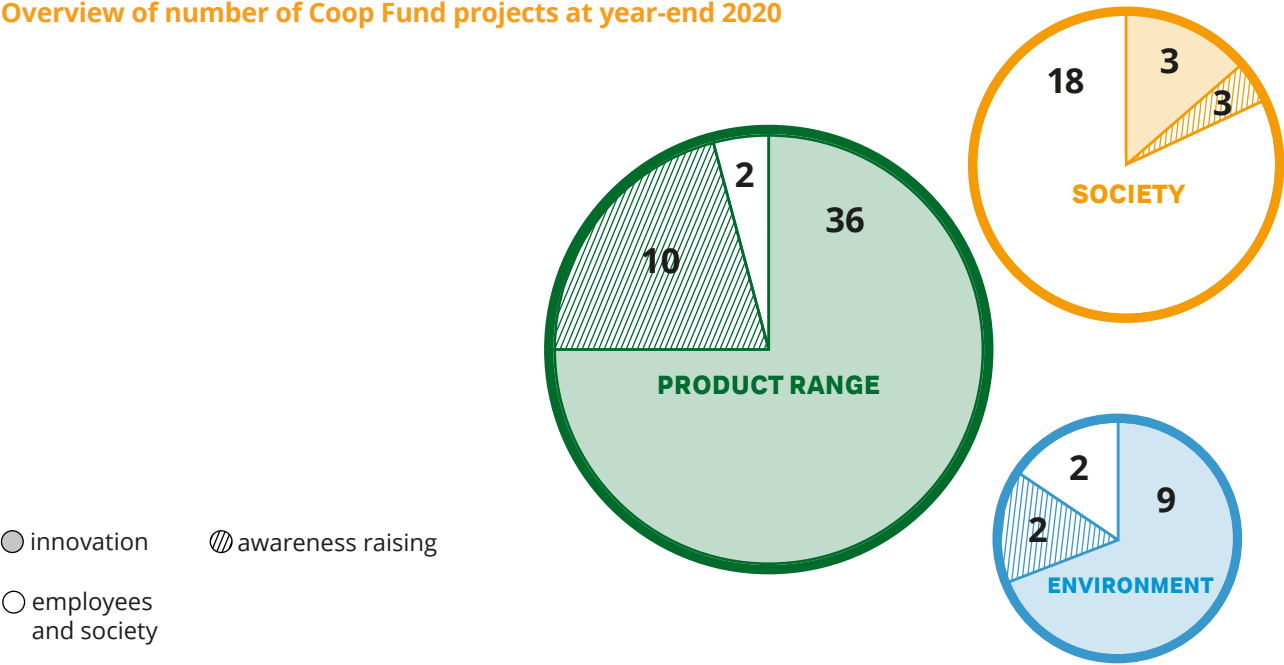
Outlook and challenges

We will remain committed to our Coop Sustainability Fund, as a means of further enhancing the status of innovation and sustainable consumption as integral to Coop’s core business.

Measures

- Since 2003, annual investments by the Coop Sustainability Fund in implementing around 100 national and international projects in our three business areas, with the aims of supporting innovative, sustainable solutions and research projects, raising public awareness of sustainable consumption, and fulfilling the expectations of our stakeholders in society
- In 2020, we brought 10 multi-year sustainability projects to a successful conclusion.
- Overview of number of Coop Fund projects at year-end 2020

Overview of number of Coop Fund projects at year-end 2020



Target 4

Together with our stakeholders, we are committed to a sustainable and healthy lifestyle and make use of our communication tools to express that commitment.

✓ FULFILLED

Comments

- We have achieved our target and, together with our stakeholders, implemented various projects.
- One particular highlight was the successful running of a free home delivery service during the pandemic, with the tireless support of volunteer helpers from the Swiss Red Cross. Our annual “Day of good deeds” could not go ahead in 2020, because of the pandemic.

Outlook and challenges

With our partners, we will remain fiercely committed to making sustainability part of everyday life.

Measures

- Completed projects in partnership with the Swiss Red Cross:
  - 2× Christmas: joint fund-raising campaign over the the Christmas period: 2020: around 9,500 donated parcels with CHF 400,000 (Action no. 238)
  - Free home delivery service: during the pandemic for all vulnerable groups
  - Gift cards for people affected by poverty during the pandemic: 3,000 shopping vouchers donated with a value of CHF 150,000
  - Grittibänz campaign: donation for each Grittibänz bread roll sold
- Our food databases Fooby and Betty Bossi are a source of recipes for a balanced and sustainable diet
- Support for sports events and events for all ages
- #füreuchda (there for you): the longest virtual human chain in Switzerland

Target 5

We are a partner in the initiative to reduce food waste in Switzerland.



