

Logistics

Logistics activities in western Switzerland at one site

An extension has been added to the Aclens distribution centre. This has enabled the functions of the regional La Chaux-de-Fonds distribution centre and of the Renens administrative location to be integrated. These sites have now been closed. More than 500 people were involved in this major project. The usable space has been extended to almost 80 000 m², and a total of 850 staff are employed at the upgraded site. Around 77 000 freight wagons depart from the site each year, on a dedicated connection to the rail network. The site now delivers to around 350 sales outlets and restaurants in French-speaking Switzerland. A total of over CHF 100 million has been invested in Aclens in recent years. The extended site marks a huge step forward for western Switzerland in terms of efficiency, quality, modern technology and sustainability. A single site now handles all logistics activities in western Switzerland, allowing full use of synergies and generating cost savings. At the Aclens logistics site, energy is produced by the waste heat utilization system and by the 1 700 m² photovoltaic system on the roof. To achieve further CO₂ savings, however, Coop's own rail company Railcare transports the majority of goods by rail. Deliveries to Geneva, for instance, are made almost exclusively by train.

Even greater reliance on rail in Logistics

Thanks to the constant involvement of Coop's own rail company Railcare, even greater use is now made of sustainable transport by rail: compared with 2010, the volume that Coop transports by rail has increased around threefold, totalling approximately 237 million net tonne-kilometres per year. New projects were implemented with Railcare in 2021 to further boost rail transport, including the use of Railcare to make deliveries from the Aclens distribution centre to 55 sales outlets in the Jura. Furthermore, Coop took charge of rail transport services previously provided by SBB Cargo for Coop.

Information technology

New IT strategy

The new IT strategy was adopted in spring 2021. This is a radical overhaul of the previous strategy, involving even greater reliance on cloud computing and modern software development methods, as well as cooperation. The new IT strategy is founded on the principle of even closer cooperation between IT and the various specialist departments, in areas including innovations and planning as well as project implementation involving a greater number of agile teams.

IT sets up online shop for Coop City

Another big IT development was the new Coop-City.ch online shop. The department store shop is based on the Coop Hybris platform, which also forms the basis of 10 other Coop shops. The online shop supports numerous omni-channel functions such as real-time stock checks and pick-up functions. In a major technical advance, Coop's central cash-register solution was integrated into the online shop. Prices and special offers are now calculated by the same system that is used for the cash registers in the department stores, thus eliminating the need for time-consuming and complex replication mechanisms to ensure price parity across all channels.

Property

Takeover of Jumbo properties

When it took over Jumbo Markt AG, Coop simultaneously acquired ownership of 24 standalone Jumbo properties with a total sales area of around 183 000 m². The sites are in locations including Allmendingen, Arbon, Bachenbülach, Dietlikon, Emmen, Meyrin and Montagny.

Acquisition of Perry Center shopping mall

In 2021, Coop concluded purchase negotiations with Interkauf AG for the acquisition of the Perry Center shopping mall. Hotel Holiday, which is attached to the shopping centre, is now run by BâleHotels. Coop made sure that all staff were taken over. Coop already has a strong presence in the Perry Center. Besides the supermarket, there is a Coop Restaurant, a Coop Vitality pharmacy and a Coop Building & Hobby store. The stores Fust, Interdiscount, Import Parfumerie, CHRIST and The Body Shop, which belong to Coop, are also represented in the Perry Center.

Real estate projects

In 2021, Coop started a total of 17 real estate projects and completed 16, including 1 new build, 3 extensions, 3 remodels and 9 modernizations/renovations.

Sales outlet remodelled as a hotel in Basel

In 2018, Coop decided to transform Märthof in Basel from a traditional retail business to a boutique city hotel. This hotel conversion was a major project for the Property Business Unit in the year under review. The objective was to restore the Märthof, a listed building, to its former glory and make it a unique destination. This involved completely refurbishing the historic building on Basel's Marktplatz. After 19 months of intensive remodelling work, the hotel opened on schedule, on 28 July 2021, with the Bohemia Restaurant.

Breite Center Rickenbach

The Breite Center in Rickenbach fully opened on schedule on 26 August 2021. Together with Coop's contemporary store format, the mall area offers customers an attractive, complete shopping experience. The extension of the sales areas has resulted in a spacious, light-filled mall, which forms the heart of the centre. The entire shell of the building has been upgraded and modernized in line with the latest energy requirements. The façade now has attractive timber cladding, and heat is generated by an energy-efficient heat pump system. Outdoors, the entire customer car park has been upgraded with wide parking bays.

