

Coop Group
Sustainability Report 2014





About the report

Like its predecessors, this tenth Coop Group Sustainability Report underscores the great importance Coop attaches to sustainability in its corporate strategy. In addition, it constitutes a review of the progress Coop made in achieving the Group's new multi-year sustainability goals in the 2014–2020 period.

The Coop Group Sustainability Report is based on the indicator list of the Global Reporting Initiative (GRI) and is also a “communication on progress” as proposed by the United Nations Global Compact (UNGC). The Sustainability Report targets business and cooperation partners, consumer organizations, authorities, NGOs, the media and the Group's employees, but also customers and the general public.

Key sustainability figures are summarized at the end of the report. The figures section is structured

in line with the three pillars of Coop's sustainability strategy: sustainable products & services, resource efficiency & climate protection and employees & society. Current figures cited in the body of the text usually refer to the 2014 financial year.

Given the wide range of Coop's achievements in terms of ecology, economics, social accountability and society, it has not been possible to mention every single activity in the present report. Additional information on Coop's commitment to sustainability can be found at:

 www.coop.ch/sustainability

The Coop Group Sustainability Report is published every year together with the Annual Report. The copy deadline for Coop's 2014 Sustainability Report was 13 February 2015.



Coop Naturaplan

Switzerland's largest organic brand stands for organic products produced in accordance with the stringent Bio Suisse bud label guidelines. Uncompromisingly organic, uncompromisingly tasty.



Coop Naturafarm

Swiss meat and eggs from farms with particularly animal-friendly access-to-range or free-range farming with barns designed to meet the animals' needs, and healthy feeding.



Coop Oecoplan

Environmentally friendly products for home and garden, flowers and plants with the Bio Suisse bud logo, timber products with the FSC® label, products made from recycled materials, energy-efficient appliances, environmentally-friendly coating agents, as well as detergents, cleaning products and dry-cleaning which do not cause water pollution.



Coop Naturaline

Textiles made from organically grown cotton and produced according to socially and environmentally responsible methods, and certified natural cosmetic products made in Switzerland.



Pro Montagna

Products produced and processed in the Swiss mountain areas – with a donation to Coop Aid for Mountain Regions.



Ünique

Fruit and vegetables which are perfect in terms of quality and sensory characteristics, but which do not meet retail standards owing to their appearance. For the quirks of nature and the use of the entire harvest.



Pro Specie Rara

Heirloom native crops and animal breeds that have almost sunk into obscurity.



Slow Food

Traditional, sustainably manufactured specialities for rediscovering the pleasures of real food.



Fairtrade Max Havelaar

The Fairtrade Max Havelaar quality seal stands for sustainably cultivated fair-trade products and thus boosts smallhold farming families and workers in developing countries and emerging markets.



Bio bud

Organic products with the bud logo, manufactured according to the rigorous Bio Suisse guidelines and processed with care. The bud logo stands for the same high standard for both domestic and imported products.



MSC

Fish and seafood from sustainable wild-catch – to protect the oceans and for sustainable enjoyment of fish.



FSC

Forest Stewardship Council® stands for timber and paper products from environmentally, socially and economically responsible forestry.



Hochstamm Suisse

Products with fruit from tall standard trees help sustain unique Swiss landscapes, native animals and orchard plants, and traditional varieties of fruit.



Swiss Parks

Regional products that are sustainably produced and processed in Swiss Parks of National Importance. They promote the regional economy as well as the parks' natural and scenic assets.



Topten

Appliances with the lowest energy consumption, low environmental impact and good serviceability, hand-picked by Topten.ch.

Coop Group
Sustainability Report

2014

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Foreword

Fully committed to sustainability

At Coop, economic viability and sustainability have for years gone hand in hand. Now the Wholesale and Production Business Areas have joined the Retail Business Area in meeting binding sustainability targets. Thanks to long-standing partnership-based commercial relationships, the Coop Group is also able to motivate its suppliers to operate sustainably.

The Coop Group can look back on a long-standing success story – the company has existed for 150 years. During this time, we have grown from a small retail cooperative into an international retail and wholesale business. This can only be achieved by thinking sustainably and operating in the market with far-sightedness.

Being far-sighted also means recognizing customer needs promptly and reacting to them systematically. And sometimes it means daring to do things too, just as we did more than 40 years ago in 1973 when we enshrined environmental protection into our Articles of Association. Sustainability has since become an integral part of Coop's business activities, and is firmly anchored in its corporate culture.

In the year under review, binding sustainability targets were set for all business areas within the Coop Group – Retail, Wholesale and Production – for the first time. We are thereby ensuring that our commitment to the environment, people and animals is also being advanced in those companies that have joined the Coop Group in recent years. By reporting on our 2014 to 2020 multi-year sustainability objectives, we are clearly showing customers where we are taking action, what that action involves and where we currently stand.

Coop has been a sustainability pioneer for years. Twenty-five years ago we launched Coop Oecoplan, the first own-label sustainability brand. What began with a single cleaning product developed into a well-established non-food line with stringent sustainability requirements. Even the WWF, one of the world's most prestigious environmental organizations, recommends Oecoplan products.

We also led the field with our organic own-label brand Naturaplan. By launching Naturaplan over 20 years ago, we mainstreamed organic products and also made this range economically attractive. Today, Coop is Switzerland's undisputed leader in organic goods.

Around twenty years ago we developed the first sustainable animal husbandry programme together with Swiss Animal Protection (SAP) to promote animal welfare. In the year under review, we made another huge step forwards in this field. Coop is currently working on over 40 projects to improve animal welfare and specifically to establish it with our suppliers abroad.

As a rule, we are only able to improve the sustainability of our product ranges if our business partners work on the same wavelength as us. And this is one of the reasons we rely on fair, stable and long-term commercial relationships. We expect our business partners to have embodied a sustainable mindset just as much as we have. We are constantly developing new ideas with them and implementing projects along the entire value chain. In the year under review, we held our first Green Business Partner Conference with around 200 participants. Its theme was "Jointly creating sustainable added value", and our business partners came up with over 300 suggestions and specific measures, including new products and process optimizations.

When it comes to sustainability, we are where we are today because we constantly question our commitment and channel our energy into areas in which we can achieve the most leverage. We have always had regular discussions with our stakeholders and maintained long-term partnerships with organizations such as Bio Suisse, the Research Institute of Organic Agriculture, Max Havelaar and Suckler Cow Switzerland. And now we have just entered into a strategic partnership with the WWF and the Swiss Red Cross. With their expectations and constructive criticism, our stakeholders and partners – and also our customers – repeatedly challenge us and spur us on to make improvements.

Coop demonstrated its foresight many years ago. We have made sustainability a matter very close to our hearts. And the success of our sustainable products and services shows that economic viability and sustainability can go hand in hand – and are even mutually beneficial. We will therefore continue to pursue our chosen route and shoulder our responsibility as a pioneer in sustainability.



Hansueli Loosli

Chairman of the Board of Directors



Joos Sutter

Chairman of the Executive Committee

Strategy and context

The Coop Group pursues a comprehensive approach to sustainability that includes political commitment and a close relationship with its stakeholders. With its new multi-year objectives, Coop is enshrining precise sustainability targets within the entire Group.

Sustainability strategy

Comprehensive approach to sustainability

Sustainable, resource-efficient business practice forms an important basis for long-term corporate success. For this reason, the Coop Group has firmly enshrined sustainability in its Articles of Association, its Corporate Profile and its missions. Sustainability goals are also incorporated into the overall goal-setting process, employee training, operational processes and procedures, and are included on the balanced scorecard by means of various corporate strategies. With its comprehensive approach to sustainability, the Coop Group is not only setting itself apart in its various markets by providing added value, but also ensuring that increasing social and political demands for sustainability are implemented across all business activities in an efficient and credible manner.

Focusing efforts

Coop's sustainability efforts focus on those areas where it can achieve significant leverage. These key areas involve aspects where internal analysis has revealed a high degree of social, environmental or economic relevance. When establishing its priorities, Coop uses a large number of tools such as product screening, life-cycle assessments and risk monitoring. Social expectations and political demands also play an important role in the selection of key areas. Coop's stance is that voluntary agreements at a corporate or industry level are preferable to detailed regulations. Sustainability is incorporated into all Coop corporate strategies by means of its sustainability strategy. This strategy is based on three pillars.

Pillar 1: Sustainable products and services

Consumer behaviour has a considerable impact on people and the environment. By providing sustainable products and services, Coop can achieve

considerable leverage and therefore contribute significantly to promoting sustainable consumption. It supports the adherence to stringent minimum requirements along the entire value chain. It is also involved in pioneering sourcing projects and long-term partnerships to promote organic farming, fair trade, animal welfare and biodiversity. Coop is promoting sustainable consumption by selecting products responsibly, developing ranges purposefully, providing targeted customer information and, in particular, utilizing versatile advertising campaigns.

Pillar 2: Resource efficiency and climate protection

As well as helping to reduce resource consumption, the efficient use of resources and energy also helps to cut costs. Coop's efforts in this regard focus on the consistent implementation of the "CO₂-neutral by 2023" vision and the associated reduction in energy consumption and greater use of renewable energy. Other important topics include avoiding waste, optimizing packaging, recycling as well as responsible water-resource management and sustainable construction. Coop is making particular efforts in logistics and transport by avoiding or offsetting air transport and by transferring freight from road to rail.

Pillar 3: Employees and society

Training apprentices, a uniform and progressive collective employment agreement for the whole of Switzerland, and a generous pension scheme are among Coop's important accomplishments as an employer. Coop supports the integration of people with disabilities into the work process, for example by placing orders with disabled workshops. Coop also supports the "Schweizer Tafel" (Swiss Table) and "Tischlein deck dich" (Table Be Set) organizations, not only with food but also financially. For more than 70 years, Coop Aid for Mountain Regions has been actively engaged in improving the living and working conditions of inhabitants of Swiss

mountain regions. In emergencies such as earthquakes and floods both in Switzerland and abroad, Coop provides rapid and straightforward aid in collaboration with the Swiss Red Cross.

Strategic integration in wholesale and production

All the businesses in the Transgourmet Group and most Coop manufacturing companies have their own sustainability strategies. These strategies are aligned with the Coop sustainability strategy and take account of the specific concerns and the realities of the relevant markets.

Coop Sustainability Fund

The Coop Sustainability Fund is a central tool for fostering innovation and raising public awareness of sustainable consumption. The Fund enables Coop to initiate innovative solutions in environmental and socially relevant areas and thus promote pioneering services in the field of sustainability. Coop invested 16.5 million francs through the Sustainability Fund in the year under review, as well as supplying communication tools, human resources and valuable partner networks and structures.

Sustainability as a quality attribute

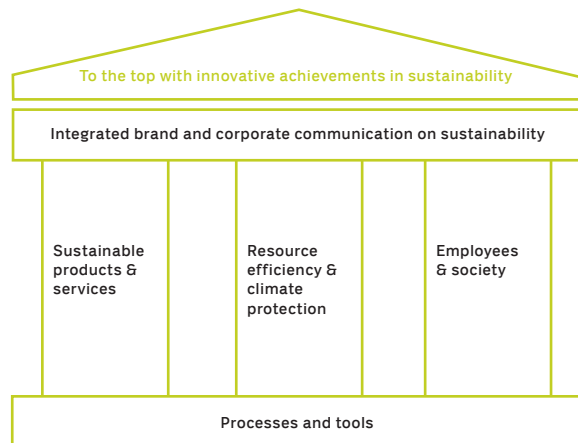
As in all its other corporate strategies, Coop has also embedded sustainability criteria in its quality strategy. Sustainability is a quality dimension comparable to taste, safety, health, functionality, product information/labelling/traceability and origin. The Coop quality strategy includes not only the principles of selecting products sustainably but also in particular social and ecological production conditions and animal welfare. Sustainability is also incorporated into ongoing quality risk management and risk analysis. For example, production processes, countries of origin, working conditions and animal welfare are now also included for branded products.

Stakeholder dialogue

Long-standing, reliable partnerships

Establishing and maintaining long-term partnerships and an appreciative relationship with stakeholders is of great importance for Coop's commitment to sustainability. Working together in this way enables the company to identify socially relevant issues, build up knowledge and jointly develop and implement ideas. Stakeholder expectations and constructive criticism represent challenges for Coop, encouraging it to make improvements. Thanks to long-standing partnerships with organizations including Bio Suisse, the Research Institute of Organic Agriculture (FiBL), Max Havelaar, Swiss

Sustainability strategy



Animal Protection (SAP), the WWF and also with suppliers, Coop has been able to establish and continuously expand its superior range of sustainable products. In 2014, Coop agreed a strategic partnership with the WWF and with the Swiss Red Cross. It also stepped up its collaboration with the Swiss Federal Office of Energy (FOE) in the form of a media partnership. As part of a joint initiative between the Coop Sustainability Fund and the World Food System Center at ETH Zurich, an initial four research projects have begun.

Stakeholder forum transparency

At the fourth Coop Stakeholder Forum, which took place in June 2014, 26 representatives from environmental, consumer and producer organizations as well as individuals from universities and public administration formulated their detailed expectations of Coop and discussed these with members of the Executive Committee and Business Units. With a theme of "Transparency in the supply chain", Coop this year tackled a subject that was of particular concern for stakeholders in 2013. Coop has also included this subject in its 2014 to 2020 multi-year sustainability objectives. In the participants' opinion, Retail should be familiar with the supply chains for individual products in detail, and should keep them as short as possible. They would also like to see uniform environmental and social standards being observed as well as a fair distribution of risks and opportunities along the entire supply chain. This would avoid undesirable side-effects such as the exclusion of smaller producers due to excessive administrative effort and financial expenditure. In 2014, stakeholders reaffirmed their concern that Coop's efforts with regard to transparency should be addressed simply and in a needs-based manner in sales outlets, in corporate communication and

on products themselves. The results of the Coop Stakeholder Forum have once again been incorporated into the goal-setting process at Coop Group Executive Committee level and also into an internal project on transparency in the supply chain. With the involvement of top management, Coop's Stakeholder Forum has finally established itself as an important arena for a direct exchange of views with stakeholders.