FULFILLED

Comments

We have achieved our target and implemented various measures. Food waste was cut further by tweaking the logistics of fruit and vegetable donations.

Outlook and challenges

Starting in 2021, all Coop Restaurants will be on the Too Good To Go app, so you can help us rescue foods.

Measures

- Various measures to reduce and prevent food waste along our entire supply chain
  - Optimization of ordering at sales outlets
  - Targeted discounts
  - Food donations to social institutions
  - New liquid waste measurement to reduce food waste in all restaurants
  - Recycling of organic waste as biogas and biodiesel
- Promotion of our own-label brand Unique: space on our supermarket shelves for not-quite-perfect vegetables
- Donation of over 12 million meals to social organizations

PRODUCTION

Target 1

We make a vital contribution to providing the Swiss population with basic supplies.



FULFILLED

Comments

We have achieved our target and further increased our market shares in Switzerland.

Outlook and challenges

To keep providing the Swiss public with basic supplies, we will remain committed in future to our own manufacturing companies and Swiss products.

Measures

- BELL FOOD GROUP AG: 21 manufacturing companies in Switzerland
- SWISSMILL: 30% market share: Switzerland's largest grain mill
- REISMÜHLE BRUNNEN: 34% market share
- STEINFELS SWISS: production switched and 1862 tonnes of disinfectants supplied during the pandemic
- HALBA/SUNRAY: each Coop sales outlet sells 1,000 of its products, on average, each day
- NUTREX: 68.5% market share, making it Switzerland's biggest vinegar supplier

Target 2

We are a major processing platform for quality-driven Swiss agriculture.



FULFILLED

Comments

We have achieved our target and are continually expanding our range of high-quality raw materials from Switzerland.

Outlook and challenges

Switches are already planned for various products. At Sunray, lentils from Switzerland will now be available.

Measures

- Involvement in national industry committees
- High share and further increase in domestic raw materials
- HALBA: yellow millet, dried beans, Alpine herb mix and now lentils sourced entirely from Switzerland
- SWISSMILL: biggest mill and processor of bread grains in Switzerland

**Target 3**

We use the opportunities presented by the Coop Sustainability Fund to promote innovations in the sphere of sustainable consumption.

**FULFILLED****Comments**

We have achieved our target and launched and implemented various projects.

**Outlook and challenges**

Going forward, we will remain committed to innovative projects with the Coop Sustainability Fund in order to keep up our pioneering work on sustainable supply chains.

**Measures**

- BELL FOOD GROUP AG: Fund projects Energy-neutral poultry house (Action 394), Original Simmentaler (Action 374)
- REISMÜHLE BRUNNEN: Fair & Good Project in India and Thailand
- SWISSMILL: involvement in Fund project Breeding organic seeds 2017-2021; continuation of project to upcycle milling by-products
- HALBA: new project proposals to the Coop Sustainability Fund for cashews, mangos, hazelnuts, pulses

**Target 4**

In our production activities, we are careful to avoid over-production and to make the fullest use possible of all raw materials.

**FULFILLED****Comments**

We have achieved our target and reduced, recycled or donated our food waste wherever possible.

**Outlook and challenges**

We are already planning further ways to optimize the use of organic raw materials over the next year.

**Measures**

- BELL FOOD GROUP AG: sales outlets for production surpluses and collaborations with “Tischlein deck dich” and “Too Good To Go”
- NUTREX: 50% reduction in rejects, to 0.5%
- REISMÜHLE BRUNNEN: rejects processed into animal feed
- SWISSMILL: use of milling by-products as animal feed and pilot project as feed for insects.
- HALBA: “Branchli” damaged and ejected during the production process are crushed and added to fresh Branchli mix in a proportion of no more than 10%: we thus reused 39.5 tonnes of leftover chocolate

**WHOLESALE****Target 1**

We help ensure a safe, varied and reasonably-priced supply of food in catering and the social sphere.

**FULFILLED****Comments**

We have achieved our target and further expanded our range. This includes the successful launch of our own-label brand Natura.

**Outlook and challenges**

For next year, we are planning to add more Natura products.

