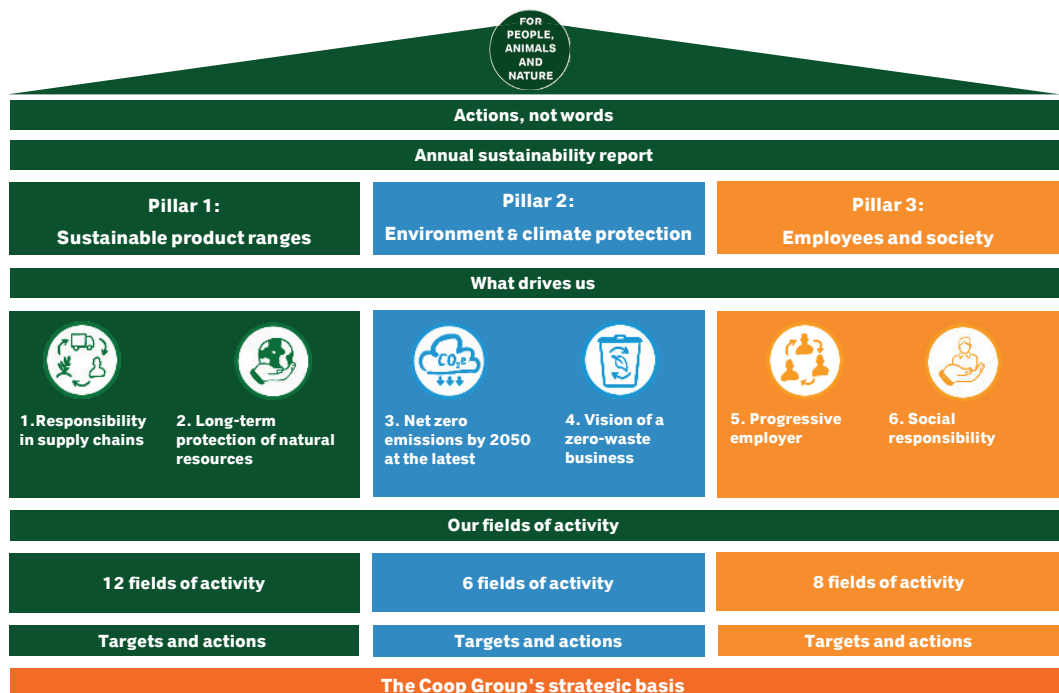


Strong inner drive for sustainability

Sustainability is part of Coop's corporate DNA and imbues all its relevant strategies. The focus is on sustainable products, environmental and climate protection as well as commitment to employees and society. Coop's approach to sustainability management is key to its long-term success.

Strong awareness of sustainability

After 35 years of strong commitment to sustainability, it has become part of Coop's corporate DNA. As one of three strategic frameworks in the strategy structure (see page 13), sustainability is of pivotal strategic importance to the whole Coop Group. Sustainability is enshrined in the Articles of Association and Corporate Profile, and is part of all relevant strategies and processes. To give one example, sustainability targets are systematically incorporated in the target-setting process, in the training of employees and in operating processes and procedures. Through its comprehensive approach to sustainability, the Coop Group seeks to set itself apart as a sustainability leader by delivering added value in the various markets, securing access to resources and creating a shared value throughout the Coop Group. By doing this, Coop also ensures that the growing demands made by society and politicians are implemented efficiently



and credibly throughout its business activities, thus making a contribution to the wider public interest. The topics are selected with the focus squarely on the expectations of our customers, our business partners and other stakeholders, in particular NGOs and authorities.

The strategic basis

Coop is a cooperative and promotes the economic and social interests of its members and its consumers. Economic, environmental and ethical principles secure the cooperative's competitiveness and continued existence. Sustainability is also pivotal to the Coop Group strategy, in which Coop sets itself apart from its competitors through sustainable products and its commitment to sustainability projects. Coop takes a holistic approach to managing sustainability and all targets are incorporated in the relevant corporate strategies. In 2022, Coop launched its new sustainability strategy, which builds on the expectations of customers and other stakeholders and covers 26 focal areas. Around 70 measurable targets have been defined for the whole group, pertaining to the three sustainability pillars "Sustainable product ranges", "Environment and climate protection" and "Employees and society". The new strategy is aligned with international standards and, among other things, embraces the concept of planet Earth and its limits. By taking this approach, Coop is helping preserve our planet's natural resources for the long term.