Green Business Partner Conference

Coop can only provide sustainable products and services and meet its ambitious 2014 to 2020 multi-year sustainability objectives in collaboration with its suppliers. In June 2014, Coop held the first Green Business Partner Conference. The theme was "Jointly creating sustainable added value", and it was attended by around 200 business partners and decision makers. At the Swiss Museum of Transport in Lucerne, delegates celebrated 25 years of commitment to sustainable products and services and, most importantly, worked on approaches for the future. In working groups, Coop and its suppliers analysed existing joint initiatives and documented potential for the future. Whereas the focus in recent years has been on Coop own-label brands, brand manufacturers will in future also be required to make a greater contribution to the sustainable product range. There is significant leverage to be gained in this field too. As an initial step, Coop introduced Naturaplan and Oecoplan Heroes in 2013 and 2014 respectively. These are brand manufacturers' products that are dual-branded in shops. Following on from the Green Business Partner Conference, suppliers came up with 336 concrete suggestions and measures for supporting the implementation of the multi-year objectives and jointly exploiting market opportunities. These ranged from detailed product proposals to suggestions for process optimization and communication measures. The implementation of these proposals is being incorporated into the individual objectives for Coop buying pool managers and buyers.

Energy and environmental policy context

Revision of the Environmental Protection Act

As a member of the Swiss retailers' association IG DHS, Coop dedicated a good deal of time to the revised Environmental Protection Act (EPA) in 2014. Coop is advocating business solutions and is endorsing the EPA revision as an indirect counter-proposal to the "green economy" initiative under certain conditions. Together with IG DHS, it is convinced that in the field of "waste collection and

recycling", the subsidiarity principle and operational efficiency must be legally enshrined as criteria when selecting possible measures. Those concerned can only operate efficiently and effectively if the implementation costs are commensurate with the environmental benefits.

Energy and climate policy

Climate change is one of the biggest challenges faced by society. Increases in temperature and changes in precipitation threaten the livelihoods of many people. As part of its purchasing strategy, Coop is interested in a national and international climate policy that will reduce the global increase in temperature to a manageable level. More developed countries such as Switzerland have a particular responsibility and must set a good example in this regard. In 2014, Coop once again supported the climate campaign organized by the WWF and swisscleantech. On the occasion of the Federal Council's decision regarding the "2030 Swiss climate objective" and the forthcoming 2015 climate summit in Paris, the campaign is advocating reducing CO₂ emissions by 60% between now and 2030. With its "CO₂-neutral by 2023" vision, Coop is pursuing even more ambitious targets. Current progress made in implementing this vision indicates that this approach is both feasible and economically viable.

Appreciating food

The "Green economy" action plan also includes measures to reduce food waste. Coop is actively participating in two government working groups looking at "food dating" and "training and communication". Applying the principle of "avoidance before recycling before disposal", Coop has for years been minimizing the amount of food that has to be disposed of. Under the Ünique label, Coop sells flavourful but non-standard fruit and vegetables that have previously not reached the shops due to trading regulations and customers' visual expectations. Since 2005, Coop has also been working closely with the organizations "Schweizer Tafel" (Swiss Table) and "Tischlein deck dich" (Table Be Set). This commitment is now becoming the accepted approach – members of the IG DHS have followed in Coop's footsteps by agreeing a joint industry solution for the collection and distribution of food to the needy – the "Foodbridge" initiative.

Sustainable objectives

2014 to 2020 multi-year objectives

In 2013, the Coop Group's Executive Committee agreed multi-year sustainability objectives for 2014 to 2020. The top-level subject areas covered by these objectives apply to the entire Coop Group. These concrete and, where possible, quantifiable objectives for 2020 focus on the considerable leveraging power of sustainability, and are geared to the three areas of retail, wholesale and production. The quantitative multi-year objectives are broken down into annual goals and recorded on the balanced scorecard. Together with economic goals, they are included in the Coop Group's established annual goal-setting process. Management profit-sharing depends in part on these sustainability goals being achieved.

Implementation status

In 2014, Coop laid the foundations needed to implement the 2014 to 2020 multi-year objectives. This sustainability report illustrates the implementation status after the first year. Many measures have already been introduced or implemented, and overall Coop is on target in most areas. The Transgourmet Group companies agreed their own sustainability strategies for the first time in 2013. Implementation in the wholesale sector is therefore understandably not as far advanced as, for example, in the retail sector.

Sustainability concerns us all



Thomas Wallrabenstein
Services Manager,
Transgourmet Central and
Eastern Europe

“Transgourmet wants to become the most sustainable company in the German food services industry. The broad-based spheres of activity defined in our sustainability strategy highlight the great importance attached to sustainability within our company. We are continually investing in expanding our ranges of sustainable products and are working consistently to use the resources needed by our business in an efficient and environmentally friendly manner. As well as providing our employees with secure jobs, we offer them extensive training opportunities. In this context, the 2014 to 2020 multi-year objectives defined for the entire Coop Group are of enormous significance for Transgourmet. They enable us to review our own progress, while at the same time facilitating a regular internal and external exchange of experiences and information. After all, sustainability concerns us all!”



years of Oecoplan

Coop launched Oecoplan, its first own-label sustainability brand, 25 years ago. Today, Coop offers the largest variety of sustainable products.



Implementation of multi-year sustainability targets 2014–2020

Pillar 1: Sustainable products and services

Targets – Retail (R)

1. Ranges with special added sustainability value

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

- **1.1.1 R** We generate 15% of our turnover from products which satisfy the most stringent sustainability standards (own-label sustainability brands and quality labels).
 - Percentage = 15.7%
- **1.1.2 R** We are expanding our position as a leading supplier of organic products in the Swiss retail sector and, in 2020, will generate turnover of CHF 1.25 billion from organic products.
 - Sales with organic products in 2014 = CHF 1.1 billion
 - Launch of 104 new Naturaplan products
- **1.1.3 R** We doubled turnover of products bearing the Fairtrade label compared with 2012.
 - Sales increased from 2012 by 44.4% to CHF 260 million
 - Launch of 104 new Fairtrade-Max-Havelaar products
 - Introduction of products from the “Fairtrade Sourcing Program”
- **1.1.4 R** We promote regional and Swiss products.
 - Launch of “Miini Region” quality seal with 2 200 products
 - Launch of Bio-Regio breads and expansion of the Bio-Regio product range to 385 products
- **1.1.5 R** We are a leading marketer of environmentally friendly products in the non-food segment.
 - 10.9% increase from 2012 in Oecoplan sales to CHF 142 million
 - “25 Years of Oecoplan” campaign, launch of 238 new products

2. Sustainability in the overall product range

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

- **2.1.1 R** We are creating transparency/traceability of own-label brands beyond the production and supply chain.
 - “Transparency in the product chain” launched as an over-arching project
 - Revision of the Oecoplan Guideline with stricter requirements in terms of transparency
 - Projects involving fruit and vegetables, meat, cocoa, rice
- **2.1.2 R** We ensure that all critical raw materials used in our own-label brands satisfy the customary sustainability standard for the sector.
 - Attainment of the agreed targets with WWF for wood/paper, peat, palm oil, soya, fish (> 99% from sustainable sources)
 - Traceability via GlobalGAP number for fruit and vegetables
 - Danube soya used for feed in the Naturafarm poultry and egg programmes
 - Drafting of the Palm Oil Guideline
 - Implementation of the detox commitment
- **2.1.3 R** For key raw materials, we safeguard long-term, sustainable procurement.
 - Screening of commodity product ranges and launch of projects where no minimum standards exist
 - Screening for water-related risks; initiation of measures for growing fruit and vegetables
- **2.1.4 R** 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.
 - Percentage of total fresh meat sales that are organic and/or Naturafarm at 38.0%
 - Promotion of the “produced in Switzerland” attribute (100% for pork and rabbit, 84% for chicken, > 99% for veal and beef)
 - Cooperation with Swiss Animal Protection to promote animal welfare standards (e.g. turkeys) among suppliers abroad
 - Test with dual-purpose chickens
- **2.1.5 R** We also require brand manufacturers to comply with customary sustainability standards or their own, adequate sustainability standards.
 - Initial Green Business Partner Conference to sensitize suppliers with 336 specific project proposals
 - Launch of one Naturaplan and 60 Oecoplan Heroes
- **2.1.6 R** We are reducing and optimizing our packaging material by 2 000 tonnes compared with 2012.
 - Optimization of 2 330 tonnes since 2012
 - Charcuterie packaging with a middle layer made of recycled PET

Targets – Wholesale (W)

■ **1.1.1 W** We generate 2.3% of our turnover from products which satisfy the most stringent sustainability standards.
– Percentage = 1.8%

■ **1.1.2 W** We offer our customers an expert range of organic products.
– Product range expanded in all Transgourmet companies

■ **1.1.3 W** We offer our customers an expert range of Fairtrade products.
– Expansion of the Fairtrade product ranges, especially sugar, coffee, tea and juices

■ **1.1.4 W** We offer our customers an expert range of regional and local products.
– TG Germany: 148 products under the regional own-label brand “Ursprung”

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

■ **2.1.2 W** We promote sustainability standards for the critical raw materials used in our own-label brands.
– TG France, TG Germany, TG Switzerland: Expansion of the MSC (wild catch) and ASC product range (aquaculture)
– TG Seafood France: MSC and Label Rouge certification
– TG Germany: The first own-label brand products with RSPO-certified palm oil
– TG Germany: Partial switch to FSC paper products

■ **2.1.4 W** We are mindful of animal welfare throughout our range and create a distinctive profile in selected ranges.
– TG Germany: Launch of products with the “For more animal welfare” standard (entry level) of the German Animal Welfare Association and expansion of the “Pommersche Weidegans” (Pomeranian goose) project
– TG Switzerland: ongoing search for animal-friendly alternatives in the purchasing of fish, poultry and horsemeat

■ **2.1.6 W** We analyse the relevant packaging volumes that we are able to influence and set reduction and optimization targets on that basis.
– TG Germany: Distribution via an end-to-end disposable box system

Targets – Production (P)

■ **1.1.1 P** We generate 22% of our turnover from products which satisfy the most stringent sustainability standards.
– Percentage = 19.7%

■ **1.1.2 P** We are increasing turnover of organic products to CHF 175 million.
– Sales = CHF 181 million
– Swissmill: Processing of 50% of domestic organic wheat
– Reismühle Brunnen: Asian rice is Naturland-certified

■ **1.1.3 P** We increased turnover of products bearing the Fairtrade label compared by 90% compared with 2012.
– Increase of 101% compared with 2012 (Amendment to targets planned for 2016)

■ **1.1.4 P** We promote the use of Swiss raw materials.
– Swissmill: Cooperation with regional partners to purchase Bio-Regio flour; a partnership that dates back over 10 years with Sativa/Bioverita to grow organic wheat

■ **2.1.1 P** We are able to transparently illustrate the product chain for own-label products and trace products through each production stage.
– Reismühle Brunnen: Establishment of an end-to-end value chain for rice from the Himalayas
– Chocolats Halba: Establishment of an end-to-end value chain in Honduras

■ **2.1.2 P** We ensure that all key raw materials satisfy the customary sustainability standard for the sector.
– Sunray: Product range check for implementation of minimum standards
– Implementation of BSCI Standards in all relevant manufacturing companies

■ **2.1.3 P** For key raw materials, we safeguard long-term, sustainable procurement.
– Sunray: Expansion of sourcing directly at the origin
– Chocolats Halba: Safeguarding cocoa purchasing in Honduras
– Reismühle Brunnen: Safeguarding rice purchasing in the Himalayas
– Swissmill: Commitment in Austria to safeguard organic grains

■ **2.1.4 P** We ensure that the animal raw materials used (meat, dairy, eggs) originate from humane animal husbandry.
– Bell: 40 projects with Coop to promote animal welfare

■ **2.1.6 P** We are reducing and optimizing our packaging material by 1 300 tonnes (end packaging and repackaging, end packaging is the priority).
– Optimization of the weight of PET bottles for water and soft drinks

Pillar 2: Resource efficiency and climate protection

Targets – Retail (R)

3. Energy/CO₂

3.1 Coop is significantly reducing its own energy consumption and protecting the climate by systematically reducing CO₂ emissions.

