



Coop Group  
Sustainability Report

**2013**



## About the report

Like its predecessors, this ninth 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 has made in achieving the Group's medium-term sustainability goals from 2011 to 2013.

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 2013.

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

 [www.coop.ch/sustainability](http://www.coop.ch/sustainability)

The Coop Group Sustainability Report is published every year together with the Annual Report. The copy deadline for Coop's 2013 Sustainability Report was 7 February 2014.

**Coop Naturaplan**

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 stalls 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 and ecological dry-cleaning.

**Coop Naturaline**

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

**Pro Montagna**

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

**Pro Specie Rara**

Heirloom native plants 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 Max Havelaar Fairtrade quality seal stands for sustainably cultivated fair-trade products and thus boosts producers in developing countries and emerging markets.

**Bio Suisse**

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**

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**

# 2013

The Coop world is large, diverse and international. This is reflected in the hundreds of photos that its employees took of one another at their workplace. The outcome of this in-house project is a fascinating display of images which serve in this report to give readers insights into day-to-day life at Coop.

# Content

<b>4</b>	<b>Foreword</b>	<b>18</b>	<b>Agreeing voluntary targets</b>
		18	Verifiable targets for critical raw materials
<b>7</b>	<b>Strategic integration of sustainability</b>	<b>18</b>	<b>Wholesale and Production</b>
		18	Expanding sustainable product ranges in wholesale
<b>7</b>	<b>Sustainability strategy</b>	18	Own-label sustainability brand at Rewe-Foodservice
7	Comprehensive approach to sustainability	19	Selgros Romania concentrates on saving energy
7	Focusing efforts	19	Bell promotes animal welfare
7	Pillar 1: Sustainable products and services	19	Swissmill focuses on regional organic production
7	Pillar 2: Resource efficiency and climate protection	19	Certified quality at Steinfels Swiss
8	Pillar 3: Employees and society		
8	Strategic and operational controlling		
8	Coop Sustainability Fund		
8	Actively involving stakeholders		
<b>9</b>	<b>Sustainable objectives</b>	<b>21</b>	<b>Sustainable purchasing</b>
9	Target attainment in 2013		
9	New Group-wide multi-year objectives		
<b>10</b>	<b>Targets and degree of attainment</b>	<b>21</b>	<b>Non-food supply chain</b>
		21	Ten years of the Business Social Compliance Initiative
		21	Challenges in high-risk countries
		21	Environmental protection in production facilities
		21	Withdrawing hazardous chemicals
		<b>22</b>	<b>Food supply chain</b>
		22	Sustainable purchasing via risk monitoring
		22	Solid standards within the supply chain
		22	Fruit and vegetable projects
		<b>22</b>	<b>Commitment by manufacturing companies</b>
		22	Fairness and transparency at Chocolats Halba
		23	Nutrex: dedicated to Swiss biodiversity
		23	Sunray optimizes product purchasing
<b>15</b>	<b>Sustainable consumption</b>	<b>25</b>	<b>Resource efficiency and climate protection</b>
<b>15</b>	<b>Coop Naturaplan anniversary</b>	<b>25</b>	<b>Energy and transport policy</b>
15	20 years of uncompromisingly organic products	25	Swiss energy and climate policy
15	Organic sales top the billion mark	25	Totally revised Goods Carriage Act
15	Highlights of the anniversary year		
<b>15</b>	<b>Fairtrade growth strategy</b>	<b>25</b>	<b>Group-wide objectives</b>
15	Systematic switch to Fairtrade	25	Implementation of CO <sub>2</sub> vision on course
16	Entire Fairtrade ranges	25	Quantitative objectives for Transgourmet
<b>16</b>	<b>Optimizing and reducing packaging</b>		
16	Innovative packaging solutions		
16	On track to meet goals		
<b>17</b>	<b>Customer information and services</b>		
17	Information on products		
17	Service to promote sustainable behaviour		



Foreword

# Responsible corporate management

Society is increasingly calling for companies to identify and implement sustainable business solutions themselves. Coop is leading by example in this respect. For years it has been relying on comprehensive partnership-based solutions and integrating them into its business processes.

**“As a pioneer in sustainability, we set standards – for ourselves and others.”**

Hansueli Loosli

**“For us, sustainability is more than just a strategy document. It’s an attitude we embody every single day.”**

Joos Sutter



In recent years, the way in which business deals with natural resources has increasingly become the target of public attention. Triggers for this have included global challenges such as climate change, overfishing, deforestation, bee mortality, the use of chemicals, dubious working practices in production plants, and littering. For the Coop Group, sustainability has been an integral part of our business activity for a good 25 years and is deeply embedded in our corporate culture. At the centre of our commitment lie sustainable product ranges that promote sustainable consumption, an efficient use of resources and energy, including the implementation of our “CO<sub>2</sub>-neutral by 2023” vision, employee development and our support for social projects.

The media, politicians and particularly our customers are increasingly expecting Coop itself to supply solutions to these global developments. This raises the question of which challenges we as an individual company should address, when industry solutions would be more meaningful and effective, and when it is ultimately the government’s job to create favourable conditions for responsible and sustainable corporate management.

During the 20<sup>th</sup> anniversary of our organic own-label brand Naturaplan, we once again demonstrated that we have been relying on comprehensive, partner-based solutions for a long time. For example, our long-term collaboration with the Research Institute of Organic Agriculture (FiBL) has given rise to numerous successful projects. Likewise, the joint initiative we launched in 2013 with international brand manufacturers to develop organic versions of classic Swiss brands clearly highlights how important partnerships and end-to-end solutions are to us. Switching entire product ranges to Fairtrade and working with Greenpeace to reduce the use of chemicals in textile production are further examples of how the Coop Group demonstrates its corporate responsibility, jointly searches for solutions with partners and then integrates these solutions into its business processes.

Alongside this, Coop has been actively participating in political dialogue in Switzerland in the year under review. Discussions have centred on the issue of how consumer behaviour and production methods can be better aligned to limited resources, and what framework the government should create for this purpose. Through our active involvement in a variety of business initiatives, we are ensuring that our understanding of responsible corporate management is passed on to others. This is happening, for example, through our long-term work in the “Business Social Compliance Initiative”, which was founded by a handful of retailers ten years ago and now has over 1 300 members, and through our work with the international “Round Table on Responsible Soy”, which we initiated back in 2006 with WWF Switzerland.

In 2013, to establish a framework for the purposeful continuation of our successful commitment to sustainability, we defined top-level sustainability goals for our Retail, Wholesale and Production Business Areas for the period up to 2020. We selected the subject areas for these goals based on a risk and opportunity analysis and also on input from various stakeholder groups.

Using our strategic goals, we can show our customers quite clearly that we are meeting their expectations. With a diverse range of sustainable products, end-to-end solutions in areas that are of relevance to us, and comprehensive information regarding our commitment to sustainability – for example in our Sustainability Report and in the Coop member press – we will continue to demonstrate and embody corporate responsibility within the entire Coop Group.



Hansueli Loosli

Chairman of the Board of Directors



Joos Sutter

Chairman of the Executive Committee

**“I carry out random sampling to ensure the impeccable quality of all our products.”**

Fabian Flury, Chemical Laboratory Technician at the Coop Quality Centre in Pratteln



# Strategic integration of sustainability

The Coop Group's approach to sustainability is based on three pillars. It promotes sustainable consumption with its organic, fairtrade, humane and environmentally friendly product ranges. With regard to resource efficiency and climate protection, it is focusing on its "CO<sub>2</sub>-neutral by 2023" vision. The third pillar encompasses the Group's commitment to its staff and to society.

## Sustainability strategy

### Comprehensive approach to sustainability

Sustainable, resource-efficient economic activity is increasingly becoming an important basis for long-term business 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 and operational processes and procedures, as well as being included on balanced scorecards by means of various sub-strategies. With its comprehensive approach to sustainability, the Coop Group is not only setting itself apart in the market 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 when carrying out its core business. 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 life-cycle assessments, risk monitoring and product range evaluations. Social expectations and political demands also play an important role in the selection of key areas. In this respect, Coop believes that

voluntary agreements at a company or industry level are preferable to detailed regulations. The priorities are summarized in the sustainability strategy, which is based on three pillars.

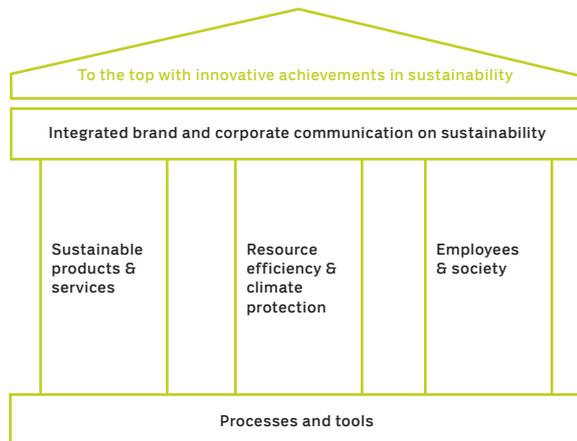
### Pillar 1: Sustainable products and services

Our society needs to move towards sustainable consumption and resource efficiency. Coop 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 and animal welfare and to maintain biodiversity. Coop is promoting sustainable consumption by selecting products responsibly, developing ranges purposefully and providing customer information in a targeted manner.

### Pillar 2: Resource efficiency and climate protection

The efficient use of resources and energy helps to protect the environment while also helping to reduce costs. Coop's efforts in this regard focus on the consistent implementation of the "CO<sub>2</sub>-neutral by 2023" vision and the associated reduction in energy consumption and greater use of renewable forms of energy. Other important topics include avoiding waste, optimizing packaging, recycling and also managing water resources responsibly. Coop is making particular efforts in the field of logistics and goods transport by avoiding and offsetting air freight and by transferring freight from road to rail.

## Sustainability strategy



### 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 the Swiss mountain regions.

### Strategic and operational controlling

In 2013, Transgourmet Group units and some initial Coop manufacturing companies drew up their own sustainability strategies based on the Coop strategy. Each of these takes into account the specific concerns and also the realities of the relevant markets. Coop strategically monitors the implementation of its sustainability goals via specific key performance indicators on balanced scorecards. Achieving these goals is therefore the direct responsibility of management in the business segments concerned. Where discrepancies occur, targeted solutions are developed and implemented.

### Coop Sustainability Fund

The Coop Sustainability Fund is a central tool for fostering innovation and raising public awareness of sustainable consumption. The Sustainability Fund enables Coop to initiate innovative solutions in socially and environmentally relevant areas and thus to promote pioneering services in the field of sustainability. Coop invests CHF 15 million each year through the Sustainability Fund, as well as supplying communication tools, human resources and valuable partner networks and structures.

### Actively involving stakeholders

Developing a company sustainably can only succeed if stakeholders are consulted and kept informed. During the 2013 Coop Stakeholder Forum, 24 representatives from environmental, consumer and producer organizations as well as universities and government authorities participated in developing new multi-year sustainability objectives for the entire Coop Group. The objectives proposed by these stakeholders reflect a growing awareness of the interactions between production, trade and consumers. Strategically important issues include strengthening transparency and social aspects in the supply chain, the importance of consumer skills in selecting and using products, and an ongoing interest in the environmental aspects of operations and product design. The results of the stakeholder forum were incorporated into the goal-setting process at the level of the Coop Group Board of Directors. Practical collaboration with various partners was also successfully continued and expanded. In 2013, for example, Coop extended its partnership with the WWF and signed an agreement with Greenpeace on reducing chemicals in textiles.

Alessandro Bonfatti, Total Store, Castione



Sonja Bucheli, Cooperations, Basel



Roland Walpert, Supermarket, In-store Bakery, Berne



## Sustainable objectives

### Target attainment in 2013

Coop has defined detailed medium-term goals for 2011 to 2013 and recorded them on balanced score-cards in the form of measurable targets. Together with economic goals, these are included in the Coop Group's established annual goal-setting process. Management profit-sharing depends, among other things, on these sustainability goals being achieved. In 2013, Coop focused on the 20<sup>th</sup> anniversary of its Naturaplan own-label sustainability brand. A comprehensive range of activities resulted in a remarkable increase in sales of organic products. Switching entire product ranges such as chocolate and rice over to fair trade continued successfully, with Coop's own manufacturing companies making a significant contribution. In 2013, Coop also fully offset the CO<sub>2</sub> emissions associated with air freight. However, due to increased demand for fruit from overseas, it was unable to reduce the air freight itself at the planned pace. With the introduction of Switzerland's first fully recyclable paper carrier bag and other packaging optimizations, substantial savings were achieved in material consumption. From spring 2014, Coop will also be accepting returned plastic bottles at its sales outlets. Coop also made further progress in reviewing and implementing decent working conditions in high-risk countries, particularly thanks to the increased involvement of importers and excellent collaboration with the Eurogroup Far East purchasing office.

Coop is reporting very good results in the fields of energy and climate protection, and is on target with its "CO<sub>2</sub>-neutral by 2023" vision. And target achievement in the field of employees and society is high in almost all cases. This is confirmed by the good results of the current Veritas employee survey. The targets for integrating people with disabilities into the work process and also for donating edible expired food to the needy were met.

### New Group-wide multi-year objectives

In 2013, the Coop Group Board of Directors agreed the new multi-year sustainability objectives for 2014 to 2020. The top-level subject areas are the same for the entire Coop Group, whereas the concrete, quantifiable targets take account of specific concerns in the Retail and Wholesale and Production Business Areas as well as the different markets involved. In pillar one, the Coop Group wants to make its mark by expanding its range of particularly sustainable products. At the same time, it wants to increase transparency and resource efficiency across the entire product range and involve increasing numbers of branded-product suppliers in its sustainability efforts. For pillar two, the emphasis is on reducing energy consumption and greenhouse gas emissions, as well as increasing recycling levels and developing and implementing an end-to-end strategy for sustainable construction. In pillar three, the Coop Group is focusing on its role as a fair and dependable employer and a key training establishment.

