

Strong inner drive for sustainability

Sustainability is part of Coop's corporate DNA and imbues all its relevant strategies. The focus is on sustainable products, environment and climate protection as well as commitment to employees and society. Coop's approach to sustainability management is key to a sustainably successful future.

Strong awareness of sustainability

After more than 30 years of strong commitment to sustainability, it has become a major part of Coop's corporate DNA. The Coop Group has enshrined this topic in its Articles of Association, its Corporate Profile and its mission statements and integrated it into all relevant strategies and processes. To give one example, sustainability targets are systematically incorporated in the comprehensive target-setting process, the training of employees and in operating processes and procedures.

Through its comprehensive approach to sustainability, the Coop Group seeks to set itself apart by delivering added value in the various markets, securing access to resources and creating a shared value throughout the Coop Group. By doing this, Coop also ensures that the growing demands made by society and politicians are implemented efficiently and credibly throughout its business activities, thus making a contribution to the wider public interest.

Coop's main reporting channels for its numerous sustainability-related measures are the Coop Member Press, the new "Coopzeitung Weekend" member press, the Internet platform actions-not-words.ch and the integrated Annual Report of the Coop Group. A Sustainability Progress Report is published annually. Sharing specific information, the report provides a detailed insight into Coop's commitment and the percentage of attainment of its multi-year sustainability targets.

Holistic and highly relevant

Coop's sustainability efforts are concentrated on areas in which Coop can achieve significant leverage. These areas are determined by internal analyses and have high social, environmental or economic relevance. When setting priorities, Coop draws on many different tools such as range screening, life assessment cycles, risk monitoring and stakeholder dialogue. Societal expectations and political demands are also major factors when choosing priorities. The key areas are reflected in Coop's Sustainability strategy concept, which describes how the issue of sustainability is managed at Coop and how sustainability is holistically integrated within the existing management system. The strategy concept is based on three pillars (sustainable products, environment and climate protection, and employees and social commitment), which in turn build on the foundation, the strategic basis. The three pillars represent the starting points that the companies of the Coop Group integrate into their business activities. All these elements come together to enable us to successfully implement the sustainability targets, yielding success for the company and benefiting the common good.

In the year under review, Coop adopted the new 2022–2026 Sustainability Strategy. This applies to the whole Coop Group and provides a response to the challenges we currently face.



The strategic basis

Coop is a cooperative and promotes the economic and social interests of its members and its consumers. Economic, environmental and ethical principles secure the cooperative's competitiveness and continued existence. Sustainability is also pivotal to our Vision 2025+, in which Coop sets itself apart from its competitors through sustainable products and its commitment to sustainability projects. The guiding principles of sustainability also contribute to this distinctiveness: they determine which principles apply to the implementation of overarching objectives and are used for internal communication throughout the Coop Group.

Pillar 1: Sustainable products

Coop is committed to observing ambitious minimum requirements along the whole value chain, in all product ranges. In addition, Coop is involved in pioneering sourcing projects and long-term partnerships to promote organic farming, fair trade, animal welfare and biodiversity. The own-label sustainability brands and quality seals play an important role here, being the medium through which Coop sets itself apart with the most stringent standards in Swiss retail. Coop promotes sustainable consumption, with conscious range selection, targeted customer information and a variety of advertising activities.

Pillar 2: Environment and climate protection

The efficient use of resources and energy also contributes to cutting costs. Coop's efforts focus on reducing energy consumption and making increased use of renewable energy, as well as the consistent implementation in its Swiss core business of the "CO₂-neutral by 2023" vision, which was adopted back in 2008. Coop has defined a reduction schedule, and the implementation is still on track thanks to its own defined measures and targets. Other important topics are packaging optimization, waste avoidance and recycling, logistics and goods transport, and water management, hydrogen technology and sustainable construction. Coop is making special efforts to optimize packaging, an area in which it is committed to the responsible use of plastics. In 2021, Coop adopted its new climate strategy with the goal of net zero emissions by 2050.

Pillar 3: Employees and social commitment

Pillar 3 covers Coop's commitment to employees and social projects with relevance to society. As an employer, Coop provides training for apprentices, a standardized, progressive collective employment agreement for the whole of Switzerland, a new version of which applies from 2022, as well as a generous pension scheme and various inclusion projects. By supporting the organizations "Schweizer Tafel" (Swiss Table) and "Tischlein deck dich" (Table Be Set), Coop makes a substantial contribution to the responsible use of foodstuffs. Another key aspect is our commitment to Coop Aid for Mountain Regions and our collaboration with strategic partners such as the Swiss Red Cross (SRC).

