

## Coop's manufacturing companies

### High demand for Steinfels Swiss disinfectants during Covid pandemic

As a manufacturer of product solutions for cleanliness, disinfection and hand hygiene, Steinfels Swiss was in particular demand across all customer segments during Covid. Although shortages of alcohol as a raw ingredient presented a challenge over the course of the year, Steinfels Swiss upped its production to 3 shifts, 24 hours a day in order to cope with the high market demand. The manufacture of disinfectants was completely overhauled and output increased almost 32-fold within a very short period.

---

Around **1 862** tonnes  
of disinfectant produced

---

At the same time, Steinfels Swiss developed and successfully launched new disinfectant ranges, which were approved and introduced. There was also significant growth in sales of professional hygiene products. Thanks to its outstanding sustainability credentials, Steinfels Swiss also won a number of national large and chain customers.

### Swissmill supplies the population with grain

In 2020, Swissmill milled over 225 000 tonnes of grain and produced more than 100 different types of flour and semolina, as well as flakes, mixes and speciality products. Due to lockdown, there was more hoarding of staple foods, placing severe strain on the retailer – food processor – raw material supplier supply chain. Owing to this high demand for staple foods, the Swiss mills operated around the clock in the spring. It was especially vital to meet as much of the huge additional demand from retail as possible. Pasta was also very popular, quickly selling in record quantities during the pandemic. Swissmill made a Herculean effort to keep product and deliveries going during this challenging time, and was able to safeguard the supply to the population at all times.

### Chocolats Halba/Sunray successful on the Asian market

The Asian markets led the way for Chocolats Halba/Sunray in 2020: despite the Covid pandemic, growth in exports to China was particularly strong. Although Chocolate consumption is gaining in popularity in China, with per capita consumption of around 100 grams a year, it is still very low. By way of comparison, annual pro capita consumption of chocolate in Switzerland is around 11 kilograms. In 2020, Chocolats Halba/Sunray succeeded in hitting the right flavour note for the Chinese market, with an innovative chocolate: in contrast to products on the shelves in Chinese stores, the high percentage of cocoa and Swiss alpine milk contained in the new chocolates by Chocolats Halba/Sunray, and their sugar-free recipe, go down well with Chinese consumers. The chocolate from Pratteln was placed, as planned, in 100 000 Chinese stores and a wide variety of online and offline sales channels. Furthermore, Chocolats Halba/Sunray has taken account of the biggest environmental trend in China by making its packaging plastic-free. This product by Chocolats Halba/Sunray is a response to the trend for sustainable and contemporary chocolate on the Asian market, and is perfectly in keeping with the consumer mood.

## Highlights from Coop's manufacturing companies

The table below lists the highlights during the year under review, along with a factsheet on the individual Coop manufacturing companies. Additional information can be found at [www.coop.ch/produktion](http://www.coop.ch/produktion).



Flours, flour mixtures, durum wheat semolina, polenta, oat flakes, extruder products

- Nationwide supply guaranteed during Covid
- Increase in sales volume to more than 225 000 tonnes
- Growth in all core segments and increase in market share to over 34% of the grain processed in Switzerland for human consumption
- Double-digit growth in organic products
- Launch of product innovations in the specialist area of coarse-milled flakes
- Refurbishment of "Silo 1924" nears successful completion
- Rail extension at the location, and rail systems in the industrial zone added to the list of protected buildings in the city of Zurich



Chocolate bars, confectionery, festive assortments, chocolate for industrial purposes

- Sales trend above expectations due to Covid pandemic and attendant increase in demand for products such as pulses, sugar and bakery goods
- Higher export sales growth
- Export business in Europe and on the Asian market performed particularly well



Dried fruit, nuts, seeds, dried mushrooms and vegetables, pulses, sugar, edible oils, baking and dessert products

- Better than expected growth in sales to Swiss industrial customers
- Focus on three areas of business: chocolate, snacks and bakery; spices no longer part of range and transferred within Coop to Hügli. Preparations under way to abandon oil bottling business
- Plans to increase chocolate production space to around 1900 m<sup>2</sup>
- Further development of portfolio with focus on sustainable products due to global rise in demand for organic and Fairtrade products; new products planned for Naturaplan.
- Innovative refinement of product range to include more "specialities", such as 100% cocoa chocolate, sugar-free/reduced sugar recipes, or recipes containing protein