Manuel Buri, Fust, Oberbüren



Christiane Di Certo, Christ, Morges



Reto Della Casa, Steinfels Swiss, Quality Control/Analysis, Winterthur



# Targets and degree of attainment

Goals for 2011–2013	Progress made 2011–2013	Goal achievement level
<b>Strategy and management</b>		
Integrate sustainability goals into the Coop goal-setting process	<ul style="list-style-type: none"> <li>– Multi-year sustainability objectives for 2014 to 2020 drawn up for the whole Coop Group and agreed by the Executive Committee</li> <li>– Sustainability goals integrated into annual goal-setting process and linked to bonuses</li> <li>– Strategic Controlling is monitoring goal attainment at a corporate level</li> </ul>	High
Demonstrate commitment to the environment and sustainability in industry associations and policies	<ul style="list-style-type: none"> <li>– Ongoing active involvement in a variety of national and international industry associations and initiatives (IG DHS, BSCI, RSPO, RTRS, etc.)</li> <li>– Active involvement in environmental protection and sustainable development; collaboration with FOEN, SFOE, SECO, SDC, etc.</li> </ul>	High
Manufacturing companies: Integrate sustainability goals into strategic controlling in manufacturing companies	<ul style="list-style-type: none"> <li>– All manufacturing companies integrated into the goal-setting process</li> <li>– Bell, Chocolats Halba and Steinfels Swiss have developed their own sustainability strategies</li> </ul>	High
Transgourmet: Draw up a top-level sustainability strategy taking account of site-specific challenges	<ul style="list-style-type: none"> <li>– Transgourmet Group integrated into the goal-setting process for multi-year sustainability objectives for 2014 to 2020</li> <li>– Energy and CO<sub>2</sub> targets and reduction schedules agreed for the entire Transgourmet Group up to 2023</li> <li>– Separate sustainability strategies developed by Transgourmet in Germany, France and Switzerland</li> </ul>	Medium
<b>Sustainable consumption</b>		
Consolidate Coop's leadership in own-label sustainability brands and quality labels in all retail formats	<ul style="list-style-type: none"> <li>– Range of own-label sustainability brands and quality labels expanded and sales increased by over 14% to 2 166 million francs</li> <li>– Organic versions of 23 classic Swiss brands launched, dual-branded with the Coop Naturaplan logo as a world first</li> <li>– Clear market leader in organic and Fairtrade products and energy-saving appliances (Topten.ch) and in "green DIY superstores"</li> </ul>	High
Expand the range of regional and seasonal produce	<ul style="list-style-type: none"> <li>– "Organic - fresh from the region" programme expanded, sales increased by over 80%</li> <li>– Seasonal range of fruit and vegetables expanded</li> </ul>	High
Maintain leadership in products involving particularly humane animal husbandry	<ul style="list-style-type: none"> <li>– Targeted expansion of animal-friendly products under the Naturafarm brand</li> <li>– Percentage of total meat sales that are organic and Naturafarm maintained at 32%</li> <li>– Humane livestock farming projects financed by Coop Sustainability Fund</li> <li>– Commitment independently confirmed by leading position in the Swiss Animal Protection report "Animal protection in food retailing" and top place in the "Business Benchmark on Farm Animal Welfare" report</li> </ul>	High
Maintain leadership in sustainable seafood range	<ul style="list-style-type: none"> <li>– Just under 99% of fish and seafood sales generated from products rated by the WWF as either acceptable or recommended</li> <li>– Percentage of farmed seafood turnover that is organic increased to 40%</li> <li>– Percentage of wild-caught seafood turnover that is MSC-certified increased to around 55%</li> </ul>	High
Screen the entire food and non-food range for environmental and social risks	<ul style="list-style-type: none"> <li>– Entire food and non-food range screened, and appropriate projects and measures extrapolated</li> <li>– Risk monitor based on sustainability indicators introduced for raw material procurement</li> </ul>	High
Reduce the environmental impact along the value chain, focusing in particular on energy, water and biodiversity	<ul style="list-style-type: none"> <li>– Water and soil management projects carried out and pesticides reduced in fruit and vegetables, e.g. in Kenya, Italy, Spain, Morocco, Israel, South Africa and Peru</li> <li>– Sustainable sourcing projects supported by the Coop Sustainability Fund to the tune of around 5.5 million francs per year (average value of innovation projects excl. CO<sub>2</sub> compensation), e.g. in Morocco, Honduras, Thailand, India, Kenya and the Baltic</li> <li>– Comprehensive life cycle assessment studies carried out for fruit and vegetables (ETH) and meat (ART), and projects and measures extrapolated</li> <li>– Support for the Research Institute of Organic Agriculture (FiBL) and the Swiss Federal Institute of Technology in developing methods for life-cycle assessments to correctly record organic products</li> <li>– Targeted reduction in toxic chemicals in the textiles and leather value chain</li> </ul>	High

Goals for 2011–2013

Progress made 2011–2013

Goal achievement level

Continue to reduce, declare and offset CO <sub>2</sub> emissions generated by air freight	<ul style="list-style-type: none"> <li>– All air-freighted goods have been transparently declared for over five years now</li> <li>– CO<sub>2</sub> emissions generated by air freight reduced by 4% compared with 2007, while actual sales have grown by almost 17% over the same period</li> <li>– Six new WWF offsetting projects launched in the Coop supply chain</li> <li>– Projects to reduce air freight, e.g. sourcing lamb from the UK, Baltic grassland beef, switching some pangasius deliveries to sea freight and switching cod to land transport</li> </ul>	Medium
Reduce the use of materials in packaging	<ul style="list-style-type: none"> <li>– Systematic analysis of optimization potential across entire own-brand range</li> <li>– Packaging material reduced and optimized by around 2 030 tonnes</li> <li>– All milk and drinks cartons switched to FSC</li> <li>– Oecoplan paper carrier bags switched to 85% recycled fibres</li> <li>– Betty Bossi salad bowls redesigned and switched to predominantly recycled PET with overall resource savings of around 30%</li> </ul>	High
Develop and promote new environmentally friendly products and services	<ul style="list-style-type: none"> <li>– 417 new Naturaplan products, 192 new Max Havelaar products and 550 new Oecoplan products introduced</li> <li>– Environmentally friendly services such as eco tips and home deliveries by bicycle stepped up</li> </ul>	High
Manufacturing companies: Expand and promote a sustainable range of products	<ul style="list-style-type: none"> <li>– Sustainable product range expanded (especially organic, Fairtrade and Natura beef), substantial increase in sales, established as an attractive supplier for third-party customers as well</li> </ul>	High
Transgourmet: Promote and expand the range of organic and sustainably produced products	<ul style="list-style-type: none"> <li>– Sustainable ranges focusing on regional and organic produce, Fairtrade, MSC and animal welfare launched and expanded on a country-specific basis</li> </ul>	Medium

**Business partners / purchasing**

Take systematic account of environmental and social criteria when evaluating suppliers at manufacturing company level	<ul style="list-style-type: none"> <li>– Sustainability indicators integrated into the process of selecting and evaluating suppliers</li> <li>– Long-term supplier relationships encouraged so as to provide incentives for comprehensive improvement measures</li> <li>– Sustainability goals agreed with key fruit and vegetable business partners, who generate 50% of sales from high-risk countries</li> </ul>	Medium
Ensure sustainably produced raw materials and products are purchased, particularly for own-label sustainability brands	<ul style="list-style-type: none"> <li>– Various products developed and launched involving critical raw materials (rice, palm oil, soya, cocoa, fish, rattan, coffee and wood)</li> <li>– Phased changeover of entire ranges to sustainable raw materials (e.g. coffee, rice and fruit juice)</li> <li>– 62% of the palm oil used in own-brand food products is physically sustainable palm oil in line with the RSPO standard</li> <li>– Involvement in Soy Network Switzerland, leading to 80% of soya for animal feedstuffs in Switzerland being cultivated responsibly</li> </ul>	High
Improve manufacturing company working conditions in high-risk countries and in primary agricultural production	<ul style="list-style-type: none"> <li>– Number of non-food manufacturing companies in the BSCI process increased from 281 at the end of 2010 to 439 at the end of 2013</li> <li>– 16 food manufacturing companies have recently joined the BSCI PP process</li> <li>– Share of sales of fruit and vegetables from high-risk countries with producers taking part in the GRASP process increased from 10% to 35%</li> </ul>	Medium
Exploit synergies with Eurogroup and Coopernic (now named CORE) in relation to sustainable sourcing	<ul style="list-style-type: none"> <li>– Common definition of minimum standards such as GRASP</li> <li>– All members of the buying alliance Coopernic (now named CORE) are taking part in BSCI</li> <li>– Joint Coopernic social project concerning irrigation and food security successfully completed in India, Madagascar and Guatemala</li> <li>– Eurogroup Spain and Italy have developed a sustainability strategy and implemented joint projects</li> <li>– Support provided via Eurogroup for schools in key Asian production countries</li> </ul>	Medium

## Goals for 2011–2013

## Progress made 2011–2013

## Goal achievement level

Promote innovative approaches and projects to improve resource efficiency in production	<ul style="list-style-type: none"> <li>– Collaboration in establishing the Business Environmental Performance Initiative BEPI based on the Global Social Compliance Programme (GSCP) and under the auspices of the FTA</li> <li>– Coop Sustainability Fund projects investigating alternatives to fishmeal for feeding farmed fish, soil-conserving and climate-friendly cultivation, and non-concentrated feedstuffs for dairy cows</li> <li>– Water audits carried out and improvements made to the water management of fruit and vegetable producers</li> </ul>	Medium
Manufacturing companies: Ensure sustainably produced raw materials are purchased locally	<ul style="list-style-type: none"> <li>– Various projects for sourcing sustainably produced raw materials with a focus on Fairtrade (cocoa and rice), organic (rice, cereal and vinegar), environmental standards (palm oil) and social standards (BSCI)</li> <li>– In-house buying bodies established (Chocolats Halba Honduras AG and also Fairtrade cooperatives in Thailand and India for Reismühle Brunnen) to safeguard sustainable procurement</li> </ul>	Medium
Transgourmet: Develop common quality agreement and sourcing guidelines	<ul style="list-style-type: none"> <li>– Country-specific expansion of sustainable product ranges</li> </ul>	Medium

## Corporate ecology

Reduce energy consumption in sales outlets, distribution centres and manufacturing companies	<ul style="list-style-type: none"> <li>– Absolute energy consumption reduced by over 5% compared with 2010 despite growth and a higher turnover, for example due to 132 new and upgraded sales outlets conforming to the Minergie standard, the installation of LED lighting and CO<sub>2</sub> refrigeration systems in 146 sales outlets, energy optimization in manufacturing companies and distribution centres, and the increased use of waste heat</li> </ul>	High
Reduce the energy consumed by transporting goods and passengers	<ul style="list-style-type: none"> <li>– Expansion of unaccompanied combined transport (UCT) and greater use of trains and Mobility car-sharing for business travel</li> </ul>	Medium
Increase the use of renewable energy sources for heating and fuel	<ul style="list-style-type: none"> <li>– Percentage of renewable energy used to provide heat increased to 24%, e.g. due to the installation of wood-burning technology and heat pumps in new and upgraded sales outlets, distribution centres and an industrial bakery</li> <li>– Percentage of renewable energy used as a fuel increased to 16%, e.g. due to the increased use of biodiesel (from organic waste) and bio-gas trucks</li> </ul>	High
Promote sustainable customer and employee mobility	<ul style="list-style-type: none"> <li>– EnergieSchweiz “Mobility management in companies” programme successfully concluded</li> <li>– Assistance provided in founding the Swiss delivery by bicycle association and establishing a unified image for home deliveries by bicycle</li> <li>– Non-motorized transport requirements integrated into planning procedures for sales outlets</li> </ul>	Medium
Develop and implement a standard for the sustainable landscaping of sales outlets and production facilities	<ul style="list-style-type: none"> <li>– Standard drawn up for evaluating and selecting structural components based on sustainability criteria</li> <li>– Construction of new sales outlet accepted as pilot project for the Swiss sustainable construction standard (SNBS)</li> </ul>	Medium
Transgourmet: Reduce energy consumption in stores and logistics centres	<ul style="list-style-type: none"> <li>– Optimization of lighting, use of LED</li> <li>– Installation of energy-efficient CO<sub>2</sub> refrigeration systems</li> <li>– Greater use of waste heat from refrigeration systems</li> </ul>	Medium
Transgourmet: Reduce the energy consumed by transporting goods and passengers	<ul style="list-style-type: none"> <li>– Greater use of consumption and emissions-optimized vehicles</li> <li>– Optimization of truck tours and logistics streams</li> </ul>	Medium
Transgourmet: Increase the use of renewable energy sources in stores and logistics centres, and also as fuel	<ul style="list-style-type: none"> <li>– Photovoltaic systems installed on new logistics centres and stores</li> <li>– Biodiesel used for trucks</li> </ul>	Medium

Goals for 2011–2013

Progress made 2011–2013

Goal achievement level

Employees / society

Hold internal training to increase sustainability awareness and expertise	<ul style="list-style-type: none"> <li>– Training strategy for sustainability established and being implemented</li> <li>– Relevant sustainability issues incorporated into all internal training</li> </ul>	High
Expand occupational health management with offerings targeted at specific groups	<ul style="list-style-type: none"> <li>– Implementation of “Occupational health management” strategy that was agreed in 2010</li> <li>– New and existing courses run on health, nutrition and physical activity for specific target groups (smokers, logistics, etc.)</li> <li>– “Focus” project held to take the pressure off sales staff</li> <li>– Awareness raising and training in “Absence management”</li> </ul>	Medium
Expand efforts to integrate people with special needs into working life	<ul style="list-style-type: none"> <li>– Target of at least 1% of jobs for people with restricted functional capacity met</li> <li>– Contracts with sheltered workshops increased to approx. 2.8 million francs per year</li> <li>– Increase in number of sales outlets in the Suisse Romande sales region that offer jobs to disabled people</li> </ul>	High
Promote healthy eating by providing information and a range of nutritionally superior products	<ul style="list-style-type: none"> <li>– Increased sales and expanded ranges of Délicorn and Karma (vegetarian), Jamadu (healthy eating for children), Weight Watchers (calorie-reduced) and Free From (lactose free) products</li> <li>– Participation in Action Santé, e.g. by reducing the salt content of fresh convenience products</li> <li>– Free information on sustainable and healthy eating handed out by the Nutrition Unit</li> <li>– Sponsorship of target-group-specific projects for promoting sustainable nutrition</li> </ul>	Medium
Reduce food waste by 50% compared with 2010 and give food to the needy	<ul style="list-style-type: none"> <li>– “Foodbridge” industry solution established as an IG DHS initiative to support the services provided by “Schweizer Tafel” (Swiss table) and “Tischlein deck dich” (Table be set) along the lines of the Coop model</li> <li>– Addition of 101 new sales outlets to the “Schweizer Tafel” and “Tischlein deck dich” network resulting in almost half of all sales outlets being included</li> <li>– 1.8 million francs and additional services worth 42 million francs contributed to “Schweizer Tafel”, “Tischlein deck dich” and Caritas</li> <li>– Unique label launched for non-standard foodstuffs</li> <li>– Consumer awareness of food dating and storing food at home raised</li> </ul>	High
Broaden internal and external awareness of protecting young people	<ul style="list-style-type: none"> <li>– On-the-job training module on protecting young people revised; training sessions held</li> <li>– Over 900 test purchases per year made and specific improvement measures agreed</li> </ul>	Medium
Transgourmet: Initiate/expand the donation of edible expired food to the needy	<ul style="list-style-type: none"> <li>– Transgourmet Group companies in Germany, France, Romania and Switzerland are supporting their relevant national food distribution charities</li> </ul>	High

Communication

Improve communication on the environmental impact of consumption	<ul style="list-style-type: none"> <li>– Cross-company campaigns such as “For the people behind the scenes” and “20 years of Coop Naturaplan” successfully carried out</li> <li>– Collaboration with established partners such as the WWF (eco-tips) and Pusch (household management courses) to raise consumer awareness</li> <li>– Swiss Federal Office of Energy’s key business partner for promoting energy-saving appliances</li> <li>– Coop Sustainability Fund is supporting communication projects focusing on sustainable consumption</li> <li>– In-house media, advertising and corporate communications regularly used to raise awareness of the environmental impact of consumption</li> </ul>	High
--	--	------

**“I use a fun approach to get young and old people alike interested in sustainable consumption.”**

Sylvia Filliol, Head of Sponsorship, travelling around Switzerland with the Naturaplan bus



# Sustainable consumption

By switching over entire product ranges to Fairtrade and developing innovative packaging solutions, Coop is contributing to sustainable consumption in the Retail and Wholesale and Production Business Areas. To mark the 20<sup>th</sup> birthday of Naturaplan, Coop has launched organic versions of classic Swiss brands.