- **3.1.1 R** We are reducing energy consumption in absolute terms by 13.4% compared with 2008.
 - Status of reduction compared with 2008 = 3.8%
 - 286 new and upgraded supermarkets conforming to the Minergie standard with CO₂ refrigeration systems and LED lighting since 2008
 - Optimization of 64 specialist-format sales outlets using control and regulation technology

- **3.1.3 R** We are increasing the percentage of renewable energy sources to 74%.
 - Percentage = 67.2%
 - Increased use of wood and heat from groundwater

- **3.1.4 R** We are reducing annual CO₂ emissions in absolute terms by 36.5% compared with 2008.
 - Status of reduction compared with 2008 = 18.4%

4. Resource consumption

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

- **4.1.1 R** We are increasing the waste recovery rate to 80.8% and reducing the quantity of waste by 13.3% compared with 2012.
 - Waste recovery rate = 80.8%
 - Reduction of quantity of waste by 13.2% compared with 2012
 - Collection points at sales outlets refurbished as plastic bottle collection points

- **4.1.2 R** We are developing a comprehensive “Sustainable Construction” concept and consistently implementing this in our new buildings and when renovating existing buildings.
 - Expansion of the Coop Guideline on the Evaluation of Construction Materials in accordance with Sustainability Criteria
 - Project to build Coop’s new Fully sales outlet is acting as a pilot project for “Swiss sustainable construction standards” (SNBS)
 - Pilot for semi-natural landscaping at Coop Suhrenmatt

4.2 Coop has innovative and environmentally friendly mobility and logistics solutions

- **4.2.1 R** We are moving goods transports from road to rail.
 - Various goods from Italy will be transported from Chiasso in “unaccompanied combined road/rail transport”

- **4.2.2 R** We are trialling and implementing innovative mobility solutions.
 - First carbon fibre 3.5-tonne delivery truck
 - 18-tonne electric truck with solar panel

Targets – Wholesale (W)

- **3.1.1 W** We are reducing specific annual energy consumption per m² in the cash & carry business by 13.2% in western Europe and by 0.9% in eastern Europe compared with 2012.
 - Status of reduction in western Europe compared with 2012 = 4.4%
 - Status of reduction in eastern Europe compared with 2012 = 2.4%
 - Ongoing equipment of markets with LED lighting and CO₂ refrigeration systems

- **3.1.2 W** In the delivery wholesale business, we are reducing specific annual energy consumption per tonne of delivered goods by 13.3% compared with 2012.
 - Status of reduction compared with 2012 = 5.0%
 - TG Germany: Optimization of routes thanks to COS route planning software and reduction of fuel consumption through driver training
 - TG France, TG Germany: Ongoing modernization of the vehicle fleet

- **3.1.4 W** We are reducing specific annual energy consumption per m² in the cash & carry business by 13.1% in western Europe and by 4.1% in eastern Europe compared with 2012.
 - Status of reduction in western Europe compared with 2012 = 10.7%
 - Status of reduction in eastern Europe compared with 2012 = 2.4%
 - TG Germany: Use of green electricity

- **3.1.5 W** In the delivery wholesale business, we are reducing specific annual energy consumption per tonne of delivered goods by 11.7% compared with 2012.
 - Status of reduction compared with 2012 = 3.7%

- **4.1.1 W** We are increasing the waste recovery rate to 65%.
 - Waste recovery rate compared with 2012 = 61.6%

- **4.1.2 W** We take account of sustainability standards in our new buildings and when renovating existing buildings.
 - TG France: energy-efficient new head office building and central warehouse in Valenton
 - Selgros Germany, Selgros Russia, Selgros Poland: modern filter systems for rainwater run-off at the markets

- **4.2.2 W** We are trialling and implementing innovative mobility solutions.
 - TG France: 7.5-tonne trucks with electric refrigeration equipment

Targets – Production (P)

- **3.1.1 P** We are reducing annual energy consumption in absolute terms by 14.4% compared with 2008.
 - Status of reduction compared with 2008 = 1.7%
 - Swissmill: Energy efficiency improvements of milling system plant components
 - Bell: Establishment of comprehensive energy management including all international companies; improvement of compressed air, refrigeration, ventilation and heating systems; expansion of LED lighting

- **3.1.3 P** We are increasing the percentage of renewable energy sources to 86%.
 - Percentage = 67.1%

- **3.1.4 P** We are reducing annual CO₂ emissions in absolute terms by 52.1% compared with 2008.
 - Status of reduction compared with 2008 = 12.1%

- **4.1.1 P** We are increasing the waste recovery rate to 75.5% and reducing the quantity of waste by 24.4% compared with 2012.
 - Waste recovery rate = 81.4%
 - Increase in quantity of waste by 2.8% compared with 2012

Pillar 3: Employees and society

Targets – Retail (R)

5. Sustainable HR management

5.1 Coop is a progressive and fair employer.

- **5.1.1 R** We are an exemplary provider of apprenticeships and make a vital contribution to professional training in the retail sector.
 - 2 734 apprentices in 29 professions
 - Gold sponsor of the first national Swiss Skills championship for professional skills; Coop apprentices in the meat sector retail specialists category take 1st and 2nd place

- **5.1.2 R** We offer our employees access to an extensive, diverse continuing education programme and attractive career opportunities.
 - 112 087 in-house and external training days per year

- **5.1.3 R** We are committed to sustainable HR management.
 - Ongoing implementation of the sustainable HR management project

- **5.1.4 R** We cultivate a culture of respect, appreciation and equal opportunities.
 - 637 employees at the parent company with limited fitness for work (= 1% of jobs)
 - For other key figures see pp. 46–47

6. Social commitment

6.1 Coop recognizes its social responsibility.

- **6.1.1 R** We operate a dense and extensive network of sales outlets, which extends to outlying areas.
 - Expansion to 1 971 sales outlets, of which 837 supermarkets
 - Supermarket in Bosco Gurin with just 50 m² at an altitude of 1 500 m

- **6.1.2 R** We are the main marketing platform for quality-driven Swiss agriculture.
 - Expansion of the product range with the “Suisse Garantie” label to 324 products
 - Increase percentage of own-label brand food products manufactured in Switzerland to 82.1%

- **6.1.3 R** Within the framework of the Coop Sustainability Fund, each year we spend CHF 15 million on promoting innovations for sustainable consumption.
 - Support for projects of the World Food System Center of ETH Zurich to the tune of CHF 1 million p.a.
 - Integration of social projects into the fund and increase of annual funding to CHF 16.5 million

- **6.1.4 R** Together with our stakeholders, we are committed to a sustainable and healthy lifestyle and make use of our communication tools to express that commitment.
 - Strategic partnership with WWF and Swiss Red Cross
 - Media partnership with the Swiss Federal Office of Energy/Swiss Energy
 - Stakeholder forum “Transparency in the product chain”

- **6.1.5 R** We are a partner in the initiative to reduce food waste in Switzerland.
 - Participation in two working groups of the Swiss Federal Office for the Environment
 - Support of CHF 400 000 for “Table Be Set” and “Swiss Table” as part of the Foodbridge industry solution
 - 419 sales outlets are affiliated with the “Table Be Set” and “Swiss Table” system

7. Sustainability management

7.1 Sustainability is integral to all business activities throughout the Coop Group Cooperative.

- **7.1.1 R** We create sustainability strategy concepts and ensure that sustainability is firmly established from an organizational standpoint in all plants and companies in the Coop Group.
 - First Group-wide reports in accordance with multi-year sustainability goals 2014–2020
 - Integration of multi-year goals into corporate strategies

Targets – Wholesale (W)

- **5.1.1 W** We are an exemplary provider of training.
 - 424 apprentices
 - TG Germany: Various measures including trainee programmes, dual courses of study, training in five apprenticeships
 - TG Switzerland: Annual trainee camps
 - TG France: Percentage of young people undergoing dual education/training: 2%

- **5.1.2 W** We offer our employees access to an extensive, diverse continuing education programme and attractive career opportunities.
 - TG Switzerland: 67% of management-level and key positions are filled with in-house candidates; 23 hours of in-house training per employee each year
 - TG Germany: Promotion and development programmes; extensive basic and advanced training programmes
 - Selgros Russia: 55 training days for 747 participants

- **5.1.3 W** We are committed to sustainable HR management.
 - TG Switzerland: Target-setting workshop for all employees
 - TG France: Strategies on equal opportunity; avoid physical and psychological risks

- **5.1.4 W** We cultivate a culture of respect, appreciation and equal opportunities.
 - TG Switzerland, TG France, TG Germany: Various integration projects
 - TG France (Opérations): Intergenerational action plan; equal opportunity charter; contact point for employees with limited fitness for work

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

- **6.1.2 W** We offer a marketing platform for quality-driven Swiss agriculture.
 - TG Switzerland: Working together with Suisse Garantie to expand and promote Swiss products
 - TG Germany: “Ursprung” own-label brand for sustainable products from traditional German regions of origin

- **6.1.3 W** We use the possibilities offered by the Coop Sustainability Fund to promote innovations for sustainable consumption.

- **6.1.4 W** Together with our stakeholders, we are committed to a sustainable and healthy lifestyle and make use of our communication tools to express that commitment.
 - TG Germany: Exchange with competency networks to ensure a nutritionally valuable diet for children and senior citizens

- **6.1.5 W** We support social organizations by donating food that is still safe for consumption to people in need.
 - Support in the form of monetary and non-monetary donations to corresponding institutions in Germany, France, Romania
 - TG Switzerland, TG France: Support for alliances such as “United against waste”

- **7.1.1 W** We create sustainability strategy concepts and ensure that sustainability is firmly established from an organizational standpoint in all plants and companies in the Coop Group.
 - First Group-wide reports in accordance with multi-year sustainability goals 2014–2020

Targets – Production (P)

- **5.1.1 P** We are an exemplary provider of training.
 - 113 apprentices

- **5.1.2 P** We offer our employees access to an extensive, diverse continuing education programme and attractive career opportunities.
 - Bell: Introduction of talent management at all locations; job vacancies are checked in-house first

- **5.1.3 P** We are committed to sustainable HR management.
 - Steinfels Swiss: Introduction of occupational health management

- **5.1.4 P** We cultivate a culture of respect, appreciation and equal opportunities.
 - See Retail measures

- **6.1.1 P** We make a vital contribution to providing the Swiss population with basic supplies.

- **6.1.2 P** We are a key marketing platform for quality-driven Swiss agriculture.
 - Swissmill: Processing of 50% of domestic organic wheat

- **6.1.3 P** We use the possibilities offered by the Coop Sustainability Fund to promote innovations for sustainable consumption.
 - Reismühle Brunnen: Continuation of the Fair & Good project
 - Chocolats Halba: Sustainable cocoa sourcing in Honduras

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

- **7.1.1 P** We create sustainability strategy concepts and ensure that sustainability is firmly established from an organizational standpoint in all plants and companies in the Coop Group.
 - First Group-wide reports in accordance with multi-year sustainability goals 2014–2020
 - Integration of multi-year goals into corporate strategies

Sustainable products and services

For its sustainable product range, Coop inspects the entire value chain and addresses those areas in which it can make the biggest difference. The focus in 2014 was on animal welfare, water management and a reduction in pesticides. Coop is systematically expanding its range of organic and Fairtrade products.

Focusing on animal welfare

Naturafarm: promoting animal welfare

Coop has for decades been championing species-appropriate animal husbandry and, together with Swiss Animal Welfare SAP, has developed the Naturafarm animal husbandry programme. Since the end of 2013, Naturafarm, the own-label brand, can now also be used as a quality seal. Brand manufacturers can now display this quality seal on their meat products – provided the items in question meet strict animal welfare requirements. Naturafarm indicates high-quality Swiss meat and eggs from animal-friendly access-to-range or free-range farming. The requirements with regard to animal welfare significantly exceed those laid down by law. Independent control bodies also conduct regular, unannounced inspections of all farms. In 2014, 62.6% of Coop's pork sales came from Naturafarm. Coop generated 56.4% of its beef sales from products with the Natura-Beef label from humane suckler-cow husbandry. Thanks in part to this long-standing and far-reaching commitment, Coop led the field for the second consecutive year in the international animal husbandry rating of the Business Benchmark on Farm Animal Welfare.

High standards in Switzerland and abroad

Coop sustainable sourcing guidelines specify minimum requirements for animal welfare across its entire product range. They ban the sale of products from animals reared inhumanely, such as paté de fois gras and frogs' legs. Since Swiss animal welfare regulations are among the strictest in the world, Coop specifically promotes the sale of Swiss meat. In 2014, all the fresh pork and rabbit meat it sold

came from Switzerland, and around 84% of its chicken meat originated in Switzerland. In fact, the Swiss chicken came from a farm that follows the "Particularly animal-friendly stabling" programme (PAS). In 2014, Coop decided that its foreign supplies should also, as a minimum, meet Swiss legal requirements for animal welfare. In the case of poultry, Coop is even going one step further. Together with its foreign poultry suppliers, it is setting up an animal husbandry programme along the lines of the Swiss Federal programme PAS, with additional seating areas, more space in coops, bedding and access to a covered outdoor area. Since May 2014, Coop has also stocked Spanish horse meat that meets stringent animal welfare requirements.

Pilot project with dual-purpose chickens

As part of the process of rearing laying hens, around 2 million male chicks are killed each year in Switzerland because they are unsuitable for meat production. Since January 2014, Coop has been testing the suitability of a new breed of "dual-purpose" chicken in practical trials on organic Swiss farms. The females of this breed are used for egg production and the males are used for meat production. The rooster meat went on sale for the first time in spring 2014 as Naturaplan organic chicken, and the eggs went on sale in July, also under the Naturaplan label. Following a promising initial phase involving 5 000 birds, the trials entered a second phase with an additional 5 000 birds in September 2014.

Animal welfare study in fish farming

As an alternative to wild-caught fish, fish farming in an aquaculture context is currently experiencing a boom. However, the requirements for humane fish

farming are not yet fully known. For this reason, Coop commissioned Swiss Animal Protection SAP to conduct a study into animal welfare in fish farming. This involved aquaculture installations where fish are reared for human consumption being assessed from an animal welfare viewpoint, and highlighting any possible problem areas, opportunities and risks associated with fish farming in Switzerland. Based on the study findings, Coop is now reviewing its product range jointly with SAP and taking action where necessary.

For the benefit of animals and regions

Coop is supporting additional projects that are promoting not only animal welfare but also regional added value. One example of this is the “Swiss free-range geese” project, in which geese are reared outdoors and then slaughtered and marketed regionally. The Pro Montagna animal husbandry projects are also ensuring greater value is added in mountain areas. Pro Montagna Alpine pigs are reared and pre-fattened in the mountain region before being grow-finished in the summer on Alpine pastures in accordance with the requirements of the Naturafarm animal husbandry programme. This gives them generous access to natural terrain, with an area of at least 40 m² per animal.

Commitment in wholesale

In the German wholesale supply trade, Transgourmet has, since 2014, stocked poultry and pork products from farms that are certified with the entry-level German Animal Welfare Association (DTB) “For greater animal welfare” label. For pig rearing, this means one third more space for the animals, activities to keep them occupied, and not being castrated without an anaesthetic. There are also projects involving poultry, and Transgourmet’s “Farmyard poultry from private farms” also bear the DTB label. These hens have more space, bales of straw, and stones to peck at to keep them suitably occupied, and are fattened more slowly. For its “Free-range Pomeranian geese” project, Transgourmet contract-farmed 1 550 geese on six hectares of grassland in 2014 to high animal welfare standards. Since 2014, Transgourmet Germany has not sold any eggs from hens reared in cages or small groups. During the year under review, the cash & carry business Selgros Germany stopped selling live lobsters for animal welfare reasons, and Selgros Poland launched a washing powder that has not been tested on animals.