New building in Aclens

The Cinque project in Aclens was officially opened on 2 September 2021. As part of this logistics project, a new building was erected which houses the new empties collection centre as well as new office premises for Property and the French-speaking Switzerland sales region, along with a Coop Restaurant. The new building meets the Minergie construction standard. Energy will be generated by a waste heat utilization system, and some of the electricity requirements will be met by a 1 850 m² roof-mounted photovoltaic unit. A 57m-long footbridge weighing 125 tonnes connects the existing distribution centre to the new building. The distribution centre in La Chaux-de-Fonds closed at the end of September 2021 and the Renens one at the end of October 2021. These two properties had been sold to investors in 2017 and 2018 respectively, subject to flexible lease-back agreements.

Refurbishment of Bern City Ryfflihof restaurant

Over three months of refurbishment work, the restaurant on the 3rd floor of City Ryfflihof in Bern has been modernized to the latest standards, and a new terrace covering 104 m² has been added, with seating for 95 diners. The existing terrace has been transformed into a heated and ventilated covered outdoor area, and the seating repurposed as indoor seating. The restaurant's windows have been replaced in line with the requirements for listed buildings and the restaurant opened on 2 September 2021.

Gäupark shopping centre

The property was built in 1972 and renovated in 2003, following the acquisition of Waro. The building forms part of the Gäupark shopping centre in Egerkingen. Between January and October 2021, the megastore was modernized according to the 2025+ store concept. The building's technical ventilation, heating, cold air, plumbing and electrical installations also had to be replaced. Earthquake protection features had to be upgraded in situ, additional fire safety systems were integrated, and a 1 575 m² photovoltaic system was installed. The property is certified to the Minergie standard.

Nutrex and Reismühle Brunnen projects

Coop constructed a building for vinegar production for the Nutrex manufacturing company in Brunnen. This building forms an extension to the existing Reismühle Brunnen, which was refurbished as part of the project. In addition, the existing PV system was extended by 775 m².

Kaiserhof in Kaiseraugst

Following the modernization in 2020 of the megastore section of the Kaiserhof shopping centre in Kaiseraugst, work began in July 2021 to modernize the two-storey mall in the Coop Building & Hobby section. The work was completed on 12 November 2021, providing customers and tenants with an attractive and friendly ambience.

Coop Megastore Biberist

The Biberist sales outlet on Hauptstrasse has been modernized to the 2025+ store concept and expanded to the megastore format. Coop considerably improved the delivery situation and also extended the warehouse space and refurbished the indoor car park along customer-friendly lines. An additional escalator has been installed to improve customer access to the Coop Restaurant and the new Depositenkasse on the upper level provides an extra service. The store opened on 9 December 2021.

Fribourg-Sud shopping centre

Construction work got underway at the Fribourg-Sud shopping centre in Villars-sur-Glâne at the end of November 2019 and a provisional arrangement became operational on 20 April 2020. Demolition work then commenced, making way for the shopping centre section, which opened to shoppers on 15 December 2021. Coop will be starting demolition work on the provisional arrangement in 2022, after which construction work will get underway on the specialist store section that will be opened in March 2023 with branches of Jumbo and Livique.

EKZ National roadshow

31 August 2021 was the start of the national event and world première "Harry Potter – A magical experience" at the Volkiland shopping centre. By the end of 2021, the roadshow had visited 8 more shopping centres over a 16-week period, and will be continuing in 2022.

Sustainable real estate

Energy efficiency and the production of sustainable energy are key considerations for Coop when planning and implementing its real estate projects. Heating systems that rely on fossil fuels are no longer installed. All of Coop's buildings meet the Minergie requirements. The plan was to create 20 000 m² of roof space for photovoltaic systems in 2021, but in the end 16 500 m² were installed. This is due to delays in the permit procedure and deliveries of materials. Furthermore, the "Tropenhaus Frutigen" project was postponed until 2022, to minimize interference with the fish farming season.

Solar Prize for Coop's head office

Coop won the Swiss Solar Agency's Solar Prize in the "Building: refurbishments" category, for the new facade panel on Coop's high-rise office building at the head office in Basel (which was constructed in 1978). Significant improvements to the building shell, thermal insulation, technical installations, user-comfort ventilation and LED lighting reduced the building's total energy consumption by almost 34%.