## Coop Naturaplan anniversary

### 20 years of uncompromisingly organic products

Coop launched its own-label organic Naturaplan label in 1993, thereby adopting a pioneering approach. With a market share of almost 50%, Coop is now Switzerland's largest supplier of organic food. And Coop leads the way in selling organic food worldwide too. The foundations for this success include stringent Bio Suisse guidelines, Coop's wide range of products and its unflinching innovative spirit. Equally important is its ongoing collaboration with the farmers, manufacturers and organizations involved in the organic sector. In 2013, Coop celebrated Naturaplan's 20<sup>th</sup> anniversary with numerous initiatives. Coop ran a multi-faceted Naturaplan campaign with the slogan "A love of nature". The identifying logo of a green heart shows that a commitment to people, animals and the environment lies close to Coop's heart. Two famous Swiss artists, the painter Hans Erni and the music producer Roman Camenzind, interpreted the "For love of nature" theme in their own personal way, creating a pictorial motif and composing a song for the Naturaplan TV commercial.

### Organic sales top the billion mark

During the anniversary year, Coop did in fact succeed in convincing many people that organic food can offer a high-quality culinary experience. With sales of around 940 million francs and a year-on-year increase of 15%, Naturaplan sales set a new record. In 2013, Coop added 177 new products to its Naturaplan range, giving consumers even more choice. Total sales of Coop organic products (including organic cotton) exceeded the billion mark in 2013 for the first time – at 1 061 million francs, they were around 14% up on the previous year.

## Highlights of the anniversary year

Of the many activities that took place during the anniversary year, there were three particular highlights. Firstly, Coop launched organic versions of a total of 23 classic Swiss brands in close collaboration with twelve brand-name manufacturers. As a world first, these bear the Coop Naturaplan logo in addition to their own brand name, thereby meeting stringent Bio Suisse guidelines. The initiative generated new challenges for some manufacturers, such as having to clearly separate manufacturing processes and procuring organic raw materials. For Coop, this project is an important step towards involving suppliers of branded products more closely in promoting sustainable consumption.

An additional highlight of the year saw the Naturaplan bus tour right around Switzerland, stopping in 59 locations. Visitors at various places were able to gain background knowledge on organic products and Naturaplan in a fun way. This was very popular with young and old alike, and succeeded in raising an awareness of sustainable consumption. Finally, Coop had high-quality prints and merchandise such as umbrellas and carrier bags made with the pictorial motif created specially for Naturaplan by Hans Erni. Sales of Hans Erni pictures and products generated proceeds amounting to 250 000 francs, which Coop is using to support Bio Suisse training projects. Together with Bio Suisse, Coop is investing in the future of organic farming in Switzerland.

## Fairtrade growth strategy

### Systematic switch to Fairtrade

At Coop, Fairtrade is set to become the standard for products from the southern hemisphere. It has therefore set itself the target of converting all the

**20 years of successful pioneering work with Naturaplan**



**Matthias Naumann**  
Senior Brand Manager,  
Knorr Switzerland

“Here at Knorr, we also see sustainability as a duty and a growth driver. Our products help people achieve a more sustainable and balanced lifestyle. The Knorr organic range bearing the Bio Suisse bud logo embodies this philosophy and is also an anniversary gift marking 20 years of successful pioneering work with Coop Naturaplan.

At Knorr, almost 60% of our ingredients now come from sustainable farming. We want to switch over our key vegetables and herbs by 2015, and all our agricultural raw materials by 2020. Knorr’s commitment to Naturaplan therefore neatly complements our strategy – a strategy that also pays tribute to consumers and in which our employees take centre stage as proud ‘organic heroes’.”

raw materials from developing and emerging countries used in own-brand products to Fairtrade Max Havelaar by 2017. According to IFAD (the International Fund for Agricultural Development), over a third of the world’s population depends directly on small-scale farming. Through its clear commitment to the Fairtrade Max Havelaar quality label, Coop is helping to give small-scale farmers access to markets and funding. According to the Centre for Evaluation at Saarbrücken University, small-scale farmers are better networked and have more market knowledge when they amalgamate to form Fairtrade cooperatives. They also generate around 10%–15% more income at a household level, and are able to build up some financial reserves. Approximately half of these farmers are also involved in local organizations, and are thereby strengthening civil society. To date, Coop has not been able to obtain all the raw materials and products it needs in sufficient quantities and of the requisite quality from Fairtrade-certified farming. Coop and its suppliers are therefore working closely with producers to expand the product range and further establish Fairtrade farming.

Maya Schmid, Tropenhaus Frutigen



**Entire Fairtrade ranges**

In 2013, Coop switched over all its own-brand fruit juices from southern countries to Fairtrade. In the same year, it also expanded the range of branded fruit juices bearing the Fairtrade Max Havelaar label. All Asian varieties of rice and the majority of Coop own-label Qualité & Prix chocolate bars were converted to Fairtrade back in 2011. In so doing, Coop achieved important milestones in its Fairtrade growth strategy. In 2013, Coop generated sales of Fairtrade-certified products totalling 219 million francs.

**Optimizing and reducing packaging**

**Innovative packaging solutions**

Ideal packaging protects its contents, provides product information, boosts recognition, is easy to open and dispose of and is made of materials that are as environmentally friendly as possible. The Betty-Bossi salad bowls launched by Coop in 2012 meet all these criteria. In May 2013, this innovative packaging solution won one of four gold prizes awarded by DuPont for innovative packaging. A comparative life-cycle assessment provides the facts: across the entire packaging life cycle, cumulative energy consumption is virtually halved. The impact that the new packaging has on the climate and water consumption is reduced by around one third. And its environmental impact (e.g. the amount of waste generated) is significantly lower than that of the old packaging. Since October 2013, Coop has been switching the tray packaging for its own-brand meat products to thinner material and recycled plastic. The new Coop Oecoplan paper carrier bags are an innovative development. They consist of 85% recycled material and do not contain any formaldehyde-based wet strength agents. They are fully recyclable as cardboard and are therefore unique throughout Switzerland.

**On track to meet goals**

As well as individual projects such as these, ongoing progress is being made in the environmental optimization of all own-brand packaging. Coop has already met its goal of optimizing a total of 2 000 tonnes of packaging material by the end of 2015. By the end of 2013, all the projects already in progress had saved or ecologically optimized 2 030 tonnes of packaging material.

Marc Galais, Transgourmet France

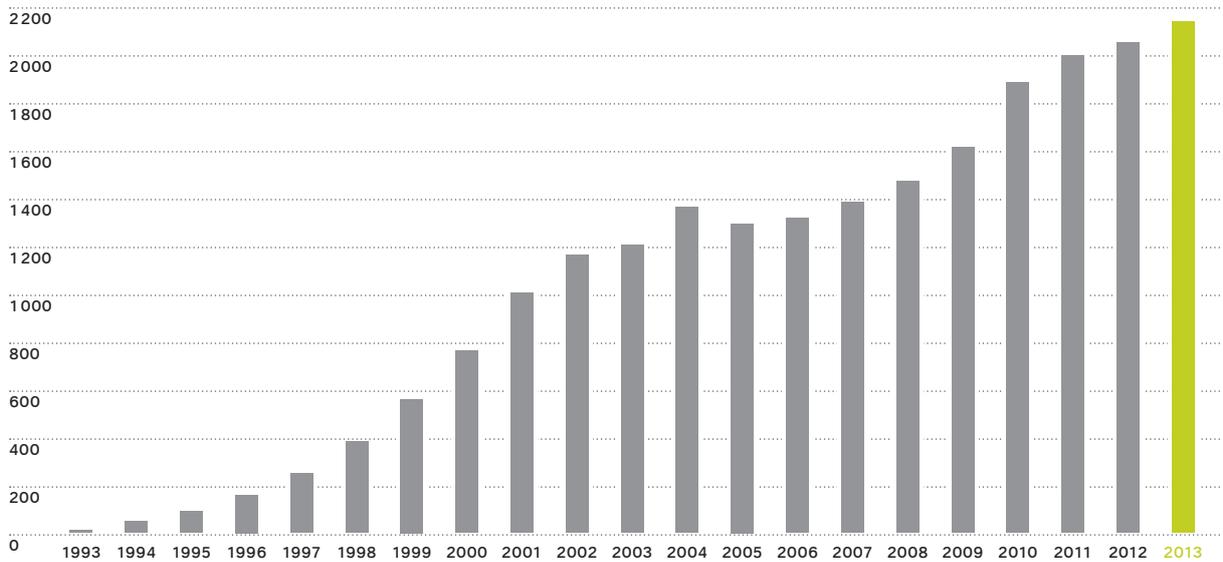


Tristan Fayet,  
Supermarket, Rennaz



### Sales of Coop own-label sustainability brands and quality labels

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



## Customer information and services

### Information on products

Customers increasingly want specific information on the sustainability of individual products. Coop is supporting them in this by providing transparent information and clearly positioning the labels and quality seals it uses. Just like quality seals, own-label sustainability brands such as Naturaplan and Naturaline also guarantee the highest sustainability standards and credibility. Since June 2013, this has also been the case for “Swiss Parks” products that can be obtained from Coop. The “Swiss Parks” quality seal denotes sustainable regional production in Swiss national and nature parks. Coop marks all its air-freighted goods with the “By air” label, and in the case of Coop timber products, the declaration of origin issued by the Federal Consumer Affairs Bureau (FCAB) was recognized as being particularly informative and credible. Organic fruit and vegetables have a code that provides information about how they were cultivated, and Naturaline textiles can be tracked on the Internet from the cultivation of organic cotton through all stages of manufacturing right through to the finished product.

Information on products will only change behaviour if it is relevant and unambiguous. Ecological product declarations based on Coop life-cycle assessments are therefore not a meaningful tool for providing customer information. Specialists use them to optimize the product chain, but they completely disregard social aspects and animal welfare. They therefore cover only a subset of sustainability aspects.

### Service to promote sustainable behaviour

In the case of some products, the lion's share of their environmental impact arises while they are being used. Coop supports customers with accompanying information and helps them make sustainable buying decisions. In 2013, Coop and the WWF jointly developed some environmental tips that are displayed on large boards in Building & Hobby stores to encourage sustainable behaviour. Coop commends particularly energy-efficient appliances with its Topten quality seal. In 2013, Coop Group sales of Topten products amounted to 154 million francs. In the year under review, seven Coop sales formats were also involved in the Energyday campaign, raising customer awareness of energy efficiency. In 2013, Dipl. Ing. Fust AG carried out

Vilma Giangreco, Reception,  
Sales Region Suisse Romande, Renens



Daniel Hochuli, Chocolats Halba, Development,  
Wallisellen



Oliver Roth, IT, Basel



the “Best efficiency” programme with attractive discounts and comprehensive, targeted customer information. This was supported by the Swiss Federal Office of Energy’s ProKilowatt initiative.

### Agreeing voluntary targets

#### Verifiable targets for critical raw materials

For a long time Coop has been working hard to continuously optimize its product range, and agrees binding targets with accredited non-governmental organizations (NGOs) with regard to key sustainability issues. In the new contractual period from 2013 to 2015, for example, Coop has agreed challenging targets with the WWF relating to CO<sub>2</sub>, palm oil, fish, timber and paper. These targets and progress towards achieving them will be published by the WWF and made freely accessible to consumers. Switzerland has a tradition of voluntary agreements. For example members of Soy Network Switzerland, including Coop, set a voluntary target of at least 90% of their soya being responsibly produced and GM-free by the end of 2014. In the case of palm oil, Coop in its capacity as a member of the Roundtable on Sustainable Palm Oil (RSPO) set itself the target of sourcing 80% of the palm oil used in its own-brand products from sustainable RSPO-certified sources (segregated or identity preserved) by the end of 2013. Due to procurement bottlenecks, Coop failed to meet this target in 2013, achieving 62%.

### Wholesale and Production

#### Expanding sustainable product ranges in wholesale

In the wholesale business, especially in catering, public-sector customers in particular are increasingly interested in the origin and production conditions of goods. However, when introducing sustainable products there are country-specific issues that need to be considered, as well as varying degrees of willingness to pay for products with added value. Within the Transgourmet Group, a number of top-level subject areas are nevertheless emerging in which a sustainable product range is proving beneficial. These include regional produce, humanely reared meat and animal products and also sustainably sourced fish and seafood. Demand for organic and Fairtrade products is also growing in individual markets, so establishing a wide, carefully considered range is a clear target for the next few years.

#### Own-label sustainability brand at Rewe-Foodservice

In September 2013, the German wholesale company Rewe-Foodservice launched the “Ursprung” own-label sustainability brand, denoting sustainable traditional products originating from Germany. External certification – for example relating to animal protection or organic farming – ensures the products have sustainable added benefits and makes customers aware of these benefits in a way that is easy to understand. When introducing this range, the focus lay on high-quality meat and sausage products and also cheese. The range will be gradually expanded over the next few years and broadened to incorporate other product groups.