Concern for animal welfare with Coop



Hansueli Huber
Head of Swiss Animal Protection SAP

“Swiss Animal Protection SAP is committed to rural, species-appropriate animal

husbandry in Switzerland. SAP farm animal specialists, agronomists, vets and farmers conduct independent, unannounced checks on the 1 000 Naturafarm farms on behalf of Coop, escort shipments and oversee animals in abattoirs. Since Coop fortunately also intends to apply Swiss animal welfare standards to imported meat, SAP has, since 2013, also been carrying out animal welfare consultancy and conducting assessments abroad on behalf of Coop. Coop’s strong commitment to the Naturafarm programme and its efforts to ensure imports meet animal welfare standards demonstrate the Group’s concern for animal welfare. It’s now up to us as consumers to achieve a real breakthrough in these efforts for animal welfare by shopping responsibly.”

Coop Oecoplan anniversary

25 years of sustainability at Coop

Coop launched Oecoplan, its first environmentally friendly range of products, in 1989. The range included potatoes from integrated-production farming, and also environmentally friendly methylated spirits. Today, Oecoplan represents non-food products and services that have clear ecological added value. In 2014, the “Oecoplan in action” anniversary campaign emphasized the diversity of this own-label sustainability brand and underpinned its value as an environmentally friendly alternative. As with the organic heroes in last year’s Naturaplan campaign, Coop and brand manufacturers jointly developed environmentally friendly products that bear the Oecoplan logo as well as their brand name. 60 of these Oecoplan heroes were launched in 2014. In total, the Oecoplan range includes over 2 100 non-food and near-food products. Over the last ten years, Coop has doubled the number of Oecoplan items it sells. During the anniversary year, sales of Oecoplan products hit a new all-time high of 142 million francs.

Stringent requirements for Oecoplan products

Wherever possible, the requirements for each group of products within the Oecoplan range are based on recognized environmental labels or standards such as FSC, Blue Angel or the Bio Suisse bud. Indeed some of the Oecoplan requirements significantly exceed these standards. Where no recognized



2252

**Sales with
sustainable
products**
in CHF

Coop is a sustainability pioneer and earns net sales of around 2.3 billion francs with its own-label sustainability brands and sustainability quality labels.



standards exist for a product group, Coop is drawing up appropriate requirements in conjunction with experts. In the year under review, the Oecoplan guidelines were once again made more specific and tightened up. For example, Oecoplan products are not allowed to display any GHS (Globally Harmonized System) hazard labelling stating they are harmful to health, highly toxic or harmful to water-courses. Coop is also demanding full value-chain transparency with regard to production facilities and the origin of principal constituents.

Commitment to organic and fair trade

For the next 20 years

Following the successful campaign to mark the 20th anniversary of its Naturaplan own-label sustainability brand, Coop confirmed its commitment to organic farming in 2014 with the slogan “For the next 20 years”. With the proceeds from various anniversary activities, which amounted to 250 000 francs, Coop supports Bio Suisse in the development of teaching material for training organic farmers. This material will be used for the first time in 2015. In the year under review, Coop also launched 104 new Naturaplan products and strengthened its “Bio Regio” range with the introduction of regional organic bread. This bread is made directly in the relevant region using exclusively locally cultivated organic grain, thereby reducing transport distances and increasing regional added value.

Investment in organic research

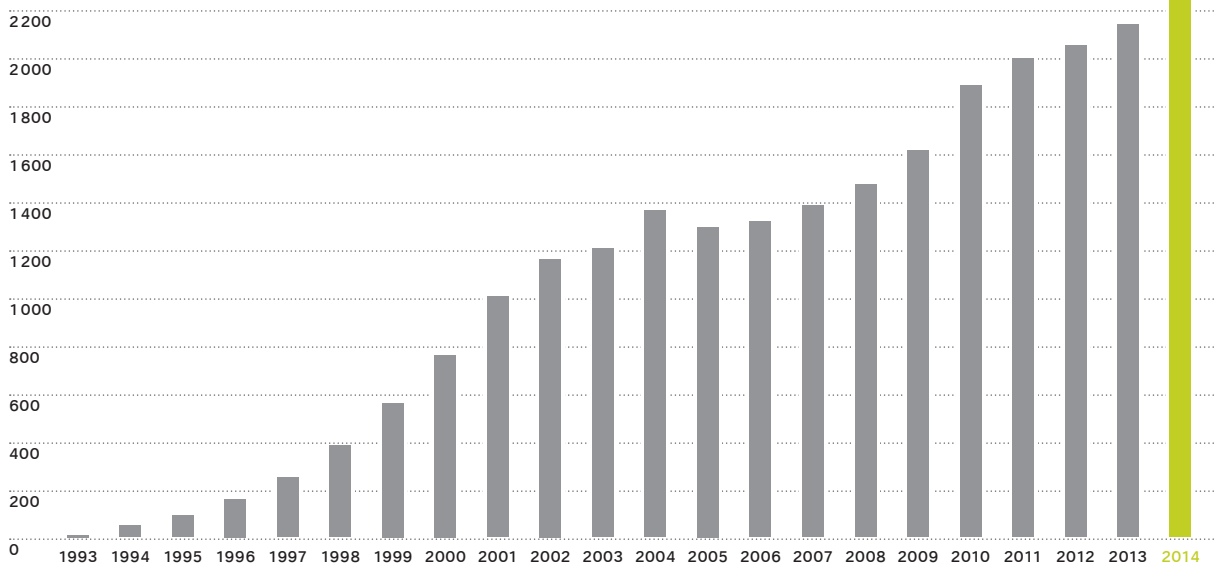
Coop posted sales of 1.1 billion francs from organic products in 2014. But getting a finished organic product to the supermarket shelf is a long process, often associated with significant research work along the entire value chain. Coop has provided the Research Institute of Organic Agriculture (FiBL) with financial support since 1993. FiBL inspects and refines new organic breeds that not only taste good, but are also less susceptible to pests and diseases. Coop and FiBL provide local advice and training for the producers of exotic fruit such as mangos, melons and oranges in accordance with Bio Suisse guidelines. Thanks to this commitment, a supply chain for organic kiwi fruit from Chile was successfully established and certified in accordance with Bio Suisse standards in 2014.

Sourcing programme for Fairtrade cocoa

Coop wants to switch over to the Fairtrade Max Havelaar quality label all the raw materials used in its own-label products that it sources from developing and emerging countries. Another important step is the Fairtrade cocoa programme, which was launched in 2014. Fairtrade-quality raw materials are procured even if it is not possible or desirable to certify the entire product as Fairtrade. For a product to be certified and awarded the Fairtrade Max Havelaar quality seal, all the ingredients that are available via Fairtrade must actually be sourced via Fairtrade, and at least 20% of the end product must consist of Fairtrade ingredients. For certain

Sales of Coop own-label sustainability brands and quality labels

Naturaplan, Naturafarm, Oecoplan, Naturaline, Pro Montagna, Unique, Pro Specie Rara, Slow Food, Fairtrade Max Havelaar, Bio, MSC, FSC, Hochstamm Suisse, Swiss Parks, Topten
Sales in CHF millions



products, this is not possible without significantly changing the recipe. With the new Fairtrade sourcing programme, Coop is committing to Fairtrade at the raw-material level, which will make it possible for cocoa farmers to sell more under Fairtrade terms and conditions.

Good quality fair-trade rice

The Coop manufacturing company Reismühle Brunnen generates around 45% of its total sales from Fairtrade products. It exports its products to six countries and is Europe's market leader for Fairtrade rice. With the "Fair & Good" project, Reismühle is combining fair trade and environmental protection in India and Thailand. Since 2011, three fair and environmentally friendly value chains have been established in collaboration with various partners such as Helvetas Swiss Intercooperation and with support from the Coop Sustainability Fund. Thanks to this initiative, over 2 700 farmers are now cultivating a total of 1 800 hectares of rice that meets Fairtrade Max Havelaar, Bio Suisse and Naturland standards. The project essentially involves small-scale farmers developing and testing modified methods of cultivation with partnership-based support from agricultural advisors and scientists. In the first project phase, which is now complete, cultivation techniques were developed that require less water, release less methane, promote biodiversity and facilitate a wide variety of crops. In 2014, Coop decided to continue its support for the project via the Coop Sustainability Fund until the end of 2017.

Fairtrade for non-food products too

To improve the situation of small-scale raw-gold miners, the Max Havelaar Foundation launched gold from Fairtrade-certified mines in October 2014. Coop City and Christ Watches & Jewellery were the first retailers in Switzerland to include collections of Fairtrade jewellery in their ranges. The gold for these items of jewellery comes from a Fairtrade-certified mine in Peru and can be traced back there via a Fairtrade code. Fairtrade certification opens up a reliable sales channel for miners and gives them financial stability thanks to a guaranteed minimum price and an additional Fairtrade premium. Fairtrade also stipulates that comprehensive environmental and safety standards be met.

Success with Coop Naturaline

Through its Naturaline label, Coop is the world's largest supplier of fair-trade organic cotton textiles. In 2014, it reworked Naturaline's profile and introduced a new collection onto the market together with the TV presenter and actress Melanie Winiger.

As is the case with more and more Naturaline textiles, the articles can be transparently traced back through all stages of manufacturing via a sewn-in code. Coop generated sales of around 49 million francs from carbon-neutrally produced, fairly traded fashion garments made from organic cotton in 2014. This success is based on a good 20 years of close cooperation with Swiss textile trading company Remei. Its founder Patrick Hohmann was awarded the main eco.swisscanto prize in 2014 for his tireless commitment to the fair and transparent manufacturing of organic cotton.

Focus on bees

Supporting bee-friendly projects

Around one third of food production relies on pollination by wild bees and honeybees. But bees around the world are under threat, so Coop is campaigning to protect wild bees and honeybees. Together with Biotta, Weleda, Ricola and Hochstamm Suisse, it held a fund-raising campaign to support four bee and beekeeping projects in June 2014. These are making children and young people aware of the significance and needs of bees, and getting them interested in beekeeping. Thanks to this bee campaign, Coop and its project partners were able to donate a total of 50 000 francs, thereby supporting each of the four projects to the tune of 12 500 francs. In 2014, Coop Aid for Mountain Regions also for the first time facilitated 550 bee sponsorships for a season. The proceeds are intended to get more mountain farmers involved in beekeeping and support them during the start-up phase.

Discontinuing products that are harmful to bees

In the year under review, Coop examined its entire pesticide range for active substances that are harmful to bees. Any pesticide products containing one or more of the seven active substances listed as critical by Greenpeace in its "Bees in Decline" report were removed from the Coop range with effect from January 2015, or replaced by preparations that do not harm bees. Coop also expanded its range of organic alternatives to synthetic chemical pesticides. In taking these measures, Coop is significantly exceeding legal requirements and making a major contribution to protecting bees.

Measures for fruit and vegetable growing

Coop actively supports a reduction in the use of pesticides for the cultivation of fruit and vegetables. First and foremost, it promotes organic farming – this is also the most bee-friendly method of produc-

tion. Coop is additionally supporting projects involving the conventional cultivation of fruit and vegetables. Together with Italian grape producers from Apulia and Sicily, it started to reduce the use of pesticides by promoting organic pest control in 2014. This is helping to maintain biodiversity and exposes bees in the vicinity of vineyards to fewer pesticides.

Sustainable water management

Standard for sustainable water usage

According to the United Nations Environment Programme (UNEP), agriculture consumes around 70% of the world's fresh-water resources. To protect this vital resource, Coop and WWF Spain have developed a standard for sustainable water usage in the production of fruit and vegetables. In 2014, Coop conducted ten pilot audits of key producers in water-critical Spain, Morocco, Tunisia and Egypt. These audits highlighted weak spots in water management and initiated specific improvement measures.

Water offsetting in Morocco

Each year, Coop buys 2 500 tonnes of fruit and vegetables from the region around Agadir in Morocco. The soil and climate there are ideal for farming, but water is in short supply. For this reason, Coop is financing an innovative local water offsetting project via the Coop Sustainability Fund. Together with the Lausanne-based consultancy Aquasis, Coop has calculated the water footprint for the fruit and vegetables it buys from the Agadir region. This amounts to 275 000 m³ per year. To offset this consumption, measures such as rainwater collection tanks and drip irrigation are being undertaken in the same water catchment area.

Reducing water consumption for strawberry cultivation

Around half of the strawberries that Coop sells come from the Huelva region of Spain. More intensive farming has led to increased water consumption in this region. This is now threatening to have a negative impact on the neighbouring Coto de Doñana National Park. In 2014, Coop launched a project to reduce water consumption in Huelva, together with a strawberry producer and the consultancy firm Optiriego. This involves using probes to measure the moisture content of the soil and only watering crops when necessary. Up to 30% of the water required for irrigation has been saved in this way – without affecting the quality or shelf life of the strawberries. Over the next few years, the intention is for further suppliers to use water probes.

Purchasing

Responsible soya cultivation

For ten years now, Coop has been promoting responsibly produced soya. Together with the other members of the Swiss Network for Sustainable Soy, it was again able to increase the percentage of responsibly produced, non-GM soya imported in the year under review. At the beginning of 2013, Coop was the first Swiss retailer to join the Danube Soya Association. Since 2014, all Naturafarm chickens and the majority of laying hens for Naturafarm eggs have been fed with Danube soya. This soya comes from a non-GM farm in the Danube region, meaning that no protected areas are put under threat and transportation routes are short.