**Measures**

- More own-label products to be added to the range, ensuring a wide range in all product groups
- Expansion of the Economy own-label brand (dependable quality at attractive prices)
- Launch of own-label organic brand Natura
- Food donations by all national subsidiaries to national organizations
- TRANSGOURMET ROMANIA: support for doctors, police and support staff during the pandemic, with 25,000 hot meals per month

**Target 2**

We provide a marketing platform for quality-driven Swiss agriculture.

**FULFILLED****Comments**

We have achieved our target and remain committed to our own-label brand Ursprung/Origine/Vonatur for high-quality regional products.

**Outlook and challenges**

Our newly-launched own-label brand Natura is motivated by the desire to strengthen organic products in the wholesale segment and, in so doing, support sustainable agriculture.

**Measures**

- Expansion of the range with own-label brand Ursprung/Origine/Vonatur
- Growing seasonal and regional offering
- Active advertising and promotion of organic agriculture
- Launch of own-label organic brand Natura
- TRANSGOURMET ÖSTERREICH: producers and their work are introduced in the “I love my producer” communication campaign

Target 3

We use the opportunities presented by the Coop Sustainability Fund to promote innovations in the sphere of sustainable consumption.

 **PARTIALLY FULFILLED**

Comments

We have partially achieved our target. It was not possible to implement Coop Fund projects at all national subsidiaries.

Outlook and challenges

In future, we will make greater use of the Coop Sustainability Fund and launch innovative projects at all national subsidiaries every year, in a targeted way.

Measures

- Implementation of projects thanks to financial support from the Coop Sustainability Fund in the areas of innovation, awareness-raising and society
- TRANSGOURMET GERMANY: development of a strategy to optimize packaging
- TRANSGOURMET SWITZERLAND: trial of energy measurement systems to optimize energy consumption

Target 4

Together with our stakeholders, we are committed to sustainable and healthy nutrition, particularly in school catering.

 **FULFILLED**

Comments

We have achieved our target and, despite the pandemic, fulfilled our commitment to sustainable menus at schools.

Outlook and challenges

We will continue to focus on school catering in future, as we can thereby promote sustainable awareness among tomorrow's consumers.

Measures

- Advice, support and training on sustainability, waste and food waste and the preparation of nutritionally optimized menus for schools
- Support for the catering industry in the use of season and local products

Target 5

We support social organizations by donating food that is still safe for consumption to people in need.

 **FULFILLED**

Comments

We have achieved our target. All national subsidiaries are donating food that is still fit for consumption to social organizations.

Outlook and challenges

We remain committed to long-term partnerships and permanently donating food.

Measures

- Regular, permanent donations of food to charitable organizations
- TRANSGOURMET GERMANY: the Transgourmet online shop now has the facility to filter by products that have reached their expiry date and buy them at a discount.
- TRANSGOURMET ÖSTERREICH: 1,148 million euros donated to charities during the pandemic
- TRANSGOURMET FRANCE: 12,285 baskets of fresh produce donated to “Too Good To Go”, donations to hospitals, fire service and disadvantaged people
- TRANSGOURMET SWITZERLAND: food donations to “Tischlein deck dich” and “Schweizer Tafel” food redistribution charities

SDGs





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GRI-INDEX

On this website, you will find the Coop Group’s annual Sustainability Report for the 2020 financial year (1.2.2020 to 31.12.2020). For the first time, the report was prepared in accordance with the GRI Standards “Core” option. The report contains detailed information about our sustainability commitment and the degree of attainment of the Coop Group’s multi-year targets for sustainability, split into its three business areas Retail, Production, and Wholesale. While this report has not been externally audited, the intention is that it will be in subsequent years.

If you have questions about sustainability at Coop or about this report, please contact:

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Retail, Production, Wholesale✔Retail✔

GRI Index	Title	Link/Chapter	Scope
GRI 101	Foundation (2016)		
GRI 102	General Disclosures (2016)		
102-1	Name of the organization	⇒ Profile	✔
102-2	Activities, brands, products, and services	⇒ Profile	✔
102-3	Location of Head of Office	⇒ Profile	✔
102-4	Location of operations	⇒ Profile	✔
102-5	Ownership and legal form	⇒ Management structure	✔
102-6	Market served	⇒ Profile	✔
102-7	Scale of the organization	⇒ Profile	✔
102-8	Information on employees and other workers	⇒ Profile	✔
102-9	Supply chain	⇒ Strategy	✔
102-10	Significant changes to the organization and its supply chain	⇒ Strategy	✔
102-11	Precautionary principle or approach	⇒ Coop Annual Report 2020 page 102	✔
102-12	External initiatives	⇒ SDGs	✔
102-13	Membership of associations	⇒ Partners	✔