**“As a sustainability officer, I draw customers’ attention to our Naturaplan products.”**

Sascha Krähenbühl, Supermarket, Gossau

Oliver Badertscher, Howeg, Order Picking, Winterthur



### **Selgros Romania concentrates on saving energy**

Particularly in countries with comparatively low purchasing power, environmental protection measures are attractive if they generate financial savings as well as having an ecological impact. With the "Energy Saving" label, Selgros Romania, which belongs to the Transgourmet Group, is highlighting items that incorporate energy-saving technology. Special energy-saving flyers provide suggestions on how to save energy and indicate low-energy items including household appliances and lighting. Customers appreciate these initiatives, which form an integral part of Selgros Romania's offering.

### **Bell promotes animal welfare**

Bell Schweiz AG promotes the humane rearing of livestock, for example through its close involvement in the animal husbandry programme run by the producers' organization Suckler Cow Switzerland. Suckler-cow reared calves remain with their mothers and can drink milk straight from the udder. Supplementary feeding is grassland-based, so there is no competition with food grown for human consumption. In the year under review, Bell acquired and successfully marketed 4 000 calves under the «Natura-Veal» label. Bell also took delivery of its 500 000<sup>th</sup> Natura-Beef animal. The Natura-Beef programme, which was established in 1980, is therefore Switzerland's most successful beef programme.

### **Swissmill focuses on regional organic production**

With product innovations such as its regional organic Gran Alpin loaf, the Coop manufacturing company Swissmill is promoting the procurement of cereal from regional and organic farming. The grain used in this bread comes from the mountains of Graubünden and is also milled in this canton. Arable

farms that want to switch to organic methods are also benefiting from the launch of the organic Ticino bread roll, which bears the Bio Suisse organic transition bud logo. During the three-year transition phase from conventional to organic farming, Swissmill pays farmers a higher price to offset the additional costs that organic production involves.

### **Certified quality at Steinfels Swiss**

Natural cosmetics, ecological cleaning agents and products for people with allergies – customers of the Coop manufacturing company Steinfels Swiss who buy such products should not have to take them on trust. These product lines meet all the recognized standards that are verified by external certification bodies. The EU ecolabel, Ecocert certification for natural cosmetics and the Swiss allergy quality seal (aha) guarantee that stringent requirements are being met and provide customers with guidance on the impact of production and how to use the products in question. Customers value this transparency. In 2013, Steinfels Swiss increased sales of certified natural cosmetics by 85 %.

Monika Burri, PR/Sponsorship, Dietikon

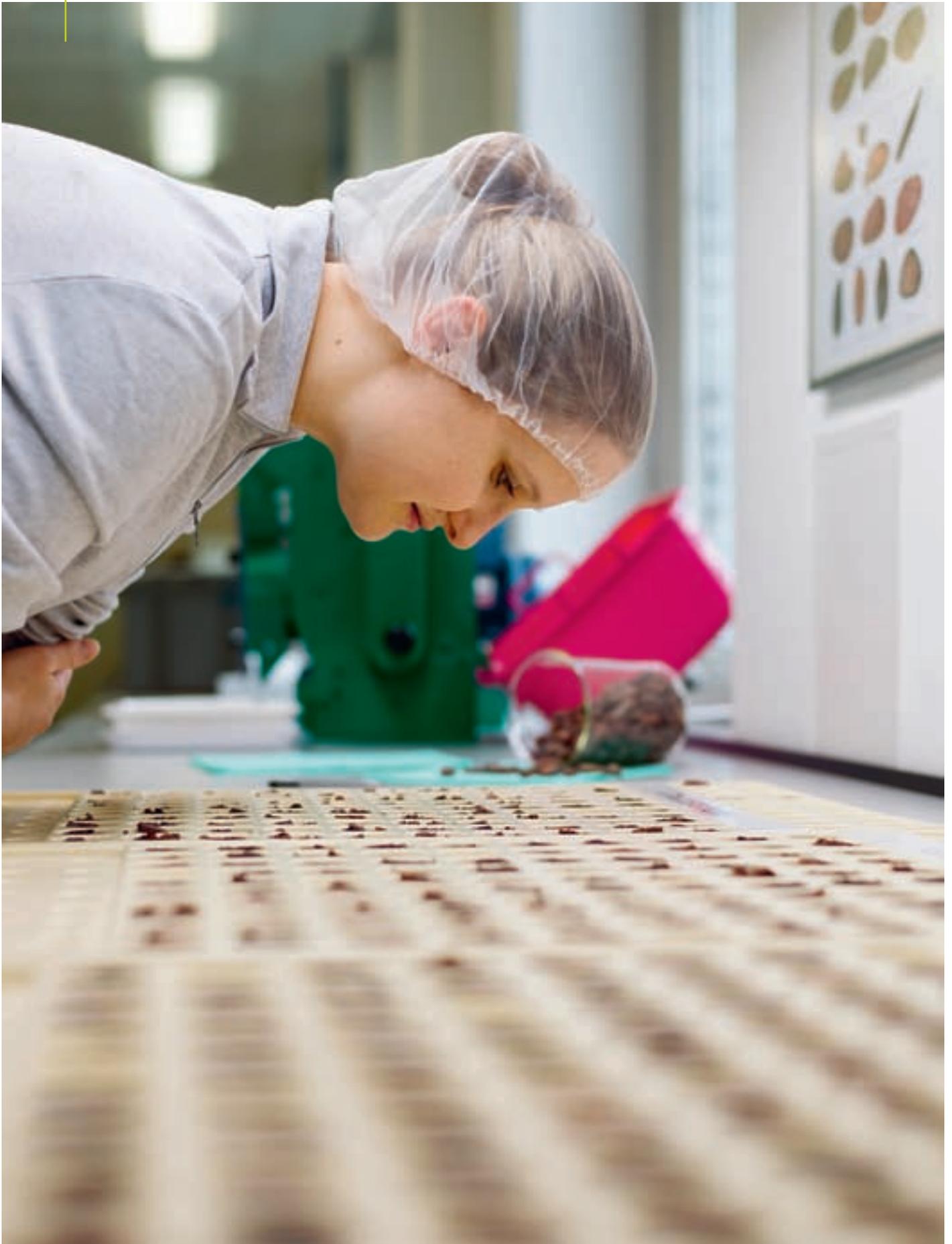


Gabriella Dello Russo, Interdiscount, Customer Services, Jegenstorf



**“I make sure that only the very best cocoa beans are used for our fine chocolate products.”**

Sabina Meier, Head of the Quality Control Laboratory at Chocolats Halba in Wallisellen



# Sustainable purchasing

Coop regularly screens all its own-label products to identify critical factors. Together with various organizations, Coop is campaigning for fair working conditions and improved environmental protection in production facilities. It is implementing social and environmental standards along the entire supply chain.

## Non-food supply chain

### Ten years of the Business Social Compliance Initiative

The Business Social Compliance Initiative (BSCI) was founded in 2003 by a handful of European retailers under the umbrella of the Foreign Trade Association. Today, its members include more than 1 200 companies worldwide. The BSCI aims to achieve long-term improvements to working conditions within the supply chain by defining common standards and exchanging audit reports on a single platform. Training courses and an active dialogue with stakeholders are intended to raise the awareness of suppliers in high-risk countries and develop management skills in the field of working conditions. Coop has been a member of the BSCI since 2005 and is actively involved in its working groups and governing bodies. The implementation of BSCI requirements also forms an integral part of the non-food procurement process and the individual targets of Coop buyers.

### Challenges in high-risk countries

In 2013, the tragic accidents in two textile factories in Bangladesh, in which several hundred people died or were injured, highlighted the need for further improvements to working conditions in high-risk countries. Coop was not affected by these incidents. It has only three suppliers in Bangladesh, with whom it has worked closely for many years. Accidents of this type often occur in countries with inadequate state control systems. Checking the safety of buildings is essentially the responsibility of the government and cannot be ceded to purchasing companies. Nevertheless, Coop has had its own fire and building safety audits conducted at its suppliers' premises

in Bangladesh in order to further reduce the risk of such incidents occurring.

### Environmental protection in production facilities

The majority of products consumed in Switzerland originate abroad, where resources and the environment are sometimes placed under great strain during manufacturing, processing and transportation. Although environmental legislation has already been tightened up in many countries, there is often a lack of technical expertise and management experience, and insufficient governmental checks and sanctions. Coop has been involved in a Foreign Trade Association (FTA) working group aimed at improving the environmental performance of non-food production facilities since the group's inception in 2012. With its Business Environmental Performance Initiative (BEPI), the FTA uses standardized criteria and avoids multiple audits, in a similar manner to the BSCI. It focuses on risk analysis and individual consultancy and training in manufacturing companies. It also exploits synergies with the BSCI. In 2013, Coop took part in a pilot project in Vietnam involving several suppliers. This was used as a basis for developing implementation tools that can now be used by other FTA member companies.

### Withdrawing hazardous chemicals

When textiles are manufactured, chemicals that are potentially hazardous to the environment and harmful to health are used, particularly during dyeing and finishing processes. In 2013, Coop agreed new guidelines for textiles and leather that go beyond the legal obligations in force in Switzerland and the EU. These guidelines include a negative list of chemicals that must not be used anywhere in the Coop supply chain with effect from 2020. Coop is

also demanding transparency from suppliers regarding key stages of production and is extending checks to include chemical residues in products. These criteria have already largely been implemented for Coop Naturaline textiles, transparency has been ensured within the supply chain, and checks for residues are being carried out. In 2013, Coop also made a commitment to Greenpeace to gradually phase out hazardous substances from its textiles supply chain by 2020. Coop is exchanging ideas with other players in the textiles industry on how to implement these ambitious targets.

## Food supply chain

### Sustainable purchasing via risk monitoring

For Coop, it is extremely important to safeguard supplies of high-quality raw materials and food-stuffs in the medium and long term. To systematically ascertain the risks within value chains, it uses a risk monitor. For each country, this indicates where the most significant risks lie relating to the environment and also to social and political security. The entire Coop own-label brand range is also regularly screened to identify critical factors. The issue monitor records current social debates and political initiatives. Based on these analyses, Coop draws up a catalogue of risk products and issues, works out what action is required and develops appropriate measures. Using this procedure enables Coop not only to reduce risk but also identify the most effective approaches for further optimizing the value chain.

### Solid standards within the supply chain

Coop has for years been working on sustainable solutions for sourcing foodstuffs, and these solutions are gradually being implemented. For example, because there was no satisfactory minimum standard for coffee, Coop jointly developed the globally recognized "Common Code for the Coffee Community" (4C Code of Conduct). But Coop even went a step further, switching its entire *Qualité & Prix* own-brand coffee range to Max Havelaar and/or organic

sources. In agricultural production, Coop uses recognized minimum standards such as GlobalGAP for good agricultural practice and GRASP for good social practice, and is committed to further developing these standards.

### Fruit and vegetable projects

Water management in the cultivation of fruit and vegetables has emerged as a key food-related issue, and Coop focused accordingly on this area in 2013. An analysis of countries from which Coop sources agricultural products identified those that are water-stressed. Coop then conducted water audits in these countries for the first time in 2013. This made it possible to raise suppliers' awareness of the issue and introduce initial measures to reduce water consumption.

Also in the year under review, Coop agreed crop protection guidelines that ban the use of critical pesticides on fruit, vegetables and fresh herbs. In so doing, Coop intends to minimize the negative impact of crop protection products in developing and emerging countries. At the same time, Coop is continuing to expand its range of organic products and campaigning for environmentally friendly crop protection methods such as organic pest control to be increasingly used in conventional cultivation in Switzerland and abroad. Coop is thus making a major contribution to more sustainable agriculture, and particularly to protecting bees worldwide.

## Commitment by manufacturing companies

### Fairness and transparency at Chocolats Halba

92% of the cocoa beans processed by Coop's manufacturing company Chocolats Halba are already Fairtrade certified. With the founding of Chocolats Halba Honduras S.A. in early 2013, the enterprise has gone a step further in sourcing sustainable raw materials. As a company that buys cocoa beans, the new subsidiary is a reliable contact for farming cooperatives in Honduras. It also safeguards the storage and transportation of cocoa beans. This in-

Marcel Schödler, Sunray, Pratteln



Claudine Hofer, Building & Hobby Purchasing, Wangen bei Olten



creases transparency and control along the entire value chain, thus ensuring cocoa bean quality remains consistent.

#### **Nutrex: dedicated to Swiss biodiversity**

Standard fruit trees enrich the landscape and promote biodiversity. The Coop manufacturing company Nutrex therefore launched a joint project with Hochstamm Suisse in 2013 to source pears from standard trees. The aim is to provide standard-tree pear vinegar from exclusively Swiss-grown fruit. Nutrex's apple vinegar already originates 100% from Switzerland. Close to 50% of it also bears the Bio Suisse organic bud emblem.

#### **Sunray optimizes product purchasing**

To increase security of supply, quality and transparency in the product chain, the Coop manufacturing company Sunray is pursuing the strategic goal of purchasing its products closer to their source. This goal increases the importance of its regular risk analysis. In the year under review, Sunray increasingly worked towards implementing Business Social Compliance Initiative (BSCI) requirements for raw materials from high-risk countries. New suppliers must have already embarked upon the BSCI process, and existing suppliers are being encouraged to do so and provided with support in the process.

#### **Coop benefits from the BSCI**



**Prof. Joerg S. Hofstetter**  
Assistant Professor and  
Deputy Director, Chair  
of Logistics Management,  
University of St. Gallen

“For ten years now, Coop and latterly 1 200 additional companies have been working together within the Business Social Compliance Initiative (BSCI) to improve working conditions at production companies in low-wage countries. The BSCI consolidates auditing and supplier development activities, establishes uniform standards and coordinates agreements with various stakeholders. Around 60% of the 13 000 suppliers who have undergone 30 000 audits now fully meet BSCI standards. Working together in the BSCI has saved its members around USD 65 million in supplier auditing costs. New challenges for the BSCI include safeguarding standards in upstream production stages of the supply chain – something that has already been achieved in the case of Coop Naturaline organic cotton.”

## **“Great products with no animal testing – that’s how I inspire my customers.”**

Dragana Rakulj, The Body Shop, Zurich

Anja Aemmer,  
Central Laboratory, Pratteln



Marco Hänni, Microspot,  
Product Management, Jegenstorf



**“I make sure that goods get to Coop supermarkets by rail –  
for the sake of the environment.”**

Heinrich Rüegg, Railcare train driver on the City Cargo Geneva route



# Resource efficiency and climate protection

The Coop Group is successfully implementing its climate protection goals and is defining tangible objectives for Transgourmet units. It is increasing its energy efficiency and reducing CO<sub>2</sub> emissions. With Railcare AG, Coop is transferring increasing numbers of shipments from road to rail.