Cosmetics, detergents and cleaning products, hygiene products

- Successfully met very high demand for disinfection across all customer segments due to pandemic; output increased almost 32-fold; new disinfectant ranges developed and successfully launched
- Complete overhaul of disinfectant manufacture in order to meet very high demand for hand sanitizer gel
- Significant sales growth in professional hygiene; outstanding sustainability credentials enable acquisition of a number of national large and chain customers
- Seven new Oecoplan detergents and 47 new or improved Well cosmetic products launched as part of the product offensive at Coop
- Percentage of recycled content in plastic packaging increased from 64 to 152 tonnes; as well as PET containers, recycled PE containers now in use; all Fox products (HDPE) switched to recycled
- WinTurbo project: cosmetic production upgraded
- Production of detergents and cleaning products unbundled, creating more flexibility

<p>Coop bakeries</p>	<p>Fresh bread products (loaves, rolls, braided bread), frozen bread products, cakes and biscuits, tarts and pastries, and commercial doughs</p>	<ul style="list-style-type: none"> <li>• Purchasing raw materials and packaging (nationally and internationally) very challenging during Covid pandemic</li> <li>• Sales increased over previous year</li> <li>• Shifts in the ranges due to Covid (e.g. frozen products instead of fresh produce)</li> <li>• Rolls, baked goods and patisserie products added to ranges at Coop Restaurant/Transgourmet 2020, increase of 1.63 million units despite Covid</li> <li>• Modernization and installation of wood-fired oven completed: new items organic Butterzopf bread, Pane Valle Maggia and other fresh products kept the oven at full capacity after just a few months</li> <li>• Overhaul of panettone range: new quality and packaging</li> <li>• Modernization and automation of panettone production at the Castione Bakery completed; panettone quality was overhauled and the new products were brought to market in time for the Christmas season</li> <li>• As a result, 50 additional staff taken on in Ticino</li> <li>• Fresh dough brought to another 22 sales outlets; 61 sales outlets in all now switched to fresh dough, significantly increasing the number of freshly-baked items available in-store</li> <li>• Number of sales outlets with in-store bakeries increased to 55</li> <li>• Cakes: range completely overhauled</li> <li>• Overhaul of cake dough: Ingredients switched to “palm oil-free”</li> </ul>
	<p>Organic and fair trade rice, rice specialities and rice blends</p>	<ul style="list-style-type: none"> <li>• Very high rice and vinegar output in retail due to Covid pandemic, significant decline in industry and catering segment</li> <li>• Production stepped up to 24/7 with record rice output in April, the peak month (65% higher)</li> </ul>
	<p>Vinegar and vinegar specialities</p>	<ul style="list-style-type: none"> <li>• Further rise of over 15% in sales, due chiefly to retail in Switzerland and exports</li> <li>• Further growth with organic rice, particularly exports with 25% increase</li> <li>• Three new organic vinegars (organic cloudy apple, organic orange vinegar and organic herbal wine vinegar) and two new rice products launched under Demeter label</li> <li>• In summer, construction work started on the new vinegar factory in Brunnen</li> </ul>



Mineral water and  
sugar-containing  
soft drinks

- Supplies to Coop sales outlets and distribution centres safeguarded even during lockdown
- Increase in sales thanks to huge additional volumes during Covid pandemic
- Greater demand for mineral water with sustainable impact at Swiss Alpina
- New design for Prix Garantie product line, with growth in sales
- Rising demand for still mineral water
- Small customers won (construction companies and beverage retailers)
- Swiss Alpina & Raspberry and Elderberry added to range
- Swiss Alpina bottles 100% RPET
- Launch of Neck 26/22 with reduced materials in bottle and seal; improved feel
- Roof-mounted photovoltaic panels installed
- Ground-mounted photovoltaic system planned to meet increased electricity needs
- Efforts to reduce sugar wastewater with project to analyse reuse, undertaken with Sustainability department and the company Rethink

Cave

White wines, rosé  
wines, red wines,  
dessert wines,  
sparkling wines

- High demand during Covid pandemic; capacity occasionally stretched to the limit
- Significant increase in sales of all products
- Double-digit growth for wines vinified in-house
- Expansion of product portfolio at Transgourmet Switzerland with positive trend
- Very pleasing growth in organic wines
- New Bag in Box packaging format successfully integrated
- Successful IFS certification of wine cellar

Banana  
ripening plant

Bananas, exotic fruit  
such as pineapple  
and kiwi, dried fruit

- Product availability assured during Covid lockdown despite massive 25% increase in demand
- Start of project to increase maturing capacity