FOREWORD

102-14	Statement from senior decision-maker	⇒ Foreword	✔
102-16	Values, principles, standards, and norms of behaviour	⇒ Strategy	✔
102-18	Governance structure	⇒ Foreword	✔

STAKEHOLDERS

102-40	List of stakeholder groups	⇒ Stakeholder	✔
102-41	Collective bargaining agreements	⇒ Employees subject to CEA	✔
102-42	Identifying and selecting stakeholders	⇒ Stakeholder	✔
102-43	Approach to stakeholder engagement	⇒ Stakeholder	✔
102-44	Key topics and concerns raised	⇒ Stakeholder	✔

STRATEGY

102-45	Entities included in the consolidated financial statements	⇒ Strategy	✔
102-46	Defining report content and topic boundaries	⇒ Strategy	✔
102-47	List of material topics	⇒ Strategy	✔

REPORTING IN ACCORDANCE WITH GRI STANDARDS

102-48	Restatements of information	⇒ GRI Index	✓
102-49	Changes in reporting	⇒ GRI Index	✓
102-50	Reporting period	⇒ GRI Index	✓
102-51	Date of most recent report	⇒ GRI Index	✓
102-52	Reporting cycle	⇒ GRI Index	✓
102-53	Contact point for questions regarding the report	⇒ GRI Index	✓
102-54	Claims of reporting in accordance with the GRI Standards	⇒ GRI Index	✓
102-55	GRI content index	⇒ GRI Index	✓
102-56	External assurance	⇒ GRI Index	✓

MATERIAL TOPICS

SUSTAINABLE PRODUCTS (PILLAR 1)

GRI 103	Management approach (2016)		
103-1	Explanation of the material topic and its boundary	⇒ Sustainable Products	✓
103-2	The management approach and its components	⇒ Sustainable Products	✓
103-3	Evaluation of the management approach	⇒ Sustainable Products	✓
COOP KPI			
	Sustainability sales 2020	⇒ Strategy	✓

ORGANIC

GRI 103	Management approach (2016)		
103-1	Explanation of the material topic and its boundary	⇒ Relevance Organic	✓
103-2	The management approach and its components	⇒ Organic Retail	✓
103-3	Evaluation of the management approach	⇒ Organic Retail	✓
COOP KPI			
	Sales of regional products	⇒ Organic Retail	✓
	New Naturaplan products	⇒ Organic Retail	✓
	New Demeter products	⇒ Organic Retail	✓

FAIRTRADE

GRI 103	Management approach (2016)		
103-1	Explanation of the material topic and its boundary	⇒ Relevance Fairtrade	✓
103-2	The management approach and its components	⇒ Fairtrade Retail	✓
103-3	Evaluation of the management approach	⇒ Relevance Fairtrade	✓
COOP KPI			
	Sales of Fairtrade Max Havelaar products	⇒ Fairtrade Retail	✓

REGIONAL

GRI 103	Management approach (2016)		
103-1	Explanation of the material topic and its boundary	⇒ Relevance Regional	✓
103-2	The management approach and its components	⇒ Regional Retail	✓
103-3	Evaluation of the management approach	⇒ Regional Retail	✓
GRI 204	Procurement practices (2016)		
204-1	Proportion of spending on local suppliers	⇒ Regional Retail	✓
COOP KPI			
	Sales of regional products	⇒ Regional Retail	✓

NON-FOOD

GRI 103	Management approach (2016)		
103-1	Explanation of the material topic and its boundary	⇒ Relevance Non-Food	✓
103-2	The management approach and its components	⇒ Non-Food Retail	✓
103-3	Evaluation of the management approach	⇒ Non-Food Retail	✓
COOP KPI			
	Sales of environmentally friendly products	⇒ Non-Food Retail	✓
	Percentage of sales from efficient lighting	⇒ Non-Food Retail	✓
	Percentage of peat in our compost range	⇒ Non-Food Retail	✓