## Energy and transport policy

### Swiss energy and climate policy

The revised CO<sub>2</sub> law came into force in Switzerland at the start of 2013. It stipulates that by 2020 domestic greenhouse gas emissions must be reduced by 20% compared with 1990. One key tool for achieving this objective is the CO<sub>2</sub> emission charge on fossil fuels. The Swiss Energy Strategy 2050 also aims to reduce energy consumption and the proportion of energy generated by fossil fuels. The intention is to replace nuclear power production by efficiency savings and expanding the production of energy from renewable sources.

In 2004, Coop was the first retail company in Switzerland to enter into a commitment towards the Swiss Government to improve its energy efficiency and lower its CO<sub>2</sub> emissions. This commitment was renewed and expanded in 2013. Coop is also ideally positioned in this political sphere with its “CO<sub>2</sub>-neutral by 2023” vision, which it drew up in 2008 and has since then consistently pursued.

### Totally revised Goods Carriage Act

The planned total revision of the Goods Carriage Act is intended to make rail transport in Switzerland more efficient and competitive. A stable framework and targeted measures will promote the import, export and internal transport of freight by rail and also lead to an improved distribution of rail resources between passenger and freight services. With its subsidiary Railcare AG, Coop is already focusing on combined freight transport by train and truck, with the aim of switching more freight services from road to rail. As a member of the Swiss Retailers' Association, Coop is also working to ensure that freight

transport requirements are incorporated into land-use planning and transport strategies. The “Cargo Souterrain” project, which is financially supported by Coop, also aims to assess the feasibility of relocating major flows of goods to a future subterranean tunnel system. This could relieve Switzerland's overloaded transport networks as well as reducing CO<sub>2</sub> emissions and noise pollution.

## Group-wide objectives

### Implementation of CO<sub>2</sub> vision on course

In formulating the Coop “CO<sub>2</sub>-neutral by 2023” vision in 2008, the business segments within the scope of the vision set themselves annual quantifiable targets for reducing their energy consumption and CO<sub>2</sub> emissions.

The overall objective is to reduce absolute annual energy consumption by around 20% by 2023 compared with 2008, and reduce absolute annual CO<sub>2</sub> emissions by around 50%. The remaining CO<sub>2</sub> emissions will be offset from 2023 onwards. In 2013, Coop reduced its absolute energy consumption by 0.8% and its absolute CO<sub>2</sub> emissions by 3.0% compared with the previous year. Coop thus not only met the annual targets set for 2013 in the 2023 reduction targets, but actually exceeded them (see diagram “‘CO<sub>2</sub>-neutral by 2023’ vision: CO<sub>2</sub> emissions and reduction targets up to 2023”).

### Quantitative objectives for Transgourmet

Since the Coop Group has grown quite significantly over recent years, a considerable proportion of its energy consumption and CO<sub>2</sub> emissions are currently generated by those parts of the company that do

## Coop shows that reducing CO<sub>2</sub> is possible



**Andrea Burkhardt**  
Swiss Federal Office for the Environment (FOEN), Federal Department of the Environment, Transport, Energy and Communications (DETEC)  
Head of Climate Section

“The new CO<sub>2</sub> legislation has been in force since the beginning of 2013. It requires Switzerland to reduce its greenhouse gas emissions by 20% by 2020. This will require stringent measures for buildings, transport and industry. Coop is involved in all three sectors and has actually exceeded the CO<sub>2</sub> targets it agreed with the government. Coop has thus proved that growth and emission reductions are not mutually exclusive, and that substantial CO<sub>2</sub> reductions are possible even in a fiercely competitive environment. The climate issue poses huge challenges for our society and can only be tackled with the active involvement of the business sector. Annual per-capita CO<sub>2</sub> emissions in Switzerland need to be reduced from their current level of 6.3 tonnes to 1–1.5 tonnes by the end of the century. With its target of becoming carbon-neutral by 2023, Coop is well on the way to meeting this objective.”

not fall within the scope of the CO<sub>2</sub> vision formulated in 2008. Understandably, Coop wants to reduce energy requirements and CO<sub>2</sub> emissions across the entire Coop Group. In 2013, the company therefore also defined annual quantitative objectives to be met by 2023 for the businesses that form the Transgourmet Group, thereby ensuring that its energy and climate objectives are applicable throughout the Group and relate to the same timeframe.

## Energy and heat consumption

### Systematic measures in sales outlets

Coop is continuing to systematically implement the energy reduction measures it has defined for the construction and upgrading of sales outlets. For example, a further 54 supermarkets were developed to the Minergie standard in the year under review. LED lighting technology and highly efficient refrigeration systems for chilling products are also used in these outlets. Back in 2010, Coop decided to install only those refrigeration systems that use CO<sub>2</sub> as a refrigerant in its new and upgraded stores. In September 2013, Coop was highlighted as a “Green Cooling Leader” by the Environmental Investigation Agency (EIA) in its “Chilling Facts” report for systematically implementing this policy in 278 sales outlets.

### Optimizations at Bell

In the year under review, the meat producer Bell AG, which belongs to the Coop Group, implemented a variety of measures to reduce energy consumption. It is increasingly using LED technology for lighting and has optimized its ventilation systems in order to cut down on the energy it uses. By changing operating hours and adjusting air flows, it has already been possible to achieve considerable energy savings at two plants. It has also optimized and expanded heat recovery systems at various sites.

### Energy efficiency at Transgourmet

Prodega/Growa/Howeg and Fegro/Selgros Germany are also systematically using LED technology for lighting in their new and upgraded cash and carry markets. Following on from its Biel/Bienne market in Switzerland, Prodega/Growa also converted its markets in Chur and Satigny to LED technology in 2013. Fegro/Selgros Germany installed LED lighting in its new market in Dresden, and converted its ex-

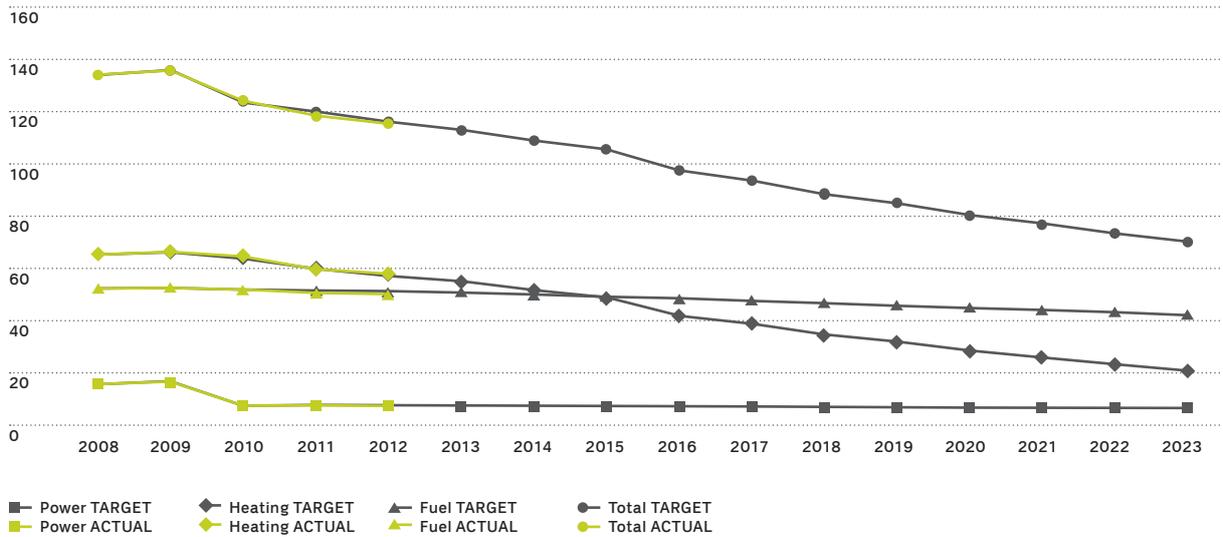
Paola Cipolli, Coop City, PR/Sponsorship, Schafisheim



Christoph Wächter, Railcare, Härkingen



**“CO<sub>2</sub>-neutral by 2023” vision: CO<sub>2</sub> emissions and reduction targets up to 2023**  
In thousands of tonnes of CO<sub>2</sub>



isting market in Gersthofen. Fegro/Selgros is also systematically opting for refrigeration systems that use CO<sub>2</sub> as an environmentally friendly refrigerant in all countries and is equipping all its new markets with them. For example, the Dresden, Germany and Volgograd, Russia markets will be receiving such systems in 2013 and early 2014 respectively. This will be the first ever CO<sub>2</sub> refrigeration system to be installed in Russia. These new refrigeration systems require less energy and cause only minimal environmental damage in the event of leakage.

**Waste heat and renewable energy**

**Two new photovoltaic systems**

In the year under review, Coop commissioned new photovoltaic systems at its distribution centres in

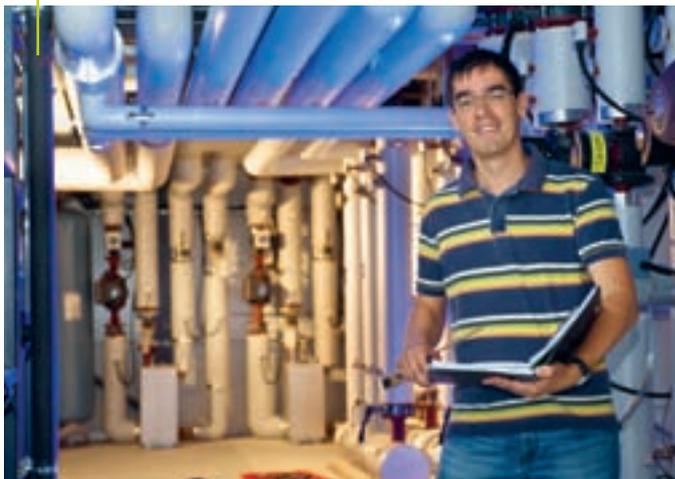
Castione and Wangen. With an output of just over one megawatt, the latter is the largest system on any Coop building. Together, the systems produce 1.2 million kilowatt-hours of electricity per year, which is the same as the consumption of up to 300 Swiss households. Coop now operates a total of 20 photovoltaic systems with an overall output of 3 700 kilowatts, and produces 3.6 million kilowatt hours of electricity each year.

**Heat from groundwater**

No process heat is needed to operate the Coop distribution centre in Wangen – instead only low-temperature heat is used to heat the building. For this reason, Coop decided to replace the existing gas heating system with a groundwater heat pump. The necessary installation work has been underway since June 2013. The new pump will cover the ma-

**“I make sales outlets energy-efficient.”**

Marc Hollenstein, Total Store, Gossau



Ha Vi Le, Building & Hobby, Purchasing, Wangen bei Olten



majority of the 4 600 megawatt hours of heat required by the distribution centre and reduce its annual CO<sub>2</sub> emissions by 700 tonnes.

#### **Rewe-Foodservice uses solar power and waste heat**

Transgourmet Group units also use renewable energy. For example, the German Rewe-Foodservice company installed a 304 kilowatt photovoltaic system when it constructed its new logistics centre in Bayreuth. Most of the 300 000 kilowatt hours of solar power produced each year by the system will be used directly in the logistics centre by Rewe-Foodservice itself. This has also eliminated the need for an oil-fired heating system, as Rewe-Foodservice is using heat pumps to recycle the waste heat from its refrigeration systems for the under-floor heating in all its office and warehouse areas.

### **Environmentally friendly goods transport**

#### **Expansion in rail shipments**

For years now, Coop has been systematically working to switch additional freight shipments from road to rail. And in the year under review, Coop further expanded the unaccompanied combined transport (UCT) services it operates by train and truck. These shipments are processed by Coop subsidiary Railcare AG, which transports goods in a flexible and environmentally friendly manner using the UCT principle. Since July 2013, Railcare has supplied the 42 Coop supermarkets in Geneva from its distribution centre in Aclens by UCT instead of by truck via the Lausanne-Genève motorway as before. In the year under review, using Railcare UCT shipments enabled Coop to save a total of 5.4 million truck kilometres, thus avoiding 4 800 tonnes of CO<sub>2</sub> emissions. The environmentally friendly shipment of goods by Railcare was awarded the “Zurich Climate Prize” in April 2013.

#### **First electric truck in use**

Electric vehicles are emission-free and quiet, and are an energy-efficient means of transport. Coop uses this environmentally friendly alternative too, employing an 18-tonne electric truck for deliveries to its sales outlets in Zurich. This pilot project is being financially supported by the Swiss Federal Office of Energy (SFOE). The innovative truck has

a range of up to 300 kilometres, and can therefore be used as a replacement for conventional diesel trucks. It is “fuelled” by hydro-electric power from the mains network and also by solar power from its own roof-mounted photovoltaic system. By using this electric truck, Coop is not only cutting CO<sub>2</sub> emissions but also reducing noise pollution.

#### **Record use of biodiesel**

As well as using alternative drive systems such as the electric truck, Coop is working in general to upgrade its truck fleet. Since July 2013, it has been using a truck that conforms with the new Euro 6 exhaust emission standard. This vehicle runs exclusively on biodiesel. Also in 2013, over one million litres of biodiesel were used to fuel Coop’s own trucks for the first time, 30% more than in the previous year. This biodiesel comes entirely from recycled organic waste such as used cooking oil.

### **Sustainable construction**

#### **Extended guidelines for Coop construction projects**

The future energy requirements of buildings are already being taken into account when they are first built or during upgrading. Coop therefore uses clear energy-efficiency and climate-protection evaluation criteria and tools when selecting construction technologies. The selection of materials used also influences the impact buildings have on the environment. For this reason, Coop drew up internal guidelines in 2013 on assessing and selecting construction materials based on sustainability criteria. A variety of construction components are being assessed and selected according to their impact on the environment, their grey energy requirements and the greenhouse gases they emit.

#### **Swiss sustainable construction standard**

In summer 2013, Sustainable Network Construction Switzerland – a platform for federal offices, businesses and canton administrations – launched the “Swiss sustainable construction standard” (SNBS). Switzerland therefore has its first comprehensive building standard that treats the sustainability dimensions of society, business and the environment on an equal footing. Alongside energy consumption and climate protection, the standard also considers

Fabienne Werder, Supermarket, Baden



Elisabeth Kleiber,  
Transport Unit, Pratteln



Khalid Saih, All Fresh Logistique



aspects such as regional planning, the use of natural resources and quality of life. The construction of the new Coop sales outlet at Fully is one of the SNBS pilot projects being used to test the practicality of the standard in a retail context.