Coop Sustainability Fund

Coop finances projects from all three pillars through the Coop Sustainability Fund. Customers experience the result of these projects, not just in Coop's range but when doing their daily shopping. Promotions and events for employees and the public are a direct expression of the Fund's innovative solutions to key social and environmental issues. Through pioneering work in the area of sustainability, Coop raises public awareness of sustainable consumption. The Coop Sustainability Fund currently has access to funds of at least CHF 16.85 million a year to implement such projects.

For information about projects run by the Coop Sustainability Fund, visit:
www.actions-not-words.ch/fund.

Strategic anchoring in wholesale and production

All companies of the Transgourmet Group, the Bell Food Group and the main Coop manufacturing companies have their own sustainability strategies. The strategies are geared towards Coop's Sustainability strategy concept and each take account of the specific concerns as well as the realities of the relevant markets.

Overarching topics in the area of sustainability

The companies of the Coop Group continued their impressive track record on sustainability in the year under review. Below, we discuss selected sustainability projects. News on sustainable projects from the individual business areas is assigned to the respective chapters.

“Actions, not words”: 400 actions for sustainability

For over 30 years, Coop has pioneered a wide-ranging approach to sustainability and the slogan “Actions, not words” encapsulates its efforts. It now has over 400 actions in place which demonstrate Coop's strong inner drive for people, animals and nature. The actions lie at the heart of Coop's commitment to sustainability and provide an overview of measures already taken by Coop. Furthermore, Coop modernized its sustainability reporting in 2021 and now issues a digital progress report. This contains transparent, comprehensive information about Coop's Group-wide commitment to sustainability, in line with international reporting standards.

1st place on the WWF Palm Oil Scorecard

Coop has obtained 1st place on the WWF's global Palm Oil Scorecard. It owes this ranking to having consistently implemented its Vision for Palm Oil (Action no. 379). In its own-label brand foods, Coop routinely uses sustainably produced Bio-Suisse and RSPO-certified palm oil, or rejects palm oil entirely. The Scorecard is published annually by the WWF and assesses the commitment to sustainable palm oil of over 220 retailers and food producers around the world.

Successful “Day of good deeds”

Coop staged its second “Day of good deeds” in 2021, encouraging hundreds of thousands of people across Switzerland to do a good deed. Actions were implemented throughout Switzerland, together with the six partners WWF, Schweizer Tafel (Swiss Table), Tischlein Deck Dich (Table Be Set), the Swiss Guide and Scout Movement, SRC and Pro Infirmis. Around 2 000 branches of all of Coop's retail formats also participated in the “Day of good deeds”, surprising customers with small gifts and organizing various fund-raising campaigns. The 2021 “Day of good deeds” was a resounding success, demonstrating the strong sense of solidarity in our society and how, when we pull together, small actions can have a big impact.

Lean & Green Award for greener transport

In 2021, Coop became the first company in Switzerland to receive a second star from the Lean & Green programme. The international programme recognizes the climate commitment of companies in the area of logistics and transport. Coop has cut its CO₂ emissions by 30% in the last eight years, fulfilling the criteria for the second star. It achieved this thanks to investments in production and logistics locations as well as its truck fleet, which uses domestically produced biodiesel and, increasingly, hydrogen technology. Furthermore, working closely with Coop subsidiary Railcare, steady and constant progress is being made with rail freight.

Commitment to rearing male chicks

By introducing Demeter eggs and Demeter meat, Coop is stepping up its commitment to rearing male chicks. The “Happy Cockerel” approach involves rearing both male and female chicks. The cockerels are raised under biodynamic conditions, with plenty of access to outdoor areas and Demeter feed. In selected supermarkets, Coop stocks Demeter eggs from the laying hens and Demeter meat from the cockerels under its organic own-label brand Naturaplan. These Naturaplan Demeter products fulfil both the stringent bud guidelines of Bio Suisse and the requirements of Demeter. As early as 2014, Coop launched the “dual-purpose chicken” project to rear female and male chicks.

Coop Restaurants rescue surplus meals

Since June, every Coop Restaurant in Switzerland has been offering a new take-away service. Guests can reserve their meals at attractive prices in the Too Good To Go app and collect them from their chosen Coop Restaurant. By launching this service, Coop is doing even more to combat food waste and underlining its commitment to sustainability in two ways: the rescued meals are supplied in reCIRCLE reusable boxes. The service therefore rescues food and reduces disposable plastic at the same time. In addition, since 2005 Coop has supported the “Schweizer Tafel” and “Tischlein Deck’ Dich” food banks with product donations and funding. More than 16.2 million meals were rescued this way in 2021.

Review of multi-year sustainability targets

The Coop Group has greatly stepped up its sustainability efforts over the last six years. With targets in all three pillars of sustainability and in all three business areas, appreciable progress has been made for customers and other stakeholders in key areas. Coop has achieved 86% of the targets set and partially achieved 7%. Among other things, sustainability and organic sales have been increased by 7.5% and 5.5% respectively, CO₂ emissions reduced, and projects related to well-being successfully implemented.