New palm oil guidelines

To promote palm oil of sustainable origin, Coop drew up new palm oil guidelines for its suppliers in 2014. By the end of 2015, 100% of the palm oil used in Coop own-brand food products must come from physically sustainable sources and meet the “segregated” or “IP” standard published by the Roundtable on Sustainable Palm Oil (RSPO). Progress is logged annually and verified by means of spot checks on supplier premises. In 2014, 86.3% of palm oil already came from plantations that are cultivated sustainably in accordance with the RSPO standard or which are certified to the Bio Suisse standard.

Fewer chemicals in textiles and leather

By drawing up its textile and leather guidelines and signing a detox agreement with Greenpeace in 2013, Coop made a clear commitment to avoiding undesirable chemicals in the supply chain. The aim is also to adhere to social and ecological requirements when cultivating cotton and processing textiles and leather, and to increase transparency in the supply chain. In 2014, Coop took samples of end products and tested them for undesirable chemicals in order to meet the objectives of reducing chemicals. The first audits of waste-water and environmental data also took place for selected suppliers. Coop is working closely with these suppliers to find alternatives to the undesirable chemicals used in processing.

On track with wood and paper

As a partner of WWF Switzerland, Coop has for many years worked actively to develop a sustainable range of wood and paper products. Following on from the legal disclosure requirement for wood products introduced in 2010, Coop analysed its entire paper and wood range and initiated corrective

action. In 2014, Coop increased the percentage of paper and wood products bearing the FSC quality seal or made from recycled materials to 67.3%. The origin of all other paper and wood products is known; goods from “at risk” countries have been eliminated as far as possible. In so doing, Coop is on track with the objectives agreed with the WWF.

Purchasing at the Sunray manufacturing company

In the year under review, Coop and Sunray concluded an investigation of the manufacturing company’s entire product range with regard to sustainability risks. For a few products and countries of origin, this revealed some potential for improving working conditions on farms and also water management. Coop and Sunray have defined specific measures for all the sustainability risks identified. For example, all cashew nuts will be switched to the Fairtrade Max Havelaar quality seal over the next few years, and there are plans to implement social standards (BSCI PP) and water standards (the Coop water standard) in peanut and date production. In the case of Turkish hazelnuts, Coop is working closely with the largest exporter, which is gradually implementing its own social standard for farming. So that the producers of agricultural raw materials receive the maximum added value, Sunray is increasingly buying directly in countries of origin in South America, Africa, Asia and eastern Europe. This is also a means of increasing supply security.

BSCI standard for retail and manufacturing

For several years, Coop has been using the Business Social Compliance Initiative (BSCI) standard as a minimum social requirement at production level. In 2014, these efforts were consolidated and concrete targets agreed for Fust, Christ, Interdiscount and Toptip/Lumimart and for the manufacturing companies. The people responsible for minimum standards in the manufacturing companies and formats are driving the implementation process, thereby ensuring improved working conditions in their own supply chains.

Other projects

Optimizing and reducing packaging

In the year under review, Coop was able to save or optimize an additional 1 045 tonnes of packaging material. This included further reducing the weight of all mineral water and drinking water bottles and own-brand Prix Garantie six packs. This will save Coop 200 tonnes of PET and almost 13 tonnes of shrink-film per year. Moreover, the chicken, fresh meat and cold cut products made by the Bell manufacturing

company have had more environmentally friendly packaging since 2014. The plastic trays now include a middle layer made from food-grade recycled PET. This means that over 850 tonnes of plastic packaging has been environmentally improved. Since 2014, Coop own-brand and some branded fabric softeners have been sold in a concentrated form in compact bottles. This is cutting the amount of plastic required by 13 tonnes per year.

Sustainability in Coop restaurants

In restaurant chains, there is a low awareness of sustainability performance but a high awareness of pricing. To increase the sustainability performance of Coop restaurants, specialists from Coop’s internal Nutrition Unit analysed sustainability, while specialists from Betty Bossi and the Swiss Nutrition Association analysed the product range and operating procedures, and defined an action plan. In 2014, the range of vegetarian products was then expanded and the entire fish range switched over to sustainable sources in accordance with WWF guidelines. Coop restaurants now only use Swiss veal, beef and pork, and are expanding their range of Fairtrade products. Customers are also better informed about restaurants’ sustainability performance. A new training module for special advisors and restaurant heads is intended to make them more aware of healthy menu options and the sustainability aspects of catering. A review of operations revealed little potential for optimization. Energy usage, food handling, the disposal strategy and the use of Oecoplan-quality washing and cleaning products meet very high standards. The only areas in which sustainability aspects were insufficiently observed were furniture procurement and packaging materials. Coop has already started to take action in these areas.

Resource efficiency and climate protection

Since 2008, Coop has reduced its absolute annual CO₂ emissions by around 22% and is on target with its CO₂ vision. Transgourmet and Bell are also meeting their challenging energy/CO₂ targets. Coop is playing a pioneering role in environmentally friendly freight transport.

Holistic energy management

On target with CO₂ vision reduction schedule

When they drew up the Coop “CO₂-neutral by 2023” vision in 2008, the business units that fell within the vision’s scope set themselves quantitative annual targets for reducing their energy consumption and CO₂ emissions. Overall, Coop aims to reduce its absolute annual energy consumption by around 20% and increase the proportion of renewable energy to 80%. By so doing, it should reduce its absolute annual CO₂ emissions by around 50% compared with 2008. Remaining CO₂ emissions will be offset from 2023 onwards. In 2014, Coop cut its absolute energy consumption by 2.8% compared with the previous year and increased the proportion of renewable energy to 69.8%. Absolute CO₂ emissions were reduced by 6.2%. Coop therefore not only met its annual reduction schedule targets for 2014, but actually exceeded them (see “‘CO₂-neutral by 2023’ vision: CO₂ emissions and reduction targets up to 2023” graph). Absolute annual CO₂ emissions have already been reduced by 21.6% since 2008 – despite a 8.2% increase in total sales area.

Transgourmet on target too

The Transgourmet Group, which has been part of the Coop Group since 2011, does not fall within the scope of the CO₂ vision. As part of its 2014 to 2020 multi-year sustainability objectives, Coop drew up ambitious energy and CO₂ targets for Transgourmet as well. The companies that form the Transgourmet Group operate in western and eastern Europe in a different market situation – and there are major differences with regard to their energy structure too.

When drawing up targets, these differences and also the anticipated growth of the Transgourmet Group were taken into account. By 2023, the specific energy consumption per tonne of goods delivered by the wholesale supply trade is to be reduced by 13.3% compared with 2012, and the specific CO₂ emissions per tonne of goods delivered are to be reduced by 11.7%. In the cash & carry trade in western Europe, Transgourmet is to reduce its specific energy consumption per square metre of store space by 13.2% and its specific CO₂ emissions per square metre of store space by 13.1% by 2023. In eastern Europe, the aim is to reduce the specific energy consumption per square metre of store space by 0.9% and the specific CO₂ emissions per square metre of store space by 4.1%. The baseline year is 2012 in all cases. The targets for eastern Europe are relatively low because the cash & carry stores there are new buildings that Transgourmet has had built to a high energy standard. The Transgourmet Group was able to meet its interim targets for 2014, and is therefore also right on target.

Energy/CO₂ targets for the Bell Group

The Swiss meat-processing company Bell, in which Coop is the majority shareholder, does not fall within the scope of the CO₂ vision. Since the Bell Group, with 27 manufacturing companies in seven countries, is an energy-intensive business, its units were also given ambitious targets in 2013. Bell is to cut its electricity consumption by 1.0% per year, and its heat consumption by 2.0% per year. In 2014, Bell reduced its heat consumption by 1.1% but, with an increase of 2.4%, failed to meet the electricity consumption target. The reduction in heat consumption

was achieved primarily through improved compressed-air, cooling, ventilation and heating equipment and by a further expansion of LED lighting.

Energy usage

Lower energy consumption in supermarkets

In 2014, Coop once again systematically implemented the defined measures to reduce energy consumption in all its new and remodelled supermarkets. An additional 51 supermarkets were designed to the Minergie standard in the year under review. The stores were also equipped with LED lighting and highly efficient refrigerating systems that use CO₂ as a refrigerant. By the end of 2014, Coop had implemented these measures in a total of 322 supermarkets.

Improvements in non-food stores

Coop is not only taking steps to reduce electricity and heat consumption in supermarkets. For example, it optimized energy usage in a total of 64 Coop City, Coop Building & Hobby, Toptip and Interdiscount stores with the help of automatic control technology. In 2014 this resulted in a 3% fall in electricity consumption and a 14% decline in heat consumption compared with 2013. LED lighting is also being used in Coop City, Coop Vitality, The Body Shop, Interdiscount, Import Parfumerie and Christ Watches & Jewellery stores.

Transgourmet cuts energy consumption

The businesses that make up the Transgourmet Group also systematically fitted LED technology and

New target agreements strengthen commitment



Armin Eberle
Managing Director
Energie-Agentur der Wirtschaft

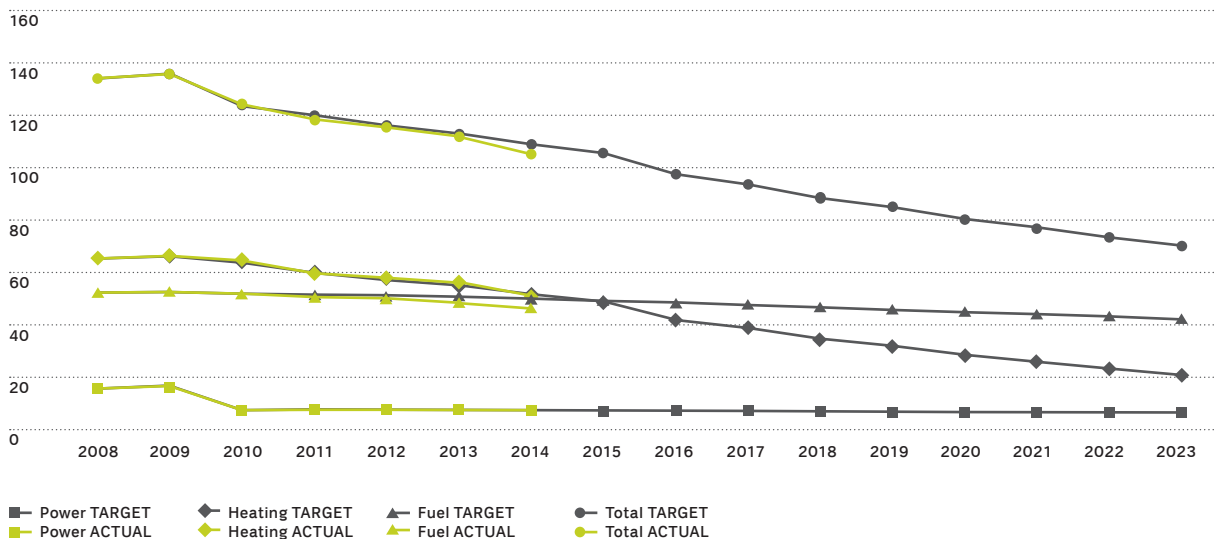
“For over ten years now, Coop has been working with Energie-Agentur der

Wirtschaft (EnAW) in order to reduce its energy consumption and CO₂ emissions. Back in the initial Kyoto phase, Coop was already meeting ambitious climate and efficiency targets. But it was not satisfied with this, and set itself new objectives for 2020 in the form of supplementary target agreements. Together with EnAW, it identified and systematically recorded the potential for savings in sales outlets, manufacturing companies, office buildings and transportation. EnAW verifies and documents Coop’s annual progress. Through its commitment, Coop is investing in a sustainable future and, in so doing, is setting social standards.”

CO₂ refrigeration systems in all their new and remodelled cash & carry stores in the year under review. In Switzerland, Transgourmet converted a further three cash & carry stores to LED lighting and installed CO₂ refrigeration systems in three stores. In Germany, Poland, Russia and Romania, LED technology is being used in another six Selgros stores. The stores in Berlin Lichtenberg (D), Wiefelstede bei Oldenburg (D) and Lublin (PL) were also fitted with CO₂ refrigeration systems. The Russian system is the first CO₂ refrigeration system ever to be installed in Russia. The Environmental Investigation Agency (EIA) specifically praised Coop for this

“CO₂-neutral by 2023” vision: CO₂ emissions and reduction targets up to 2023

In thousands of tonnes of CO₂



With its Railcare subsidiary, Coop is committed to environmentally friendly freight transport combining both road and rail. In 2014, Railcare once again increased its rail kilometres.



with Railcare

860



kilometres by rail

accomplishment when designating it “Green Cooling Leader 2014”. Transgourmet France has relocated its head office and central warehouse from Orly to Valenton, enabling it to realize a wide variety of measures. The new buildings meet the French RT2012 low-energy standard and have automatically controlled lighting and a CO₂ refrigeration system for product refrigeration. They use waste heat and rain water, and have electric charging stations for two new electric company cars.

Heat from groundwater

Building renovation work at the Coop distribution centre in Wangen has enabled the centre to reduce its annual heat consumption by 30% to 4 600 MWh. Since winter 2014, the majority of its heating requirements have been met by three groundwater heat pumps. A new gas heating system provides the remaining heat. This has enabled the distribution centre to reduce its annual CO₂ emissions by a total of 1 000 tonnes. The heating requirements of the Toptip distribution centre and Oberentfelden sales outlet have also been met by a groundwater heat pump since 2014. Replacing the oil-fired heating system has reduced annual CO₂ emissions by over 300 tonnes.

Environmentally friendly goods transport

Electric truck with solar panels

In January 2014, Coop added an 18-tonne electric truck to its fleet, which has since been making deliveries to Coop supermarkets in the greater Zurich area energy-efficiently, quietly and with zero CO₂ emissions. In the year under review, this truck covered around 26 100 kilometres. It is powered by hydro-electric energy from the mains network and with solar energy from a photovoltaic system on the vehicle's roof. Using one kilowatt hour of electricity per kilometre, it consumes only around a third of the energy required by a conventional diesel truck. With this pilot project, Coop is testing the suitability of the electric truck for the local distribution of goods on a day-to-day basis. For its pioneering role, Coop received four awards in the year under review: the Energy Globe Award Switzerland, the Swiss and the European Solar Prize, and the Zurich Climate Prize. The electric truck project is being supported financially by the Swiss Federal Office of Energy (FOE).