## Waste prevention and recycling

### Political environment

In March 2013, the Swiss Federal Council agreed the “Green economy” action plan. This lays the foundations for long-term objectives and measures for increasing resource efficiency and reducing the negative environmental impact of production and consumption both in Switzerland and abroad. It will be used as the basis for introducing extensive amendments to the Environmental Protection Act in 2014. Key points here include increased reporting obligations for companies, voluntary agreements with businesses, the possibility of specifying minimum standards for marketing environmentally critical products and raw materials, and improving product information, as well as recycling and increasing the re-use of important secondary raw materials. Through the Swiss retailers’ association IG DHS, Coop has advocated the need for further steps towards a sustainable economy, but also clearly argued in favour of the principles of operational efficiency, structural neutrality and subsidiarity. It believes that new legal requirements should necessarily be based on existing successful voluntary commitments such as that undertaken by Coop.

### High levels of waste collection and recycling

For over 20 years now, Coop has been committed to recycling packaging materials, both at an operational level and also at a higher level within industry-wide recycling organizations. At Coop, tailor-made disposal strategies exist for every Coop sales format and every size of sales outlet, in order to collect materials separately, pass them to the relevant recycling organizations and thus complete product life cycles. The success of this strategy was confirmed once again in 2013, with around 80% of all the waste and reusable materials collected in the retail segment being sent for recycling. Despite considerable additional costs, Coop intends to go one step further in 2014 and enable its customers to return

plastic bottles to its sales outlets. In its capacity as a member of the IG DHS, Coop is opposed for hygiene, logistical and efficiency reasons to a blanket obligation for the retail trade to take back all types of packaging.

### Voluntary measures to combat littering

In the year under review the problem of littering led to numerous political initiatives at a national and local level. These included an increase in the minimum recycling rate for drinks packaging and the introduction of littering charges or fines. Parliament has repeatedly discussed and rejected the introduction of a compulsory deposit on drinks bottles and cans, arguing that such a deposit would endanger existing collection and recycling systems and result in high system costs.

Coop has for several years been voluntarily involved in combating littering, for example at the Basel littering talks between the business sector and the authorities. Coop is also providing financial support for the Interest Group for a Clean Environment (IGSU) as well as for a behavioural study examining the potential of various ways of reducing the littering problem at source.

Maria Trüb, Coop@home, Spreitenbach



Ulrich Zimmermann, Training, Berne



Peter Winz, Bell, Fresh Meat Operations, Oensingen



**“I know what my customers need and I’m dedicated to giving them expert personal advice.”**

Heike Mayer, Specialist Community Care Advisor for Rewe-Foodservice, on a customer visit to the Emilienpark Senior Citizens’ Centre in Grenzach-Wyhlen (DE)



# Employees

Coop is once again reaching a consensus with its social partners. It is extending the collective employment agreement and, despite the challenging economic environment, is increasing wages. The latest employee survey indicates a high level of employee satisfaction. With new basic traineeships and a high post-apprenticeship retention rate, Coop is specifically aiming to develop young talent.

## Terms of employment

### New collective employment agreement – best retail employment conditions

Coop continues to offer the best employment conditions in Swiss retail. Together with KV Schweiz (Swiss commercial association), Syna, OCST and Unia (trade unions) and VdAC (Association of Salaried Employees of Coop), it agreed over the summer to extend the current collective employment agreement (CEA) by four years. 37 000 employees throughout Switzerland are employed under the collective employment agreement, which will come into force at the beginning of 2014. Families in particular will benefit from new progressive arrangements. For example, Coop will be granting 16 weeks of maternity leave on full pay from the fourth year of employment – two years earlier than previously. If a baby has to stay in hospital after it is born, its mother will receive an additional eight weeks leave on full pay. Fathers will also be able to extend their one week paternity leave by a further two weeks unpaid leave when their child is born. And staff who have to care for relatives will now be entitled to take unpaid leave.

### Employees are receiving more pay

With an increase in the total payroll of 1% as of 1 January 2014, the Coop Executive Committee is recognizing the huge commitment of its staff and their commendable achievements in an unrelentingly challenging economic environment. Since the cost of living has fallen in the retail sector, Coop is therefore increasing the purchasing power of its employees. Coop was once again able to negotiate

constructively and openly with its social partners KV Schweiz (Swiss commercial association), Syna, OCST (trade unions) and VdAC (Association of Salaried Employees of Coop). At least two thirds of monthly and hourly-paid staff who are employed under the collective employment agreement will enjoy a pay rise. All employees will benefit from additional changes that have a positive impact on wages. For example, due to the good performance of the CPV/CAP Coop Pension Fund, they will receive an additional 1% interest on their pension fund balance. Premiums for daily sickness benefits insurance and non-occupational accident insurance will also be reduced.

## Young people and working life

### Trainee success rate rises again

In summer 2013, 1 086 young people embarked upon apprenticeships at Coop – 48 more than in the previous year. Coop offers traineeships in 22 professions in sales, administration, logistics and production. Trainees in sales professions account for the clear majority at 85%. These young people are supported by around 2 000 trainers and 30 teaching support staff, and benefit from internal courses and six weeks holidays during their training. The percentage of apprentices successfully completing their training courses in 2013 rose once again, reaching 97%. More than 68% were subsequently offered jobs within the Coop Group. In 2013, the Hans Huber Foundation awarded Coop the “Grosser Preis der Berufsbil-

dung” for its many years of commitment to long-term vocational training. At the end of 2013 Coop employed a total of 3 265 trainees, of whom 440 worked in wholesale.

### New basic traineeships on offer

Since 2013, Coop restaurants have offered a new basic traineeship in fast food with EFZ (Swiss Certificate of Competence). The 17 apprentices currently undergoing this traineeship prepare dishes and present them in an attractive manner, serve diners, assist with sales promotions, get to grips with controlling and purchase ingredients. Following a successful pilot phase, Coop is now offering a basic traineeship in machine operating with EFZ in its manufacturing companies. The trainees control and operate production and packaging equipment, ensure production runs smoothly and also monitor quality. Coop is already training the first few apprentices in machine operating and will be expanding the range of traineeships on offer.

### Ten years of dedication to retail training

Founded ten years ago, the umbrella association BDS (Bildung Detailhandel Schweiz) undertakes projects and assignments in vocational training and professional development. For employers, it acts as the official contact for the State Secretariat for Education, Research and Innovation. As a founding member, Coop sits on various committees and working groups, and currently holds the presidency of the association. The BDS’s successes include implementing the new vocational training legislation in retail professions and restructuring the industry examination for retail specialists. Since 2013, a traineeship in retail management with a Swiss Federal Diploma has also been available.

## Staff management

### Consistent sustainable staff management

In the year under review, Coop updated its Personnel Strategy 2015+, taking account of demographic changes and current trends in training and the job market. For example, it is increasingly promoting the baccalaureate-level vocational certificate as well as placements abroad and in other regions of

Anita Karpf, Coop City, Basel



### Clear signs of promoting young talent



**Sven Sievi**  
Managing Director, Bildung  
Detailhandel Schweiz (BDS)

“The retail trade offers modern, diverse and challenging occupations that

build broad-based foundations for a wide variety of different careers. There are approximately 15 000 apprentices currently undergoing basic retail traineeships, 2 300 of whom are training at Coop. Coop is thereby embracing its social and economic responsibility as a retail training establishment. As a founding member of the umbrella organization Bildung Detailhandel Schweiz (BDS), which is responsible for training and professional development in the retail trade, Coop has actively and successfully championed the development and quality assurance of attractive traineeships in the retail trade for over ten years.”

Switzerland, and is expanding the range of traineeships available for university graduates. Financial support for external childcare now also forms part of the personnel strategy. Coop is continuing to focus on sustainable staff management, with an emphasis on employee participation in the company’s success, promoting internal recruitment, empowering staff via training and professional development, and a culture of respectful feedback. It is also continuing to pursue the goal of awarding 1% of jobs to people with disabilities. By offering at least 50 internships each year, Coop is also making it easier for under-achieving school leavers to embark upon their working lives.

**“I monitor the quality of our mineral water every day.”**

Stefanie Gaiser, Pearlwater Mineralquellen,  
Quality Assurance, Termen



### Employee survey shows high levels of satisfaction

In 2013 Coop conducted its fourth national Veritas employee survey, which involved around 45 000 employees. Several subsidiaries also took part for the first time. The results were positive – even in comparison with other companies. The majority of employees are basically satisfied with their working situation at Coop and are very eager to perform. In particular, the opportunities for professional development, the work content and working conditions, communication and team conduct as well as Coop's external image were rated positively. Those surveyed were more critical about working methods and pressure of work. Coop worked jointly with an external consulting firm to refine the questionnaire previously used and tailor it to meet the specific needs of subsidiaries. The number of evaluation groups was also increased. This enabled significantly more nuanced evaluations to be carried out without compromising participants' anonymity. The findings of the employee survey are fed directly into the annual goal-setting process, enabling management to draw up specific improvement measures for their teams before the end of the year.

## Wholesale trade

### Fegro/Selgros promotes health

In March, Fegro/Selgros Germany introduced occupational integration management aimed at preventative healthcare and rehabilitation. The intention is to identify and mitigate health problems at an early stage in order to maintain and safeguard working relationships in the long term. Sick employees are supported by means of personalized measures – for example ergonomically redesigning their workstations or gradually reintegrating them back into the workplace following an illness or accident.

### Rewe-Foodservice – balancing work and family life

In August, Rewe-Foodservice was awarded the “berufundfamilie” (work and family) audit certificate for all 15 of its national sites. This audit is a strategic management tool and is designed to firmly establish a family-friendly HR policy within the

corporate culture, thus achieving a better balance between work and family life. This affects working hours, labour organization, staff development and financial remuneration. Over 50 individual measures spanning all areas were drawn up jointly with employees, management and workers' representatives.

### Transgourmet France concentrates on risk prevention

In 2013, Transgourmet France undertook various measures to prevent risk in the workplace, with the intention of significantly reducing its occupational accident rate. Among other things, the company appointed a national Head of Risk Prevention to coordinate the implementation of measures. It has also made one employee at each site responsible for monitoring prevention measures and investigating occupational accidents.

Eric Price, Advertising, Berne



Ruedi Hartmann, Bakery, Wallisellen



Dieter Scholick, Fegro/Selgros, Cologne (DE)



**“I want to use our presence at Pro Specie Rara markets to make even more people aware of species diversity.”**

Milena Hofer, Pro Specie Rara Market Project Manager at the autumn market in Zofingen



# Society

Coop provides unbureaucratic help for people who live in the Swiss mountains as well as the victims of the typhoon in the Philippines. It supports the needy by making financial contributions and product donations to social organizations. The Coop Sustainability Fund supports innovative projects in the field of sustainable consumption.

## Coop Sustainability Fund

### Ten years' investment in the future

The Coop Sustainability Fund has supported socially relevant projects relating to sustainable consumption for ten years, and currently earmarks 15 million francs a year for this purpose. One of the Fund's focal points is organic agriculture. For 20 years now, Coop has been working closely with the Research Institute of Organic Agriculture (FiBL), and supports it financially. Research carried out by FiBL has developed organic cultivation methods that enable organic products to be produced in sufficient quantities without affecting quality. FiBL has also chalked up successes in resource efficiency and climate compatibility. For example, important progress has been made towards climate-neutral farming, replacing copper in viticulture and reducing the use of concentrated feedstuffs and antibiotics in milk production. For the last ten years, Coop has also supported Getreidezüchtung Peter Kunz and Sativa Rheinau AG. With the cultivation of high-yield, high-quality organic varieties of grain, these organizations are laying sound foundations for the future development of organic farming.

### Innovations for environmentally friendly consumption

The Coop Sustainability Fund also provides start-up funding for pioneering and innovative projects such as FiBL's "Alternatives to fish meal" project. The globally growing demand for fish is increasingly being met by aquaculture. Because farmed fish are primarily fed on fish meal, fish waste alone is insufficient for meeting feeding requirements. This project has shown that fish protein can be replaced

by insect protein. Insects are able to convert food waste into valuable protein, thereby helping to recycle biomass.

To reduce air-freighted imports of premium beef, Coop is turning to its Naturafarm own-label sustainability brand for high-quality humanely produced meat. Another option is the "Baltic grassland beef" project to source beef of an equally high quality that has been suckler-cow reared in the Baltic states in environmentally friendly, humane conditions. Not only will this cut down massively on CO<sub>2</sub> emissions, but will also establish suckler-cow husbandry in the Baltic states. The first deliveries of prime cuts were made in 2012, and were increased to a volume of over 7 tonnes in 2013.

### Raising awareness of the environment and nature

Chioggia, Blauer Schwede and Coeur de Boeuf are names with which many consumers are no longer familiar. So that old varieties of vegetable such as these do not become obsolete, and to maintain the diversity of valuable genetic resources, Coop supports research in this area as well as the seedling markets held by the Pro Specie Rara foundation. Another project that raises people's awareness of the environment and nature is the "Fête de la Nature", for which Coop is the principal sponsor. At a variety of events held in western Switzerland, young and old alike can undergo inspirational nature-related experiences, thus increasing their awareness. Coop also supports the exchange of experiences among specialists. Since 2013 it has been helping to fund a consultancy project run by Bio Suisse, in which experienced organic farmers pass on their knowledge of biodiversity initiatives to other farmers.

## Other social activities

### Unbureaucratic assistance

In May 2013, a landslide at Hintergraben above the Sarnersee not only swept away buildings and land, but also threatened entire livelihoods. Coop Aid for Mountain Regions provided those affected with 250 000 francs of emergency aid. This money has been and is still being used to repair access roads, drainage, water and electricity supplies and rectify damage to cultivated land. In 2013, Coop Aid for Mountain Regions invested a total of around 4.5 million francs in 140 projects to support people living in mountain areas. In a new initiative, female mountain farmers have been able to apply for unbureaucratic support for specific project ideas in the “Frauenpower” project. The twelve business ideas approved so far focus on speciality production and direct marketing. They are being supported to the tune of 98 500 francs.

Coop also provided unbureaucratic emergency aid to the victims of the devastating typhoon in the Philippines. In November 2013, it donated one million francs to the aid organizations Red Cross and Médecins Sans Frontières, who were providing on-the-spot assistance.