TRANSPARENCY

GRI 103	Management approach (2016)		
103-1	Explanation of the material topic and its boundary	⇒ Relevance Transparency	✓
103-2	The management approach and its components	⇒ Transparency Retail	✓
103-3	Evaluation of the management approach	⇒ Transparency Retail	✓
GRI 414	Supplier social assessment (2016)		
414-2	Negative social impacts in the supply chain and actions taken	⇒ Transparency Retail	✓
GRI 416	Customer health and safety (2016)		
416-2	Negative social impacts in the supply chain and actions taken	⇒ Transparency Retail	✓
GRI 417	Marketing and labeling (2016)		
417-2	Incidents of non-compliance concerning the health and safety impacts of products and services	⇒ Transparency Retail	✓

RAW MATERIALS

GRI 103 Management approach (2016)			
103-1	Explanation of the material topic and its boundary	⇒ Relevance Raw materials	✓
103-2	The management approach and its components	⇒ Relevance Raw materials	✓
103-3	Evaluation of the management approach	⇒ Relevance Raw materials	✓
GRI Sector Disclosures Food Processing			
FP2	Share of sourcing volume in coordination with internationally recognized, responsible production standards	⇒ Raw Materials Road Map	✓
GRI 308 Supplier environmental assessment (2016)			
308-2	Negative environmental impacts in the supply chain and actions taken	⇒ Raw Materials Road Map	✓
GRI 414 Supplier social assessment (2016)			
414-2	Negative social impacts in the supply chain and actions taken	⇒ Raw Materials Road Map	✓
Coop KPI			
Turnover of raw materials according sustainable minimum standards		⇒ Raw Materials Road Map	✓

ANIMAL WELFARE

Coop KPI			
GRI 103 Management approach (2016)			
103-1	Explanation of the material topic and its boundary	⇒ Relevance Animal welfare	✓
103-2	The management approach and its components	⇒ Animal welfare Retail	✓
103-3	Evaluation of the management approach	⇒ Animal welfare Retail	✓
GRI Sector Disclosures Food Processing			
FP2	Share of sourcing volume in coordination with internationally recognized, responsible production standards	⇒ Raw Materials Road Map	✓
FP10	Physical changes in animals	⇒ Animal welfare Retail	✓
FP12	Handling of antibiotics, anti-inflammatories and hormones	⇒ Animal welfare Retail	✓

PACKAGING

GRI 103 Management approach (2016)			
103-1	Explanation of the material topic and its boundary	⇒ Relevance Packaging	✓
103-2	The management approach and its components	⇒ Packaging Retail	✓
103-3	Evaluation of the management approach	⇒ Packaging Retail	✓
GRI 301 Materials (2016)			
301-1	Materials used by weight or volume	⇒ Packaging Retail	✓
301-2	Recycled input materials used	⇒ Animal welfare Retail	✓
COOP KPI			
Reduction/Optimization of our packaging material in tonnes		⇒ Packaging Retail	✓

BRAND RANGE

GRI 103 Management approach (2016)			
103-1	Explanation of the material topic and its boundary	⇒ Relevance Brand range	✓
103-2	The management approach and its components	⇒ Brand range Retail	✓
103-3	Evaluation of the management approach	⇒ Brand range Retail	✓
GRI Sector Disclosures Food Processing			
FP2	Share of sourcing volume in coordination with internationally recognized, responsible production standards	⇒ Brand range Retail	✓

ENVIRONMENT AND CLIMATE PROTECTION (PILLAR 2)

GRI 103 Management approach (2016)			
103-1	Explanation of the material topic and its boundary	⇒ Environment and climate protection	✓
103-2	The management approach and its components	⇒ Environment and climate protection	✓
103-3	Evaluation of the management approach	⇒ Environment and climate protection	✓

ENERGY/CO<sub>2</sub>

GRI 103 Management approach (2016)			
103-1	Explanation of the material topic and its boundary	⇒ Relevance Energy/CO <sub>2</sub>	✓
103-2	The management approach and its components	⇒ Energy/CO <sub>2</sub> Retail	✓
103-3	Evaluation of the management approach	⇒ Energy/CO <sub>2</sub> Retail	✓
GRI 302 Energie (2016)			
302-4	Reduction of energy consumption	⇒ Energy/CO <sub>2</sub> Retail	✓
GRI 305 Emissions (2016)			
305-1	Direct (Scope 1) GHG emissions	⇒ Energy/CO <sub>2</sub> Retail	✓
305-2	Energy indirect (Scope 2) GHG emissions	⇒ Energy/CO <sub>2</sub> Retail	✓
305-5	Reduction of GHG emissions	⇒ Energy/CO <sub>2</sub> Retail	✓
COOP KPI			
Proportion of renewable energy sources		⇒ Energy/CO <sub>2</sub>	✓