The detailed "Sustainability Progress Report" for the Coop Group is available at:
<https://www.actions-not-words.ch/en.html>

Pillar 1: Sustainable product ranges

Coop is committed to observing ambitious minimum requirements along the whole value chain, in all product ranges. In addition, Coop is involved in pioneering sourcing projects and long-term partnerships to promote organic farming, fair trade, animal welfare and biodiversity. The own-label sustainability brands and quality seals play an important role here, being the medium through which Coop sets itself apart with the most stringent standards in Swiss retail. Coop promotes sustainable consumption, with conscious range selection, targeted customer information and a variety of advertising activities. Since 2012, this strong commitment has yielded an increase of 194% in turnover from organic products and of 258% in total sales of sustainable products. Coop has the biggest sustainability range in Swiss retail and the world's largest selection of Fairtrade goods.

Highlights in 2023

- Named the world's top-placed retailer by "Fairtrade International" at the "Fairtrade Partner of the Year" award in Nairobi.
- Transparent risk map drawn up: the company's commitment to social and environmental responsibility through continuous improvement of sustainability and transparent communication about measures to combat the negative impact of global supply chains and diverse product ranges at <https://engagement-risikoprodukte.taten-statt-worte.ch/engagement>
- "Value-based Supply Chain Management" projects: Strengthening transparency and quality assurance in the Coop supply chains
- Promoting innovation: cooperation with "Kern Tec" for products made from apricot kernels, and expansion of the "Yasai" range of herbs in supermarkets

Pillar 2: Environment and climate protection

Coop is committed to scientifically based climate targets and has confirmed this commitment to effective climate protection by signing the Science Based Targets initiative. In keeping with this, Coop regularly calculates its CO₂e emissions and sets ambitious and effective targets in all of its business areas. By 2026, Coop will have reduced CO₂e emissions in areas it can directly influence by a further 21%, and will have begun reducing emissions in its supply chains and in upstream processes. Using resources efficiently is also a priority: Coop is aiming to be a zero waste company and to close its energy and material cycles wherever possible, as well as systematically reducing its own water consumption.

Highlights in 2023

- The Coop Group's CO₂e footprint: calculating and disclosing the total CO₂e footprint to support the goal of achieving net zero emissions by 2050
- Green Business Partner Conference: encouraging the development of climate strategies with over 150 suppliers and business partners to achieve the net zero target by 2050
- Reducing plastics by 5.8 tonnes a year, by using compostable disposable cutlery made from biomass
- Pilot project for zero meat food waste: reducing food waste by freezing meat and donating leftover meat to charitable organizations
- Launch of solar campaign with the installation of more solar panels on roofs, façades and car parks, with the aim of producing 41% of our own electricity needs by 2050
- Switching to rail: saving 17 million road kilometres in the reporting year by using our own rail company, Railcare, for transport
- Opening a second-hand shop for used work clothing, to take back, clean, repair and reuse worn but perfectly serviceable work clothing

Participants in the
Day of good deeds

hundreds
of thousands



Pillar 3: Employees and social commitment

As a cooperative, Coop has a special commitment to society and its employees as well as to its members. Almost 39 000 employees throughout the country benefit from the best collective employment agreement in the Swiss retail sector, a wide range of training and development opportunities and good career prospects. Coop is also the second-largest provider of apprenticeships in Switzerland. Coop works with a variety of different partners to directly support the well-being of the community, and encourages its employees and the rest of the population to do good deeds. There is a dedicated “Employees” section on page 50.

Highlights in 2023

- Strong commitment to the environment and society on the “Day of good deeds”: Coop mobilizes hundreds of thousands of participants, including families, organizations and volunteers, to do good deeds all over Switzerland, supported by around 600 clubs and associations
- Coop donation campaign: support for earthquake victims in Morocco, Turkey and Syria and for those affected by the landslide in Schwanden
- Coop Aid for Mountain Regions: record proceeds and donations of 8.375 million Swiss francs from supporting 221 projects to secure livelihoods in Switzerland’s mountain regions
- “1 August rolls” campaign: providing 610 000 Swiss francs to support the renovation of the alpine dairy in Breil/Brigels, safeguarding the production of organic mountain cheese and local value creation
- “2 x Christmas” campaign: supporting people living in poverty in Switzerland with the sale of donation packages and donations of goods worth around 880 000 Swiss francs, in partnership with the Swiss Red Cross
- Numerous awards for social institutions at local level by the Regional Council Committees

Donation by Coop Aid
for Mountain Regions to rescue
the Breil/Brigels alp

610 000 CHF