Filling up with more biodiesel

Coop has for years been systematically modernizing its fleet of trucks. In the year under review, it commissioned another nine trucks with the Euro 6 ex-

haust emission standard that are 100% powered by biodiesel. In 2014, Coop used a total of 1.4 million litres of biodiesel, which was obtained exclusively from recycled organic waste such as used cooking oil. Coop thus increased biodiesel consumption to account for 19.4% of all fuel used. The biodiesel needed by Coop accounts for more than 10% of all the biodiesel used in Switzerland – despite the fact that Coop is responsible for only 0.25% of Switzerland's total diesel consumption.

New delivery vehicle made of carbon

In 2014, Coop presented a new Coop@home delivery vehicle that it has developed in collaboration with the company TTT The Team Composite AG. This is the world's first 3.5-tonne delivery vehicle built of carbon fibre. Not only the vehicle's bodywork but also the necessary supporting structure is made of carbon instead of steel. The new vehicle's unladen weight is around 400 kilogrammes less than that of existing Coop@home delivery trucks, and its 1.5 tonne payload is over one third more. More customer deliveries can therefore be made per trip, its fuel consumption is lower, and specific CO₂ emissions per tonne-kilometre have been reduced by around 30%. The carbon components also have a significantly longer life span. Only the traction unit has to be replaced after five years – the carbon components can remain in use for a further five years. The project was awarded the “Zukunftspreis Logistik” in November 2014.

More shipments transferred to rail

Until now, Coop has transported basic foodstuffs, wine and Luminart products from Italy to its distribution centres by truck. Since August 2014, however, the Coop subsidiary Railcare AG has shipped these goods from Chiasso (Ticino) to Coop's distribution centres via unaccompanied combined transport (UCT). So Coop is now transporting around 3 000 more swap bodies per year in an environmentally friendly combination of rail and road transport.

Measures at Transgourmet

To cut shipment distances in the wholesale supply trade, Transgourmet Switzerland commissioned two regional warehouses in Neuendorf and Satigny in the year under review. It is thus reducing the distances covered by truck and also cutting transport-related CO₂ emissions. In the wholesale supply trade in Germany, Transgourmet has optimized its delivery routes by using new route planning software, thereby reducing diesel consumption and also CO₂ emissions. Transgourmet France is also making a contribution to environmentally friendly goods transport and continuing to invest in modernizing its fleet. As of the end of 2014, 280 of its 640 trucks already

met the stringent Euro 5 or Euro 6 emission standards. Transgourmet France has also commissioned seven 7.5-tonne delivery trucks with electric refrigeration systems. These are significantly quieter than diesel-powered systems, and they also reduce both diesel consumption and CO₂ emissions.

Sustainable construction

Sustainable property management

Coop Immobilien AG carries out building projects for the Coop Group in Switzerland, and has for a long time been factoring sustainability aspects into its work. For example, it builds in accordance with the Minergie standard, promotes the use of renewable energy and takes account of environmental aspects when selecting building materials. Sustainable property management means incorporating social, economic and environmentally-friendly aspects in a forward-looking manner during planning, construction and operations. Coop Immobilien AG therefore defined two key sustainability priorities in its strategic goals in 2014: “Sustainability in portfolio management”, in other words for existing buildings, and “Sustainability in construction management”, in other words for new and remodelled buildings.

Standards for Coop construction projects

In the year under review, Coop expanded its internal standards for evaluating and selecting construction materials based on sustainability criteria. Existing guidelines for building external walls have been supplemented with an evaluation of different ways of constructing flat roofs and floors. The evaluation criteria were environmental impact, the resultant grey energy and the amount of greenhouse gases emitted. The findings of the project to build Coop’s new Fully sales outlet – one of 28 pilot projects for “Swiss sustainable construction standards” (SNBS) – are also being used to refine Coop’s standards for sustainable construction.

Waste prevention and recycling

Collecting and recycling plastic bottles

Coop has for years followed a strategy of avoiding, reducing and recycling waste wherever possible. The minimal remaining waste is disposed of as ecologically as possible. For example, empty PET drinks bottles can be returned to Coop sales outlets. This system of recycling PET has been used in Switzerland for 25 years now. Thanks in part to comprehensive collection facilities at all Coop sales outlets,

the Swiss recycling quota for PET has risen to 83%. In 2014, Coop collected over 6950 tonnes of PET and passed it on for recycling. Coop is now expanding its collection points for polyethylene milk bottles to include other types of plastic bottle as well. All sorts of plastic bottle can be collected – in other words, not only bottles for milk products but also those for sauces, washing and cleaning products, shampoo, shower gel and lotions. However, plastic tubs, trays and carrier bags are not collected because they are often made of composite materials or are badly soiled. Containers such as these either cannot be recycled or represent a health hazard. Coop, like Swiss Recycling – the umbrella organization for Swiss recycling systems – firmly believes that collecting plastics and packaging only makes sense if they can be recycled in a manner that is both environmentally friendly and commercially viable. Otherwise there is a risk that recycling rates will fall despite collections being expanded.

Increased collection and recovery service

In Coop supermarkets, 26 different types of waste are currently collected. They are sent back to Coop distribution centres separately, from where they are fed into the relevant disposal and recovery systems. In 2014, Coop sent 80.8% of the reusable materials and waste collected from the retail trade to be recycled. In Coop manufacturing companies, up to 32 different types of reusable material are collected. Thanks to its systematic waste management, Coop has increased the recycling rate in manufacturing companies from 61.6% in 2009 to 81.4% in 2014. Various types of waste and reusable materials are also collected within the Transgourmet Group, depending on the location concerned, and passed on to be efficiently recycled. In the year under review, Coop’s recycling rate in the wholesale business was 61.6%.

Employees

The Coop Group employs 77 087 staff in retail, wholesale and production, including 3 271 apprentices. The new collective employment agreement has come into effect in Switzerland. Coop is the only retailer to have negotiated such an agreement with five different social partners. It provides many benefits, not least for staff who have families.

Social partnership

Collective employment agreement secures best conditions in retail trade

Coop is the only Swiss retailer to negotiate a collective employment agreement (CEA) with five social partners – KV Schweiz (Swiss commercial association), Syna, OCST, Unia (trade unions) and VdAC (Association of Salaried Employees of Coop). The current CEA, which covers 36 600 employees from all over Switzerland, came into effect at the beginning of 2014 and offers the best employment terms in the Swiss retail sector. For example, since 2014 Coop has granted employees with four or more years of service 16 weeks of maternity leave on full pay after giving birth – two years earlier than previously. Fathers can also add two weeks of unpaid leave to their one week of paternity leave after the birth of their baby. Families in particular are therefore benefiting from Coop's progressive terms and conditions. Staff who have to look after relatives are now also entitled to unpaid leave.

2015 pay round: Coop places greater value on vocational training

In 2015, Coop is increasing staff pay once more. This positive pay round is the outcome of constructive negotiations with its social partners KV Schweiz (Swiss commercial association), Syna/OCST, Unia (trade unions) and VdAC (Association of Salaried Employees of Coop). One percent of the total gross payroll is being made available for pay increases. Coop is also increasing the reference wages for trained staff by 100 francs per month. These employees will earn at least 4 000 francs per month from 2015 onwards. With this increase, Coop intends to further emphasize the value it places on

vocational training. The 2015 pay round is an expression of Coop's thanks for the hard work and commitment of its employees in a persistently challenging retail business environment.

Sustainable HR management

Progressive HR strategy

Coop's HR management principles are laid down in its human resource strategy. Personnel targets and strategies contribute to the company's success. Coop also sets great store by being an attractive and progressive employer that supports its staff and offers them opportunities for advancement. It believes in a high standard of basic training, promotes the Federal Vocational Baccalaureate and supports placements in other language regions of Switzerland and abroad. As well as talent management, the Coop 2015+ Personnel Strategy places great emphasis on sustainable HR management. It focuses on employees participating in the company's success, promoting internal recruitment, empowering staff through training and personal development and a culture of respectful feedback. The Personnel Strategy is regularly revised and takes account of the changing conditions in education and the labour market.

Many opportunities for training and professional development

Staff and their wealth of expertise represent Coop's capital. For this reason, it invests over 45 million francs each year in internal professional development for staff and supports employees who attend external courses, both financially and in terms of time. In 2014, Coop employees attended a total of

112087 days of training and professional development courses, including 20 773 days for management. Coop runs two training centres at Muttenz and Jongny that include a hotel, restaurant and training rooms, and offers over 300 internal training courses. This includes the “Leadership” management cycle for middle and senior Coop management. Since 2011, Coop has operated a comprehensive talent management scheme, thereby ensuring that a large number of management posts can be filled internally in the future, as they are now. In 2014, 81.5% of management posts were filled from within the company. In the year under review, Coop launched its first one-year trainee programme for university graduates. Coop also takes its social responsibilities seriously and makes over 100 training places available each year to academically weak school leavers.

Job centre provides support for career changes

Due to the closure of the Coop manufacturing company Pasta Gala and the reorganization linked to the Logistics and Bakery Strategy 2015+, numerous Coop employees are having to change their place of work, and some of them are also having to familiarize themselves with new jobs. For this reason, Coop set up an internal job centre back in 2013 to keep the affected employees and their managers regularly informed and provide support and advice throughout the change process. As well as information events, individual meetings took place with the affected staff to discuss their needs. The job centre together with regional HR departments is looking for alternatives for all those employees who cannot continue with their work at the new location due to the distances involved. Coop makes a job offer to all affected members of staff at least one year before a new location becomes operational. The aim is to retain employees and their expertise within the company. However, if anyone decides to look for a job outside the Coop Group, Coop will support them in their career change.

Young people at work

High success rate for Coop apprentices

At the end of 2014, Coop employed a total of 3 271 apprentices, including 424 in the international wholesale trade. As one of Switzerland’s biggest basic training providers, Coop is making a significant contribution to vocational training. In August, 1 162 young people in Switzerland embarked upon apprenticeships at Coop. The success rate for Coop apprentices who completed their training over the summer was 97.2% – on a par with the previous

Gold medal at Swiss Skills



Samantha Aebischer
Retail Specialist,
Coop Schwarzenburg

“Winning at Swiss Skills was a brilliant way of concluding my apprenticeship

at Coop. I did my training to become a meat retail specialist at Coop in Schwarzenburg. After passing my final practical exam with a grade 6 in summer 2014, the Swiss meat industry association asked me if I’d like to compete for the championship title at Swiss Skills. My bosses immediately supported me. When I was preparing for the competition, they gave me lots of help and advice, and were really excited for me. After I won the meat processing retail specialist category, they were incredibly proud of me. It was a fantastic feeling! I’d always noticed at college that we Coop apprentices are really spoiled when it comes to support, and also pay and holidays. As a trainee, you can’t take those sort of conditions for granted.”

year. Of those apprentices who completed their training, 65.8% obtained a permanent position within the company. Coop offers apprenticeships for 29 professions in sales, administration, logistics and manufacturing. It reviews this range of training each year and adds new basic courses to it if required. Since August, for example, Coop has offered basic training in media technology for the first time and is gaining some initial experience with this pilot project. Media technologists are experts in the use of new media and technology.

Coop employees prove their worth at Swiss Skills

“Swiss Skills”, the world’s largest vocational training exhibition, took place in Berne from 17 to 21 September 2014. For the first time, a total of 1 000 young professionals in 70 occupations competed for the Swiss championship title. 60 additional careers were showcased in demonstrations and special presentations. Coop supported the event as a gold sponsor and had two large stands at which it publicized its wide range of careers. Thanks to their outstanding performances, two apprentices from Christ Watches & Jewellery and four apprentices who had already completed their training in IT, baking and confectionery, and retailing/meat processing qualified for the national vocational championships. Coop is particularly proud of the fact that the two former retailing and meat processing apprentices won first and second places.

The Coop Group specifically develops promising young staff. In 2014, it trained 3 271 apprentices. 29 different careers are available in retail alone.





apprentices in the Coop Group

Wholesale and production

Selgros Russia funds health insurance

Since state-funded healthcare in Russia is often inadequate, Selgros Russia finances additional health insurance for its staff. It also holds regular training sessions on occupational health and safety. The company also offers medical examinations as well as first aid courses, thereby making a significant contribution to staff health. In 2014, Selgros Russia introduced staff social assistance guidelines that provide additional benefits. These include the reimbursement of subsistence expenses as well as providing staff discounts and financial subsidies on special occasions, for example when employees become parents or get married.

Health day at Transgourmet Germany

For the third time, Transgourmet Germany held a national health day at all its sites. With the motto "Join in and get fit", staff were able to benefit from a variety of health checks, ranging from hearing tests and blood pressure checks to skin analysis. There were numerous other activities on offer at various sites, such as massages and back-care workshops. With its health day, Transgourmet Germany's aim is to actively and sustainably promote employee health.

Bell focuses on employee development too

The staff at Bell have extensive industry-specific expertise. In order to retain and expand this knowledge base, Bell systematically develops its employees. In the interests of career development, it checks every job vacancy to see if it can be filled internally. In 2014, Bell introduced a talent management strategy that will gradually be phased in throughout the entire Group. It also provides leadership-focused training for staff with management responsibilities at all its sites, as well as encouraging an exchange of experiences within the Group via internships in companies both in Switzerland and abroad.

Society

The Coop Sustainability Fund invests in research and furthering public awareness of sustainable consumption. Coop Aid for Mountain Regions supports 188 self-help projects. Both in Switzerland and abroad, social institutions receive product donations for the needy.