### Motivation for sustainable young enterprises

As part of its partnership with Young Enterprise Switzerland (YES), Coop inaugurated the Coop Sustainability Award in 2013. YES supports teams of school children for a year, enabling them to establish mini-enterprises, develop products and then market them. Coop is recognizing those young enterprises in which sustainability plays an integral role in their projects, and the products themselves are also sustainable. The products must also demonstrate a high degree of innovation and be of practical use. In 2013, the first prize was awarded to “igneo” from Brig. This enterprise is producing pencil cases and mobile phone covers made from old fire brigade hoses that are sourced and processed within the region.

### Opportunities for disabled people

People with disabilities are often highly motivated but less productive when it comes to the day-to-day demands of working in sales outlets. To promote the integration of people with disabilities into everyday working life, Coop expanded the “Intégration Handicap” project in September 2013 to cover all six cantons in western Switzerland. In the year under review, Coop also successfully pressed ahead with its joint ventures with sheltered workshops. Manufacturing Coop products, be they wine racks, bird houses or kitchen aids, represents an opportunity for many people with disabilities. In the year under review, Coop sold 2.8 million francs worth of products made in sheltered workshops.

### Using food ethically

Producing food is essentially a resource-intensive task that calls for a responsible approach for ethical reasons. Yet food is wasted every year. According to various studies, the retail trade is responsible for only around 5% of the food that is not consumed. By far the largest proportion is wasted during production and processing. Nevertheless, Coop takes its responsibility seriously and has, since 2005, been the only retailer in Switzerland that both sponsors and donates products to “Schweizer Tafel” (Swiss Table) and “Tischlein deck dich” (Table Be Set). Both of these organizations collect food that is still of impeccable quality and perfectly edible, and make it accessible to people in need. Coop’s commitment has now set a precedent – in 2013, members of the Swiss retailers’ organization IG DHS agreed a joint industry solution named “Foodbridge”. Together they are supporting “Schweizer Tafel” and “Tischlein deck

**“I make sure Naturaplan products are displayed effectively in sales outlets.”**

Patrick Kälin, Decoration, Langenthal

Corinne Vils, Supermarket, Mels



Etienne Blandin, Hotel Victoria, Basel



dich” with 680 000 francs per year and also with donated products. Since 2013, Coop has been pursuing an additional approach in order to prevent perfectly edible food being wasted. Under the Unique label, Coop is now selling tasty fruit and vegetables whose appearance diverges from the norm and whose route to the checkout has previously been barred due to trading standards and customers’ high aesthetic expectations.

### Sustainable mobility management

Coop wants to encourage its customers to use environmentally friendly modes of transport. In future, they will therefore benefit from the standardized provision of bicycle delivery services at sales outlets. It will be clear at a glance where and how customers can have their shopping delivered to their homes in an environmentally friendly and socially compatible manner for a token charge. Coop is also supporting this service, which is largely provided via community welfare projects, by donating a total of 70000 francs to the Swiss delivery by bicycle association (VLD) between 2012 and 2015. The Swiss Federal Department of the Environment, Transport, Energy and Communications has recognized the VLD as a new, forward-looking mobility offering, and provided it with additional funding.

### Wholesale and Production

#### Assorted reintegration projects

To support people with disabilities, the wholesale company Transgourmet France has most of the green spaces at its production sites maintained by “Etablissements et Services d’Aide par le Travail” (ESAT). These are establishments that help to re-integrate people with disabilities into working life and also provide them with medical, social and learning support. Prodega / Growa / Howeg is also demonstrating commitment in Switzerland, for example through the involvement of its Growa market in Bellach since 2013 in the “Opening doors – creating opportunities” project at the Hohenlinden training facility in Solothurn, which involves finding work placements with its major customers for

### Promoting social accountability and environmental protection



**Hakan Kurtogullari**  
Managing Director  
BEWO Oberburg

“Since 1985 the BEWO sheltered workshop has been helping to integrate

people with psychiatric problems into the workplace. As a key partner, Coop supports us in this project by having us manufacture bird feeding houses and wine boxes. For our wood products, we use exclusively FSC timber from environmentally, socially and economically responsible sources.

Thanks to its many years of partnership with Coop, BEWO has grown steadily over the last 25 years. With over 150 employees, it has become the largest sheltered workshop between Burgdorf and Thun. We hope to continue our excellent collaboration with Coop in the future so that we can continue to promote social accountability and environmental protection in the long term.”

young women with learning difficulties. Since the year under review, the Coop manufacturing companies Nutrex and Reismühle Brunnen have also been providing jobs for people with physical disabilities, giving them the opportunity to determine how they live their own lives and gain recognition in the workplace.

Bianca Lottenbach, Lumimart, Dübendorf



Gaetan Schmid, Pasta Gala, Laboratory / Quality Analysis, Morges



## Coop Sustainability Fund: 2013 projects

---

### Climate

---

#### Carbon offsetting

Partners: WWF and SENS | 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).

---

#### Coop Naturaline CO<sub>2</sub>-neutral

Partner: Remei AG | Climate-neutral production of Coop Naturaline organic cotton textiles and organic cotton-wool products by reducing CO<sub>2</sub> emissions and offsetting unavoidable CO<sub>2</sub> emissions via projects along the value chain (2009–2013). Project objective successfully achieved in 2013.

---

#### WWF Climate Savers

Partner: WWF | Contribution to climate protection by reducing CO<sub>2</sub> emissions particularly in the fields of appliances and products, own CO<sub>2</sub> emissions and transport / traffic (2006–2015).

---

#### WWF Global Forest Trade & Network Switzerland

Partner: WWF | Improving performance and communicating a responsible timber and paper purchasing policy; increasing the proportion of FSC timber and paper sales by introducing innovative products (2006–2015).

---

#### 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).

---

### Plants, animals, soil

---

#### Organic farming in tropical regions

Partners: Research Institute of Organic Agriculture (FiBL), Swiss Agency for Development and Cooperation (SDC), BioVision, Agricultural Information Centre (LID) | Comparative study of the contribution of organic farming to securing the food supply, combating poverty and preserving eco-systems in tropical and subtropical regions (2006–2014).

---

#### Organically tackling citrus greening

Partner: FiBL | Developing effective organic methods of curbing citrus greening disease on organic citrus plantations in Cuba and Mexico (2011–2013).

---

#### Cultivating organic seeds

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).

---

#### 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 collections of plants and animals that are open to the public (2003–2015).

---

#### Standard fruit tree project

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

---

### Water

---

#### 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 in the rain forest and training in organic farming (2009–2017).

---

#### Alternatives to fish meal for feeding in sustainable aquaculture

Partner: FiBL | Producing feed for sustainable fish farming that is nutritionally optimized but does not impact on marine resources (2009–2013). Project objective successfully achieved in 2013.

---

#### Fairtrade water project

Partner: International Development Enterprises (IDE) | Improving the living conditions of Fairtrade (FLO) farmers and their families in Central America by increasing water efficiency using cost-effective drip-feed irrigation systems (2010–2014).

---

#### Water management in Morocco

Partner: Aquasis | Feasibility study into comprehensive measures for the sustainable use of water in fruit and vegetable production in Agadir (2013).

---

#### Sustainable roses and water from Naivasha

Partner: University of Leicester | Establishing an infrastructure and training the population in sustainable water usage for the production of Max Havelaar roses on Lake Naivasha, Kenya (2011–2013). Project objective successfully achieved in 2013.

---

### People

---

#### 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).

---

#### Sustainable rice value chains

Partners: Reismühle Brunnen, Helvetas Swiss Intercooperation | Establishing fair, environmentally friendly rice value chains in India and Thailand (2010–2014).

---

#### Umwelt Arena

Partner: W. Schmid AG | Partnership with the Umwelt Arena in Spreitenbach, which since 2012 has been offering its visitors guidance in consuming sustainable products (2011–2014).

---

#### 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 (2012–2014).

---

#### Small-scale projects

Partners: include Stiftung éducation21, Bioterra, Helvetas Swiss Intercooperation, G21, Offene Gärten 2013 | Raising awareness of sustainable consumption, biodiversity and climate issues via various initiatives (2013).

Excerpt from 2013 project list.

You can find a full list of all Coop Sustainability Fund projects at [www.coop.ch/fund](http://www.coop.ch/fund).

# Key sustainability data

## 40 Sustainable products & services

- 40 Own-label sustainability brands and quality labels
- 41 Sustainability standards
- 41 Packaging
- 41 Carbon offsetting
- 41 Manufacturing companies

## 42 Resource efficiency & climate protection

- 42 Energy consumption
- 42 Water consumption
- 43 Carbon dioxide emissions (CO<sub>2</sub>)
- 43 Waste

## 44 Employees & society

- 44 Employee headcount and turnover
- 44 Diversity
- 45 Training and professional development
- 45 Occupational health management
- 45 Social commitment

Prior-year figures restated

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

## Sustainable products & services<sup>1</sup>

### Own-label sustainability brands and quality labels

in CHF millions	2009	2010	2011	2012	2013
Coop Naturaplan	726	758	779	816	940
Coop Naturafarm	478	461	450	442	453
Coop Oecoplan	112	117	121	128	138
Coop Naturaline (textiles and cosmetics)	68	67	66	66	62
Other (Pro Montagna, Pro Specie Rara, Slow Food, Fairtrade Max Havelaar, Bio, MSC, FSC, Topten, Hochstamm Suisse)	238	487	586	606	573
<b>Total sales of own-label sustainability brands and quality labels</b>	<b>1 621</b>	<b>1 891</b>	<b>2 002</b>	<b>2 057</b>	<b>2 166</b>

as a percentage	2009	2010	2011	2012	2013
Percentage of own-label sustainability brands and quality labels in total turnover: supermarkets, department stores and Building & Hobby	11.4	11.5	13.3	14.1	15.4
Percentage of own-label sustainability brands and quality labels in own-label brand turnover: supermarkets, department stores and Building & Hobby	–	22.9	24.4	25.5	27.4

in CHF millions	2009	2010	2011	2012	2013
Organic own-label products	751	812	784	914	1 034
Organic branded products	15	18	15	20	26
<b>Sales of organic products</b>	<b>765</b>	<b>829</b>	<b>799</b>	<b>934</b>	<b>1 061</b>
Max Havelaar Fairtrade products	137	141	158	187	219
Naturaline products made from fairly traded organic cotton	64	64	64	64	59
<b>Sales of Fairtrade products</b>	<b>203</b>	<b>205</b>	<b>222</b>	<b>251</b>	<b>278</b>

as a percentage	2009	2010	2011	2012	2013
Fairtrade percentage of total own-label brand chocolate bar sales	–	10.0	39.5	62.3	63.5
Fairtrade percentage of total own-label brand Asian rice sales	–	47.4	92.0	97.3	97.6
Fairtrade percentage of total own-label brand coffee sales	–	34.3	35.1	88.0	88.6
Fairtrade percentage of total relevant fruit sales	–	53.0	56.0	47.0	38.0
Organic percentage in farmed seafood sales (fish and seafood) <sup>2</sup>	33.6	29.5	30.5	34.9	40.0
MSC-certified percentage in wild-caught seafood sales <sup>2</sup>	28.8	33.8	46.8	51.6	54.6
Organic and MSC-certified percentage in total seafood sales <sup>2</sup>	30.3	30.5	36.7	39.9	45.6
Recommended/acceptable seafood percentage (WWF valuation) in total seafood sales <sup>2</sup>	–	98.1	98.0	98.2	98.5

<sup>1</sup> Retail unless otherwise specified.

<sup>2</sup> Seafood turnover from 2011 including tinned products.

### Sustainability standards

as a percentage	2009	2010	2011	2012	2013
Percentage of total palm oil used in own-label food brands that is physically sustainable (Identity Preserved / Segregated) <sup>1</sup>	–	–	22.8	27.9	62.0
Percentage of non-food direct supplier turnover from high-risk countries that comes from direct suppliers with BSCI status “good”, BSCI audit “improvement needed”, SA8000 certification or ICI certificate	–	57.0	51.0	66.0	82.2
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
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

### Packaging

in tonnes	2009	2010	2011	2012	2013
Packaging reduction and optimization	–	–	216	530	1 285

### Carbon offsetting

in thousands of tonnes CO <sub>2</sub> equivalent	2009	2010	2011	2012	2013
Air freight	66 688	77 851	71 877	71 096	81 181
Business travel by road	5 701	6 306	6 443	5 693	5 461
Business travel by air	1 310	1 382	1 666	1 638	1 902
Coop@home deliveries	1 419	1 565	1 504	1 603	1 614
<b>Total carbon dioxide (CO<sub>2</sub>) emissions offset</b>	<b>75 117</b>	<b>87 104</b>	<b>81 490</b>	<b>80 030</b>	<b>90 158</b>

### Manufacturing companies

Percentage of total turnover from sustainable products and services as a percentage	2009	2010	2011	2012	2013
Swissmill (Coop Naturaplan, Bio Knospe (organic bud))	18.1	19.0	19.4	19.9	21.4
Pasta Gala (Coop Naturaplan, Bio Knospe (organic bud))	8.3	7.1	7.0	7.0	8.7
Chocolats Halba (Coop Naturaplan, Bio Knospe (organic bud), Fairtrade Max Havelaar)	5.6	7.9	15.7	21.2	31.4
Reismühle Brunnen (Coop Naturaplan, Bio Knospe (organic bud), Fairtrade Max Havelaar)	16.3	18.8	33.6	32.8	37.7
Nutrex (Coop Naturaplan, Bio Knospe (organic bud))	10.0	8.7	13.2	13.1	14.3
Sunray (Coop Naturaplan, Bio Knospe (organic bud), Fairtrade Max Havelaar)	10.7	12.4	14.8	13.9	21.2
Steinfels Swiss (Coop Oecoplan, Coop Naturaline Natural Cosmetics, Maya)	16.6	19.8	20.5	22.9	26.5

<sup>1</sup> The remaining palm oil in food and non-food own-label brands is covered by certificates (Book and Claim).