MOBILITY AND LOGISTICS

GRI 103 Management approach (2016)			
103-1	Explanation of the material topic and its boundary	⇒ Relevance Mobility and logistics	✓
103-2	The management approach and its components	⇒ Mobility and logistics Retail	✓
103-3	Evaluation of the management approach	⇒ Mobility and logistics Retail	✓
GRI 305 Emissions (2016)			
305-5	Reduction of GHG emissions	⇒ Mobility and logistics Retail	✓
COOP KPI			
Shift of transports in excess of 90 km from the national distribution centres from road to rail		⇒ Mobility and logistics Retail	✓
Proportion of trucks powered by carbon-neutral biodiesel		⇒ Mobility and logistics Retail	✓
Reduction of CO <sub>2</sub> emissions from air freight		⇒ Mobility and logistics Retail	✓

WASTE			
GRI 103 Management approach (2016)			
103-1	Explanation of the material topic and its boundary	⇒ Relevance Waste	✓
103-2	The management approach and its components	⇒ Waste Retail	✓
103-3	Evaluation of the management approach	⇒ Waste Retail	✓
GRI 306 Waste 2020			
306-1	Waste generation and significant waste-related impacts	⇒ Waste Retail	✓
306-2	Management of significant waste-related impacts	⇒ Waste Retail	✓
306-3	Waste generated	⇒ Waste Retail	✓
306-4	Waste diverted from disposal	⇒ Waste Retail	✓
306-5	Waste directed to disposal	⇒ Waste Retail	✓
BUILDING			
GRI 103 Management approach (2016)			
103-1	Explanation of the material topic and its boundary	⇒ Relevance Building	✓
103-2	The management approach and its components	⇒ Building Retail	✓
103-3	Evaluation of the management approach	⇒ Building Retail	✓
COOP KPI			
	Area of new photovoltaic units	⇒ Building Retail	✓
	Point of sales with LED lighting	⇒ Building Retail	✓
	LED lighting in %	⇒ Building Retail	✓
EMPLOYEES AND SOCIAL COMMITMENT (PILLAR 3)			
EDUCATION			
GRI 103 Management approach (2016)			
103-1	Explanation of the material topic and its boundary	⇒ Relevance Education	✓
103-2	The management approach and its components	⇒ Education Retail	✓
103-1	Evaluation of the management approach	⇒ Education Retail	✓
GRI 404 Training and education 2016			
404-1	Average hours of training per year per employee	⇒ Education Retail	✓
404-2	Programmes for upgrading employee skills and transition assistance programmes	⇒ Education Retail	✓
404-3	Percentage of employees receiving regular performance and career development reviews	⇒ Education Retail	✓
COOP KPI			
	Success rate, continued employment rate, apprenticeship dropout rate of apprentices	⇒ Education Retail	✓

EMPLOYMENT			
GRI 103 Management approach (2016)			
103-1	Explanation of the material topic and its boundary	⇒ Relevance Employment	✓
103-2	The management approach and its components	⇒ Employment Retail	✓
103-3	Evaluation of the management approach	⇒ Employment Retail	✓
GRI 202 Market presence (2016)			
202-1	Ratios of standard entry-level wage by gender compared to local minimum wage	⇒ Employment Retail	✓
GRI 401 Employment (2016)			
401-1	New employee hires and employee turnover	⇒ Employment Retail	✓
401-2	Parental leave	⇒ Employment Retail	✓
COOP KPI			
	Proportion of women in management	⇒ Employment Retail	✓
	Percentage of employees with disabilities	⇒ Employment Retail	
	Turnover rate	⇒ Employment Retail	✓
SOCIAL RESPONSIBILITY			
GRI 103 Management approach (2016)			
103-1	Explanation of the material topic and its boundary	⇒ Relevance Social responsibility	✓
103-2	The management approach and its components	⇒ Social responsibility Retail	✓
103-3	Evaluation of the management approach	⇒ Social responsibility Retail	✓
COOP KPI			
	Coop Sustainability Fund: Number of projects and investments	⇒ Social responsibility Retail	✓
	Number of POS	⇒ Social responsibility Retail	✓
	Coop Aid for Mountain Regions Sponsorship Programme Investments	⇒ Social responsibility Retail	✓