Coop Sustainability Fund

Research into sustainable nutrition

There should be an adequate supply of healthy, good quality food throughout the world, and neither the environment nor the well-being of those who produce it should be harmed during its manufacture. The World Food System Center, run by the Federal Institute of Technology (ETH) in Zurich, is taking this vision on board and receives support totalling one million francs per year from the Coop Sustainability Fund. As part of the “Coop Research Programme”, research is being conducted into ways of improving the food value chain. With its direct links to producers and consumers, Coop is providing an important practical impetus to this research. In 2014, the Coop Sustainability Fund supported a total of four projects. These aim to improve the cultivation of buckwheat, increase the profitability of dual-purpose chickens, extend the shelf life of fresh produce and reduce the cadmium content of the soil in cocoa cultivation. The research findings will be published and can therefore be utilized extensively.

Raising awareness of sustainable consumption

As well as supporting research, the Coop Sustainability Fund also helps projects that raise public awareness of sustainable consumption. One such project is the “Sustainable nutrition” training course developed by the Swiss foundation for environmental management Pusch. It provides home economics teachers at teacher training colleges with basic knowledge that they can pass on to their students. Coop also supports the annual Slow Food Market in Zurich, which brings together consumers and the small-scale producers of environmentally friendly artisanal foods. The market facilitates an exchange of information on traditional manufacturing methods and old varieties of food crop, and therefore also an appreciation of them. The “Fête de

la Nature” project in western Switzerland is another such project, for which Coop is the main sponsor. This enables adults and children to experience nature close up, for example with a journey into the world of bats, building an “insect hotel” or searching for edible plants in the forest.

Coop Aid for Mountain Regions

Zewo certification renewed

Coop Aid for Mountain Regions can look back on over 70 years of history. Its campaigns for improved living and working conditions for the inhabitants of Swiss mountain regions and helps to safeguard their livelihoods. Since Coop covers all the organization's administrative costs, every franc donated goes to help actual projects. In 2014, Coop Aid for Mountain Regions supported 188 self-help projects to the tune of 6.4 million francs in total. It also successfully renewed its Zewo certification. This confirms that funding is used for its intended purpose in an efficient and cost-effective manner.

250 000 francs for the Emmental

In early August, around 40 mountain farming families were hit by flooding and landslides around Schangnau in the Emmental region. An appeal for donations in the Coop member press raised 189 000 francs. Coop Aid for Mountain Regions topped up the emergency aid to 250 000 francs. This money was used to meet the most basic needs of the families and local farms affected. For example, makeshift repairs were made to cowsheds, and feed was bought to replace lost crops.

Coop Sustainability Fund: 2014 projects

Innovation

Research for sustainable food production

Partner: ETH World Food System Center | Each year, one million francs is allocated to research projects aimed at finding new solutions in the field of resource-efficient food production (2015–2017).

Local water compensation in Morocco

Partners: Aquasis, GiZ | Coop's water footprint in Agadir, a key purchasing region for fruit and vegetables, is offset locally with comprehensive measures aimed at sustainable use of water (2014–2016).

Substituting copper in organic farming

Partner: FiBL | Development of selective, highly effective and economically viable copper substitutes from components of plants and micro-organisms (2011–2018).

Organic methods for combating citrus greening

Partner: FiBL | Developing, testing and disseminating effective organic methods of curbing citrus greening disease on organic citrus plantations in Mexico (2014–2017).

Organic seed propagation

Partners: Sativa Rheinau AG, Getreidezüchtung Peter Kunz | Promoting the cultivation and seed propagation of organic wheat and spelt, and improving nitrogen efficiency along the bread value chain (2003–2016).

Baltic Grassland Beef

Partners: IKI, Bell AG, Suckler Cow Switzerland, Estonina ACB Vianco | Establishing production of high-quality grassland beef from suckler cow husbandry in the Baltic to reduce air-freighted imports from South America (2011–2018).

Standard fruit tree project

Partner: Hochstamm Suisse | Maintaining and fostering endangered standard fruit trees as a traditional landscape feature by developing a range of Hochstamm Suisse products and supporting communication measures (2008–2016).

Sustainable cocoa sourcing in Honduras

Partners: Chocolats Halba, Helvetas Swiss Intercooperation | Project on the comprehensive sustainable sourcing of cocoa from Honduras through environmental and social initiatives such as reforestation, training and infrastructure-related measures (2009–2015).

Sustainable rice value chains

Partners: Reismühle Brunnen, Helvetas Swiss Intercooperation | Establishing fair, ecologically compatible rice value chains in India and Thailand (2010–2017).

CO₂ offsetting

Partners: WWF, Fair Recycling | Offsetting the carbon emissions generated by airfreight, business travel and Coop@home deliveries via WWF Gold Standard projects and Swiss Charter certificates from a fridge recycling project in Brazil (2007–2015).

Sensitization

Further training for domestic science teachers

Partner: Pusch | Further training course for domestic science teachers on the topic of "Sustainable nutrition" (2014–2015).

Biore projects

Partner: Biore Foundation | Promoting and supporting social projects in the fields of training, health and nutrition for over 8 300 Biore cotton producers and their families in India and Tanzania (2007–2016).

Slow Food

Partner: Slow Food Switzerland | Partnership with Slow Food to promote food culture and protect biodiversity and high-quality, artisanal products through Swiss presidia groups (2006–2014).

Umwelt Arena

Partner: W. Schmid AG | Partnership with the Umwelt Arena in Spreitenbach, which offers its visitors guidance in consuming sustainable products (2011–2018).

Fête de la nature

Partner: La Salamandre | Contribution towards raising public awareness of nature and sustainable consumption in western Switzerland via free-of-charge events organized by the local population (2012–2016).

Pro Specie Rara

Partner: Pro Specie Rara | Promoting traditional Swiss crops and livestock by marketing products in Coop sales outlets and accompanying communication measures, supporting open-air markets and the "urban tomatoes" campaign (2003–2015).

Small-scale projects

Partners include Stiftung éducation21, Bioterra, Helvetas Swiss Intercooperation, euforia | Raising awareness of sustainable consumption, biodiversity and climate issues via various initiatives (2014).

Excerpt from 2014 project list. You can find a full list of all Coop Sustainability Fund projects at www.coop.ch/fund-sustainability.

Other activities

Emergency aid for eastern Europe via the Red Cross

In 2014, many people in Bosnia and Herzegovina, Croatia and Serbia also became victims of flooding and had to be evacuated from their inundated homes. Relatives and acquaintances of Coop employees were amongst those affected. To provide rapid and effective assistance, Coop donated half a million francs to the Swiss Red Cross (SRC). In a joint initiative with local Red Cross societies, those affected were given food, mattresses, blankets, clothes and toiletries.

Projects with the Federal Office of Energy

Coop and the Swiss Federal Office of Energy (FOE) have a long history of collaboration – via Coop Building & Hobby and as part of the annual energyday initiative. This collaboration has now been stepped up in the form of a media partnership with the Coop Press. To make tenants aware of energy conservation in the home too, the Coop member press designed an energy guide in conjunction with the FOE and distributed it via the Coop member press. The theme was also covered in an editorial and put into action in Interdiscount and Fust sales outlets.

New ways of combating littering

What can be done to combat littering? In the year under review, Coop and its partners from the Basel Littering Talks working group took a fresh approach. The “Ein Drecksack macht sauber” (Tidy up with a rubbish bag) campaign light-heartedly encouraged people to dispose of their fast-food litter correctly. For 13 weeks, customers in Basel’s city centre were given a free rubbish bag instead of a normal carrier bag when they bought take-away food. Those who disposed of their rubbish in a specially marked container took a stand against littering while at the same time taking part in a competition. The campaign fitted in well with the findings of a current littering study carried out on behalf of the Swiss retailers’ association (IG DHS). This study shows that littering does not occur across the board in Switzerland, but varies depending on the time, location and social milieu. Measures such as blanket littering fines may therefore even lead to more littering and are potentially counter-productive from a behavioural point of view.

Awards for sustainable young enterprises

As part of its partnership with Young Enterprise Switzerland (YES), Coop awarded the Coop Sustainability Award for the second year in succession. The YES company programme involves young people setting up and running real businesses. Coop awards a prize

Unbureaucratic emergency aid cements confidence



Ueli Gfeller
Mayor of Schangnau

“In recent years, Schangnau has been hit several times by severe rainstorms. But none as bad as the

storm on 24 July 2014. Major damage to infrastructure such as roads, bridges, water courses and public buildings resulted in huge costs for the community. And lots of mountain farms were badly affected too. In many places, the hay that acts as the main animal feedstuff was ruined, there were landslides and buildings were flooded. Thanks to the emergency aid provided by Coop Aid for Mountain Regions, we were able to organize unbureaucratic help. This solidarity was of great assistance to us. The municipal council and the people of Schangnau extend their heartfelt thanks to Coop Aid for Mountain Regions for their extraordinarily generous donation.”

to those young businesses that emphasize sustainability. In 2014, first place was awarded to “Re-glass”. This business impressed the jury with its apéritif dishes made from recycled glass bottles – a product that is both innovative and sustainable.

Supporting committed youngsters

Many young people want to get involved in activities to promote sustainability, make the world a fairer place or combat climate change, but don’t know how to go about it. The non-profit organization Euforia run by and for young people highlights opportunities for getting involved, networks motivated youngsters and supports new projects. For example, at the “STEP into action” event in Geneva in November, around 1 000 schoolchildren took part in a practical activity circuit focusing on sustainable development. Coop supported Euforia financially and with sustainable foodstuffs.

Food for the needy

The Food and Agriculture Organization of the United Nations (FAO) believes that around one third of the food produced for human consumption around the world is lost or wasted. Coop donates a considerable proportion of foodstuffs that are still in perfect condition but can no longer be sold to the “Schweizer Tafel” (Swiss Table) and “Tischlein deck dich” (Table Be Set) social projects. In the case of “Schweizer Tafel”, which mainly receives donations from the retail trade, around 45% of all the food distributed originates from Coop. “Tischlein deck dich” focuses on donations from industry. The percentage of Coop goods here is around 20%. In addition to providing

food, Coop donates 400 000 francs per year to support the establishment of an infrastructure of social distribution points in Switzerland. “Tischlein deck dich” also receives 50 000 francs per year from Coop Mineraloel AG for fuel for its vehicles.

Wholesale and production

More appreciation for food

Transgourmet Group companies are also working together with aid organizations in many countries, including “Masa Bucuriei” in Romania, “Die Tafeln” in Germany, “Tischlein deck dich” in Switzerland and “Restos du Cœur” and “Banques alimentaires” in France, to provide the needy with unsaleable but perfectly edible goods either free of charge or at a token price. But to increase the appreciation of food within the company and minimize food waste, the Transgourmet Group is doing even more. Individual companies are, for example, working to optimize their logistics, providing training courses for their staff and getting involved in the “United against waste” action coalition in the catering value chain.

Donating clothing for Romania

In 2014, Transgourmet Germany started an aid campaign to help needy people in Romania. All the staff at Transgourmet’s 15 sites and 43 Selgros stores and head offices were encouraged to donate items including used clothing and toys. A total of 1 242 removal boxes were filled with goods worth around 23 500 euros. Transgourmet also transported the donated clothes and handed them over to the staff at the Selgros store in Brasov on 15 October. The staff then distributed them locally.

Commitment instead of customer gifts

Since 2013, the Coop manufacturing company Steinfels Swiss has no longer been giving Christmas presents to its customers. Instead, it invests the money saved in a social project related to the principles underlying its own business activities. In 2014, it donated 10 000 francs to the Kronbühl Foundation, which runs a special school, a boarding school and a residential home for people with severe physical and mental disabilities. The money has been used to create a water course in the Foundation’s new sensory adventure garden. This enables residents to come into contact with water – the element that Steinfels Swiss is conserving thanks to its environmentally-friendly cleaning products.

Key sustainability data

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Prior-years figures restated

You can find further key figures in the Coop Group **Annual Report**.

Sustainable products and services¹

Own-label sustainability brands and quality labels

Sales (CHF millions)	2010	2011	2012	2013	2014
Coop Naturaplan	758	779	816	940	954
Coop Naturafarm	461	450	442	453	435
Coop Oecoplan	117	121	128	138	142
Coop Naturaline (textiles and cosmetics)	67	66	66	62	59
Other (Pro Montagna, Unique, Pro Specie Rara, Slow Food, Fairtrade Max Havelaar, Bio, MSC, FSC, Hochstamm Suisse, Swiss Parks, Topten)	487	586	606	573	662
Total sales of own-label sustainability brands and quality labels	1 891	2 002	2 057	2 166	2 252
as a percentage	2010	2011	2012	2013	2014
Percentage of own-label sustainability brands and quality labels in total turnover of supermarkets, department stores and Building & Hobby	11.5	13.3	14.1	15.4	15.7
Percentage of own-label sustainability brands and quality labels in own-label brand turnover of supermarkets, department stores and Building & Hobby	22.9	24.4	25.5	27.4	26.5
Sales (CHF millions)	2010	2011	2012	2013	2014
Organic own-label products	812	784	914	1 034	1048
Organic branded products	18	15	20	26	34
Sales of organic products	829	799	934	1 061	1082
Fairtrade Max Havelaar products	141	158	187	219	260
Naturaline products made from fairly traded organic cotton	64	64	64	59	56
Sales of Fairtrade products	205	222	251	278	316
as a percentage	2010	2011	2012	2013	2014
Fairtrade percentage of total own-label brand chocolate bar sales	10.0	39.5	62.3	63.5	76.2
Fairtrade percentage of total own-label brand Asian rice sales	47.4	92.0	97.3	97.6	98.5
Fairtrade percentage of total own-label brand coffee sales	34.3	35.1	88.0	88.6	90.5
Fairtrade percentage of total relevant fruit sales	53.0	56.0	47.0	38.0	39.1
Organic percentage in farmed seafood sales (fish and seafood) ²	29.5	30.5	34.9	40.0	37.2
MSC-certified percentage in wild-caught seafood sales ²	33.8	46.8	51.6	54.6	56.4
Organic and MSC-certified percentage in total seafood sales ²	30.5	36.7	39.9	45.6	45.5
Recommended / acceptable seafood percentage (WWF valuation) in total seafood sales ²	98.1	98.0	98.2	98.5	98.5
Percentage of wood and paper products from sustainable sources (FSC or recycled materials): supermarkets, department stores, Building & Hobby and office materials, Coop member press, advertising	–	–	59.9	61.6	64.9

¹ Retail unless otherwise specified.