## Resource efficiency & climate protection

### Energy consumption

in megawatt-hours	2009	2010	2011	2012	2013
Sales outlets	669 032	663 101	654 835	650 562	644 008
Distribution centres	60 361	60 787	60 393	58 393	57 624
Administration	9 573	9 625	10 116	10 580	9 116
<b>Retail</b>	<b>738 966</b>	<b>733 513</b>	<b>725 344</b>	<b>719 534</b>	<b>710 748</b>
Cash & carry			275 258	287 615	285 678
Wholesale supplies			115 417	120 992	123 263
<b>Wholesale</b>			<b>390 675</b>	<b>408 606</b>	<b>408 942</b>
Bell Group <sup>1</sup>	92 493	89 679	90 985	90 887	90 664
Coop manufacturing companies	66 371	66 868	69 343	69 279	69 915
<b>Production</b>	<b>158 864</b>	<b>156 547</b>	<b>160 328</b>	<b>160 166</b>	<b>160 579</b>
<b>Electricity consumption</b>	<b>897 830</b>	<b>890 060</b>	<b>1 276 347</b>	<b>1 288 306</b>	<b>1 280 268</b>
Sales outlets	202 382	198 737	186 640	180 108	179 263
Distribution centres	48 028	46 772	40 545	40 100	41 153
Administration	2 232	2 175	2 157	2 101	1 932
<b>Retail</b>	<b>252 643</b>	<b>247 684</b>	<b>229 342</b>	<b>222 310</b>	<b>222 348</b>
Cash & carry			107 547	114 856	115 291
Wholesale supplies			15 576	16 977	16 698
<b>Wholesale</b>			<b>123 123</b>	<b>131 833</b>	<b>131 989</b>
Bell Group <sup>1</sup>	47 131	48 117	45 748	46 539	46 432
Coop manufacturing companies	64 516	56 779	50 775	50 735	51 502
<b>Production</b>	<b>111 647</b>	<b>104 896</b>	<b>96 523</b>	<b>97 274</b>	<b>97 934</b>
<b>Energy consumption for heating purposes</b>	<b>364 290</b>	<b>352 580</b>	<b>448 988</b>	<b>451 416</b>	<b>452 271</b>
Goods transportation <sup>2</sup>	185 226	184 716	188 186	190 190	187 390
Administration <sup>3</sup>	25 918	27 623	28 210	26 351	26 492
<b>Retail</b>	<b>211 144</b>	<b>212 339</b>	<b>216 396</b>	<b>216 541</b>	<b>213 882</b>
Cash & carry			26 522	30 067	33 462
Wholesale supplies			230 688	244 247	249 809
<b>Wholesale</b>			<b>257 210</b>	<b>274 314</b>	<b>283 271</b>
Bell Group <sup>1</sup>	22 755	23 605	23 924	23 065	26 390
Coop manufacturing companies	5 485	5 519	7 278	9 963	11 031
<b>Production</b>	<b>28 240</b>	<b>29 124</b>	<b>31 202</b>	<b>33 028</b>	<b>37 421</b>
<b>Fuel consumption</b>	<b>239 384</b>	<b>241 463</b>	<b>504 807</b>	<b>523 883</b>	<b>534 573</b>
<b>Retail</b>	<b>1 202 753</b>	<b>1 193 537</b>	<b>1 171 082</b>	<b>1 158 385</b>	<b>1 146 978</b>
<b>Wholesale</b>			<b>771 008</b>	<b>814 753</b>	<b>824 201</b>
<b>Production</b>	<b>298 750</b>	<b>290 567</b>	<b>288 053</b>	<b>290 468</b>	<b>295 933</b>
<b>Total energy consumption</b>	<b>1 501 503</b>	<b>1 484 104</b>	<b>2 230 142</b>	<b>2 263 605</b>	<b>2 267 112</b>

### Water consumption

in thousands of cubic metres	2009	2010	2011	2012	2013
Sales outlets	836	780	819	889	913
Distribution centres	242	195	191	184	192
Administration	15	13	13	13	13
<b>Retail</b>	<b>1 093</b>	<b>989</b>	<b>1 023</b>	<b>1 086</b>	<b>1 118</b>
Cash & carry			484	531	530
Wholesale supplies			73	102	86
<b>Wholesale</b>			<b>557</b>	<b>633</b>	<b>615</b>
Bell Group <sup>1</sup>	1 837	1 821	1 810	1 512	1 555
Coop manufacturing companies	304	304	310	395	305
<b>Production</b>	<b>2 141</b>	<b>2 125</b>	<b>2 120</b>	<b>1 907</b>	<b>1 860</b>
<b>Total water consumption</b>	<b>3 234</b>	<b>3 114</b>	<b>3 700</b>	<b>3 626</b>	<b>3 594</b>

## Carbon dioxide emissions (CO<sub>2</sub>)

in tonnes	2009	2010	2011	2012	2013
Sales outlets	63 584	55 146	51 911	50 220	49 267
Distribution centres	10 321	9 448	8 554	8 185	8 127
Goods transportation <sup>2</sup>	51 198	50 045	49 483	49 713	47 042
Administration <sup>3</sup>	7 949	8 305	8 454	7 876	7 866
<b>Retail</b>	<b>133 052</b>	<b>122 945</b>	<b>118 402</b>	<b>115 994</b>	<b>112 302</b>
Cash & carry			146 022	155 725	157 182
Wholesale supplies			83 196	86 413	88 907
<b>Wholesale</b>			<b>229 218</b>	<b>242 138</b>	<b>246 089</b>
Bell Group <sup>1</sup>	16 224	15 607	15 516	15 469	16 310
Coop manufacturing companies	13 227	12 080	11 829	11 427	11 541
<b>Production</b>	<b>29 450</b>	<b>27 688</b>	<b>27 345</b>	<b>26 896</b>	<b>27 851</b>
<b>Total carbon dioxide emissions (CO<sub>2</sub>)</b>	<b>162 503</b>	<b>150 632</b>	<b>374 964</b>	<b>385 028</b>	<b>386 242</b>

in kilogrammes per square metre	2009	2010	2011	2012	2013
Specific CO <sub>2</sub> emissions of sales outlets	37.3	32.0	29.9	28.6	27.9
in grammes per tonne-kilometre	2009	2010	2011	2012	2013
Specific CO <sub>2</sub> emissions for goods transportation <sup>4</sup>	35.4	34.2	32.2	30.7	29.7

## Waste

in tonnes	2009	2010	2011	2012	2013
Retail	71 462	79 531	87 669	93 740	96 260
Wholesale			–	22 996	25 532
Production <sup>5</sup>	6 838	6 298	5 489	14 053	16 011
<b>Recycled waste</b>	<b>78 300</b>	<b>85 829</b>	<b>93 159</b>	<b>130 789</b>	<b>137 803</b>
Retail	2 922	3 484	3 183	3 264	3 505
Wholesale			–	0	0
Production <sup>5</sup>	302	278	198	430	535
<b>Waste used as heating fuel (wood)</b>	<b>3 224</b>	<b>3 762</b>	<b>3 381</b>	<b>3 693</b>	<b>4 040</b>
Retail	31 464	29 955	30 044	27 851	25 677
Wholesale			–	14 198	11 581
Production <sup>5</sup>	4 182	3 989	4 000	3 827	3 896
<b>Disposed waste (incineration, dump)</b>	<b>35 646</b>	<b>33 944</b>	<b>34 044</b>	<b>45 876</b>	<b>41 154</b>
Retail	794	429	333	102	52
Wholesale			–	0	0
Production <sup>5</sup>	273	119	156	56	97
<b>Waste disposed of separately</b>	<b>1 067</b>	<b>547</b>	<b>489</b>	<b>158</b>	<b>149</b>
Retail	106 642	113 398	121 230	124 956	125 494
Wholesale			–	37 194	37 113
Production <sup>5</sup>	11 595	10 684	9 843	18 366	20 539
<b>Total waste production</b>	<b>118 237</b>	<b>124 082</b>	<b>131 073</b>	<b>180 516</b>	<b>183 146</b>
as a percentage	2009	2010	2011	2012	2013
Waste recovery rate: Retail	69.8	73.2	74.9	77.6	79.5
Waste recovery rate: Wholesale			–	61.8	68.8
Waste recovery rate: Production <sup>5</sup>	61.6	61.5	57.8	78.9	80.6

<sup>1</sup> Figures relate to Bell Schweiz AG.

<sup>2</sup> Coop's own goods transport, Coop@home deliveries, goods transport by third parties in Switzerland on behalf of Coop.

<sup>3</sup> Includes business travel by road and air.

<sup>4</sup> Transportation of goods by Coop from regional distribution centres to sales outlets.

<sup>5</sup> Coop manufacturing companies and Bell Switzerland.

## Employees & society

### Employee headcount and turnover

Number (as at 31 Dec.)	2011	2012	2013
Retail	45 237	45 407	45 293
Wholesale and Production	30 124	29 902	29 662
<b>Employees (incl. trainees)</b>	<b>75 361</b>	<b>75 309</b>	<b>74 955</b>
Retail	27 409	26 852	26 537
Wholesale and Production	24 745	25 697	25 099
<b>Full-time employees (incl. trainees)</b>	<b>52 154</b>	<b>52 549</b>	<b>51 636</b>
Retail	2 878	2 683	2 711
Wholesale and Production	513	538	554
<b>Trainees (employees)</b>	<b>3 391</b>	<b>3 221</b>	<b>3 265</b>
in percent	2011	2012	2013
Retail	15.1	15.1	14.7
Wholesale and Production	18.7	18.7	17.1
<b>Turnover rate</b>	<b>16.7</b>	<b>16.5</b>	<b>15.7</b>

### Diversity

in percent (as at 31 Dec.)	2011	2012	2013
Retail	62.9	62.5	62.4
Wholesale and Production	46.5	46.4	46.1
<b>Percentage of workforce who are women</b>	<b>56.4</b>	<b>56.2</b>	<b>55.9</b>
Retail	46.4	44.9	44.6
Wholesale and Production	41.7	42.1	41.7
<b>Percentage of full-time staff who are women</b>	<b>44.2</b>	<b>43.9</b>	<b>43.2</b>
Retail	11.8	12.5	12.6
Wholesale and Production	31.4	28.9	29.9
<b>Percentage of part-time staff who are men</b>	<b>16.3</b>	<b>15.6</b>	<b>16.0</b>
Retail	25.6	23.3	23.8
Wholesale and Production	20.5	21.4	22.1
<b>Percentage of staff over 50 years of age</b>	<b>23.2</b>	<b>22.6</b>	<b>23.1</b>
Percentage of women in the Delegate Assembly	39.7	40.0	46.6
Percentage of women on the Board of Directors	40.0	40.0	40.0
Retail	11.9	14.4	13.5
Wholesale and Production	16.5	16.0	16.1
<b>Percentage of women on the Executive Committee and in senior management</b>	<b>15.4</b>	<b>15.4</b>	<b>15.1</b>
Retail	38.9	38.6	39.6
Wholesale and Production	27.2	27.5	33.3
<b>Percentage of women in middle management and departmental management</b>	<b>35.3</b>	<b>35.0</b>	<b>37.3</b>

### Training and professional development

in thousands of participant days	2011	2012	2013
Retail	59.1	56.0	53.2
Wholesale and Production	28.5	19.4	23.0
<b>Internal training and professional development</b>	<b>87.6</b>	<b>75.4</b>	<b>76.2</b>

### Occupational health management

as percentage of working days	2011	2012	2013
Sickness rate for Retail	3.7	3.7	3.8
Sickness rate for Wholesale and Production	4.1	3.8	3.9
Occupational accident rate for Retail	0.3	0.3	0.3
Non-occupational accident rate for Retail	0.5	0.5	0.5
Occupational accident rate for Wholesale	0.5	0.5	0.5
Non-occupational accident rate for Wholesale Switzerland <sup>1</sup>	0.4	0.4	0.6
Occupational accident rate for Production	0.2	0.3	0.3
Non-occupational accident rate for Production Switzerland <sup>1</sup>	0.2	0.5	0.5

### Social commitment<sup>2</sup>

in CHF thousands	2010	2011	2012	2013
Climate	3 849	3 529	7 907	5 250
Water	677	1 080	830	1 075
Plants, animals and soil	6 737	5 655	6 544	3 602
People	816	5 241	2 590	5 382
<b>Coop Sustainability Fund subsidies</b>	<b>12 080</b>	<b>15 505</b>	<b>17 871</b>	<b>15 309</b>
Schweizer Tafel, Tischlein deck dich and Caritas <sup>3</sup>	325	614	640	538
Coop Aid for Mountain Regions	822	857	981	1 088
Additional contributions	6 753	6 050	5 862	7 060
<b>Contributions to social projects</b>	<b>7 900</b>	<b>7 521</b>	<b>7 483</b>	<b>8 686</b>

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

<sup>2</sup> Retail and Production.

<sup>3</sup> The organizations receive food as well as financial donations.

# 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](http://www.unglobalcompact.org), [www.coop.ch/gri-ungc](http://www.coop.ch/gri-ungc)

## GRI indicator list

The Global Reporting Initiative has developed internationally recognized guidelines for sustainability reporting. In the present 2013 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](http://www.globalreporting.org), [www.coop.ch/gri-ungc](http://www.coop.ch/gri-ungc)



## Statement GRI Application Level Check

GRI hereby states that **Coop Group** has presented its report "Coop Group: Annual report and sustainability report 2013" to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level A.

GRI Application Levels communicate the extent to which the content of the G3 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3 Guidelines. For methodology, see [www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf](http://www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf)

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 17 February 2014

Nelmara Arbex  
Deputy Chief Executive  
Global Reporting Initiative



*The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. [www.globalreporting.org](http://www.globalreporting.org)*

***Disclaimer:** Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 27 January 2014. GRI explicitly excludes the statement being applied to any later changes to such material.*

## Content

Coop  
Sustainability  
Bruno Cabernard  
Tel. +41 61 336 71 00  
[nachhaltigkeit@coop.ch](mailto:nachhaltigkeit@coop.ch)

### **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.

This report is published in German, French, Italian and English. The German version is authoritative. An online version can be downloaded from [www.coop.ch/report](http://www.coop.ch/report)

### **Print-run**

5 000 Ge / 1 000 Fr / 600 It / 300 En

### **Published by**

Coop Cooperative  
Thiersteinallee 12  
Postfach 2550  
CH-4002 Basel  
Tel. +41 61 336 66 66  
Fax +41 61 336 60 40  
[www.coop.ch](http://www.coop.ch)

### **This report can be ordered from**

Coop  
Info Service  
Postfach 2550  
CH-4002 Basel  
Tel. +41 61 336 66 66  
[www.coop.ch](http://www.coop.ch)

Editing: Coop, Public Relations  
Concept/Design: YJOO Communications AG, Zurich  
Realization: Victor Hotz AG, Steinhausen/Zug  
Photography: Laurent Burst, Zug/Berlin  
Portrait photos Corporate governance: Heiner H. Schmitt Jr., Basel  
Printing: W. Gassmann AG, Biel  
Binding: Scherrer AG Buchbinderei, Urdorf





Coop Group  
Sustainability Report  
**2013**