² Seafood turnover from 2011 including tinned products.

Sustainability standards

as a percentage	2010	2011	2012	2013	2014
Percentage of total palm oil used in own-label food brands that is physically sustainable (RSPO Identity Preserved / Segregated, Bio Knospe (organic bud)) ³	–	22.8	27.9	62.0	86.3
Percentage of non-food direct supplier turnover from high-risk countries that comes from direct suppliers with BSCI status “good” or “improvement needed”, SA8000 certification or ICTI certificate	57.0	51.0	66.0	82.2	90.0
Percentage of non-food direct supplier turnover from high-risk countries that comes from direct suppliers who are participating in the BSCI process	98.0	95.0	98.0	96.0	97.0
Percentage of total fruit and vegetable turnover from high-risk countries that is cultivated in line with social standards (Fairtrade, GRASP, BSCI PP)	–	–	25.3	51.7	70.5
Percentage of peat in total soil product range	–	34.0	27.0	13.0	8.0

Sustainable product ranges in production⁴

Percentage of total sales	2010	2011	2012	2013	2014
Swissmill (Coop Naturaplan, Bio Knospe (organic bud))	19.0	19.4	19.9	21.4	22.5
Pasta Gala (Coop Naturaplan, Bio Knospe (organic bud))	7.1	7.0	7.0	9.0	11.9
Chocolats Halba (Coop Naturaplan, Bio Knospe (organic bud), Fairtrade Max Havelaar)	7.9	15.7	21.2	33.4	49.3
Reismühle Brunnen (Coop Naturaplan, Bio Knospe (organic bud), Fairtrade Max Havelaar)	18.8	33.6	32.8	36.8	45.0
Nutrex (Coop Naturaplan, Bio Knospe (organic bud))	8.7	13.2	13.1	14.4	16.3
Sunray (Coop Naturaplan, Bio Knospe (organic bud), Fairtrade Max Havelaar)	12.4	14.8	13.9	21.1	22.7
Steinfels Swiss (Coop Oecoplan, Coop Naturaline Natural Cosmetics, Maya)	19.8	20.5	22.9	25.7	27.0
Bell Schweiz AG (Coop Naturaplan, Coop Naturafarm, Pro Montagna, MSC)	–	–	–	17.7	17.8
Total production	–	–	–	–	19.7

Sales in CHF millions	2010	2011	2012	2013	2014
Organic products	–	–	–	–	181
Fairtrade products	–	–	–	–	60

Packaging

in tonnes	2010	2011	2012	2013	2014
Packaging reduction and optimization, retail	–	216	530	1 285	1 045
Packaging reduction and optimization, production ⁴	–	–	–	–	1 171

Carbon offsetting

in tonnes CO ₂ equivalent	2010	2011	2012	2013	2014
Air freight	77 851	71 877	71 096	81 181	84 605
Business travel by road	6 306	6 443	5 693	5 461	5 192
Business travel by air ⁵	1 382	1 666	1 638	1 902	3 824
Coop@home deliveries	1 565	1 504	1 603	1 614	1 616
Total carbon dioxide (CO₂) emissions offset	87 104	81 490	80 030	90 158	95 237

³ The remaining palm oil in food and non-food own-label brands is covered by certificates (Book and Claim).

⁴ Coop manufacturing companies and Bell Switzerland.

⁵ As of 2014 including Wholesale and Production.

Resource efficiency and climate protection

Energy consumption

in megawatt-hours	2010	2011	2012	2013	2014
Retail	733 513	725 344	719 534	710 748	707 454
Wholesale		390 675	408 606	408 942	414 458
Production ¹	156 547	160 328	160 166	242 534	247 972
Electricity consumption	890 060	1 276 347	1 288 306	1 362 224	1 369 884
Retail	247 684	229 342	222 310	223 303	200 072
Wholesale		123 123	131 833	131 989	103 806
Production ¹	104 896	96 523	97 274	159 536	154 794
Energy consumption for heating purposes	352 580	448 988	451 416	514 828	458 672
Retail ²	211 965	215 737	215 685	212 785	208 409
Wholesale		257 210	274 314	283 271	289 027
Production ³	29 124	31 202	33 028	37 421	54 629
Fuel consumption	241 089	504 149	523 027	533 477	552 065
Retail ²	1 193 163	1 170 423	1 157 529	1 146 837	1 115 935
Wholesale		771 008	814 753	824 201	807 292
Production ¹	290 567	288 053	290 468	439 491	457 394
Total energy consumption	1 483 730	2 229 484	2 262 749	2 410 528	2 380 622

in kilowatt hours	2010	2011	2012	2013	2014
Retail: Sales outlets per m ²	501	485	474	467	454
Cash & carry business western Europe per m ²		382	373	368	335
Cash & carry business eastern Europe per m ²		569	583	578	558
Delivery wholesale business per tonne of delivered goods		342	362	352	344

Renewable energy sources

Percentage	2010	2011	2012	2013	2014
Retail ²	63.6	64.3	64.7	65.6	67.2
Wholesale		26.3	25.5	25.3	26.1
Production ¹	64.7	65.0	66.2	48.8	47.6
Percentage of renewable energy sources	63.8	51.3	50.8	48.8	49.5

Carbon dioxide emissions (CO₂)

in tonnes	2010	2011	2012	2013	2014
Retail ²	122 945	118 402	115 994	112 553	106 387
Wholesale		229 218	242 138	246 089	245 931
Production ¹	27 688	27 345	26 896	74 491	78 064
Total carbon dioxide emissions (CO₂)	150 632	374 964	385 028	433 133	430 382

in grammes	2010	2011	2012	2013	2014
Retail: Sales outlets per m ²	32 047	29 908	28 644	27 992	25 707
Retail: Coop's own goods transport per tonne-kilometre	34 162	32 168	30 697	29 659	28 910
Cash & carry business western Europe per m ²		65 714	64 739	64 385	57 842
Cash & carry business eastern Europe per m ²		306 369	313 297	309 892	305 691
Delivery wholesale business per tonne of delivered goods		78 657	81 843	80 281	78 849

Water consumption

in thousands of cubic metres	2010	2011	2012	2013	2014
Retail	989	1 023	1 086	1 118	1 154
Wholesale		557	633	615	661
Production²	2 125	2 120	1 907	1 860	2 394
Total water consumption	3 114	3 700	3 626	3 594	4 209

Waste

in tonnes	2010	2011	2012	2013	2014
Retail	79 531	87 669	93 740	96 260	99 136
Wholesale		–	22 996	25 532	24 569
Production⁴	6 298	5 489	14 053	16 011	17 036
Recycled waste	85 829	93 159	130 789	137 803	140 740
Retail	3 484	3 183	3 264	3 505	3 202
Wholesale		–	–	–	2 197
Production⁴	278	198	430	535	445
Waste used as heating fuel (wood)	3 762	3 381	3 693	4 040	5 845
Retail	29 955	30 044	27 851	25 677	24 124
Wholesale		–	14 198	11 581	16 630
Production⁴	3 989	4 000	3 827	3 896	3 970
Disposed waste (incineration, dump)	33 944	34 044	45 876	41 154	44 723
Retail	429	333	102	52	133
Wholesale		–	–	–	89
Production⁴	119	156	56	97	16
Waste disposed of separately	547	489	158	149	238
Retail	113 398	121 230	124 956	125 494	126 595
Wholesale		–	37 194	37 113	43 484
Production⁴	10 684	9 843	18 366	20 539	21 467
Total waste production	124 082	131 073	180 516	183 146	191 547
as a percentage	2010	2011	2012	2013	2014
Waste recovery rate: Retail	73.2	74.9	77.6	79.5	80.8
Waste recovery rate: Wholesale		–	61.8	68.8	61.6
Waste recovery rate: Production⁴	61.5	57.8	78.9	80.6	81.4

¹ Up to and including 2012 excl. Bell abroad.

² Including goods transport by third parties in Switzerland on behalf of Coop.

³ Up to and including 2013 excl. Bell abroad.

⁴ Coop manufacturing companies and Bell Switzerland.

Employees and society

Employee headcount and turnover

Number (as at 31 Dec.)	2010	2011	2012	2013	2014
Retail	–	45 237	45 407	44 333	46 268
Wholesale and Production	–	30 124	29 902	30 622	30 819
Employees (incl. trainees)	53 559	75 361	75 309	74 955	77 087
Retail	–	27 409	26 852	25 560	26 342
Wholesale and Production	–	24 745	25 697	26 076	26 234
Full-time employees (incl. trainees)	33 492	52 154	52 549	51 636	52 576
Retail	–	2 878	2 683	2 700	2 734
Wholesale and Production	–	513	538	565	537
Trainees (employees)	3 014	3 391	3 221	3 265	3 271
in percent	2010	2011	2012	2013	2014
Retail	–	15.1	15.1	14.9	15.2
Wholesale and Production	–	18.7	18.7	16.7	18.6
Turnover rate	14.5	16.7	16.5	15.7	16.6

Diversity

in percent (as at 31 Dec.)	2010	2011	2012	2013	2014
Retail	–	62.9	62.5	63.4	63.2
Wholesale and Production	–	46.5	46.4	45.1	45.2
Percentage of workforce who are women	60.1	56.4	56.2	55.9	56.0
Retail	–	46.4	44.9	45.7	45.5
Wholesale and Production	–	41.7	42.1	40.8	40.8
Percentage of full-time staff who are women	45.1	44.2	43.9	43.2	43.2
Retail	–	11.8	12.5	12.5	13.4
Wholesale and Production	–	31.4	28.9	30.1	30.1
Percentage of part-time staff who are men	14.9	16.3	15.6	16.0	16.5
Retail	–	25.6	23.3	24.7	24.9
Wholesale and Production	–	20.5	21.4	22.6	24.1
Percentage of staff over 50 years of age	24.2	23.2	22.6	23.8	24.6
Percentage of women in the Delegate Assembly	38.3	39.7	40.0	46.6	50.8
Percentage of women on the Board of Directors	44.4	40.0	40.0	40.0	40.0
Retail	–	11.9	14.4	13.5	12.4
Wholesale and Production	–	16.5	16.0	16.2	16.1
Percentage of women on the Executive Committee and in senior management	8.9	15.4	15.4	15.1	14.6
Retail	–	38.9	38.6	40.1	41.4
Wholesale and Production	–	27.2	27.5	32.6	31.9
Percentage of women in middle management and departmental management	35.4	35.3	35.0	37.3	38.1

Training and professional development

in thousands of participant days	2010	2011	2012	2013	2014
Retail	–	59.1	56.0	52.4	55.7
Wholesale and Production	–	28.5	19.4	23.8	19.2
Internal training and professional development	58.2	87.6	75.4	76.2	74.9

Occupational health management

as percentage of working days	2010	2011	2012	2013	2014
Sickness rate for Retail	–	3.7	3.7	3.7	3.8
Sickness rate for Wholesale and Production	–	4.1	3.8	4.1	4.1
Occupational accident rate for Retail	–	0.3	0.3	0.3	0.3
Non-occupational accident rate for Retail	–	0.5	0.5	0.5	0.5
Occupational accident rate for Wholesale		0.5	0.5	0.4	0.4
Non-occupational accident rate for Wholesale Switzerland ¹		0.4	0.4	0.4	0.5
Occupational accident rate for Production	–	0.2	0.3	0.5	0.6
Non-occupational accident rate for Production Switzerland ¹	–	0.2	0.5	0.6	0.6

Social commitment²

in CHF thousands	2010	2011	2012	2013	2014
Coop Sustainability Fund	12 080	15 505	15 871	15 309	16 550
Coop Aid for Mountain Regions	822	857	981	1 088	939
Additional contributions for social projects	7 277	6 847	6 677	7 820	6 003

¹ Can only be recorded for Switzerland. Under EU law, non-occupational accidents are paid for by the health insurance provider rather than the employer.


² Retail and Production.

Reporting in accordance with UNGC and GRI

Progress report for the United Nations Global Compact


As a member of the voluntary business initiative United Nations Global Compact (UNGC), Coop supports the principles of the UNGC in the areas of human rights, labour standards, the environmental protection and anti-corruption.

The present Sustainability Report of the Coop Group is a communication on progress as proposed by the UNGC. Coop's website includes a detailed overview of where Coop provides information on its commitment to implementing the Global Compact principles.

 www.unglobalcompact.org,
www.coop.ch/gri-ungc-en

GRI indicator list

The Global Reporting Initiative has developed internationally recognized guidelines for sustainability reporting. In the present 2014 Annual Report and Sustainability Report the Coop Group follows the criteria set out in version G3 and also defines its own focal points. GRI confirms that the Coop Group's report meets application level A. Coop's website includes a detailed overview showing where the Coop Group provides information on the GRI indicators.

 www.globalreporting.org,
www.coop.ch/gri-ungc-en

Publishing details

Any statements in this report that do not refer to historical facts relate to the future and do not constitute guarantees of future products and services. They incorporate risks and uncertainties including, but not limited to, future global economic conditions, exchange rates, statutory regulations, market conditions, competitors' activities and other factors beyond the company's control.

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We produce transparent reports on what we do



With our sustainability report, we have openly communicated our commitment to a sustainable product range, efficient use of resources and environmental protection as well as to our employees and society since 2004. We demonstrate our targets clearly and report openly and transparently about what we have already achieved, and where we still have work to do. In producing our annual report on sustainability, we adhere to the internationally recognized standards of the Global Reporting Initiative (GRI). Our corresponding GRI certificate confirms that we produce complete reports on all important aspects relating to sustainability.

