

FOR PEOPLE, ANIMALS AND NATURE

COOP GROUP
PROGRESS REPORT 2023



coop



CONTENT

Foreword	3
Our strategy	6
Our 2026 targets	12

SUSTAINABLE RANGES13

Visible Transparency	14
Fair trade focussing on people	21
Focus on raw materials	27
Protecting resources for future generations	32
Combating deforestation and conversion	37
Working for biodiversity	41
Organic from the outset	45
Reducing water in crop cultivation	50
Emissions in the supply chain	54
Soil health	59
Sustainable fishing and protecting the oceans	63
Better animal welfare	67

ENVIRONMENTAL AND CLIMATE PROTECTION72

Reducing energy consumption	73
Operational emissions	78
Environmentally friendly freight	85
Closing material cycles	90
Optimizing packaging, reducing plastic	101
Reducing water consumption	107

EMPLOYEES AND SOCIAL COMMITMENT112

Diversity truly multifaceted	113
Training and professional development	
effective talent development	124
Workplace health	137
Sustainable consumption over the long term	151
Partnerships for greater common good	155
Charitable commitment to society	160
Truly regional	164
Partnership-based business relationships	169
Coop and its stakeholders	174
GRI Index	179

FOREWORD

[GRI 2-22]

Dear Readers

Sustainability is a part of everyday life throughout the Coop Group. It is integral to our business activities in retail, wholesale and production and has been strategically enshrined in our Articles of Association and Corporate Profile since 1973. This 2023 Sustainability Progress Report illustrates how the Coop Group has developed in regard to sustainability over the 2023 financial year (1.1.2023 to 31.12.2023). An abbreviated version of this report was approved by the Delegate Assembly of the Coop Group Cooperative on 21 March 2024. The report provides detailed information about our progress towards our goals and about projects undertaken in the three pillars: sustainable product ranges; environment and climate protection; and employees and social commitment. Significant examples from 2023 include our commitment to living wages in coffee cultivation in Mexico and Peru for the retail coffee range, successfully passing the audit for the “Fair Compensation” certificate in retail and production, which confirms that Coop provides fair compensation, and the expansion of the electric truck fleet in our wholesale branch in Austria.



As an internationally active cooperative, respecting, protecting and promoting human rights is both a central value and a self-evident core element of corporate responsibility for us. We are therefore firmly committed to implementing socially responsible working conditions, not only within the Coop Group itself, but also in our value chains, and we are keen to continually improve social conditions within our global supply chains. In doing so, we take our lead from the UN Guiding Principles on Business and Human Rights as well as the relevant conventions and principles issued by the United Nations (UN), the Organisation for Economic Co-operation and Development (OECD) and the International Labour Organization (ILO).

“AS AN INTERNATIONALLY ACTIVE COOPERATIVE, RESPECTING, PROTECTING AND PROMOTING HUMAN RIGHTS IS BOTH A CENTRAL VALUE AND A SELF-EVIDENT CORE ELEMENT OF CORPORATE RESPONSIBILITY FOR US.”

Joos Sutter

Chairman of the Coop Group
Board of Directors

With binding guidelines and directives for our employees and our business partners, we embed compliance with and implementation of human rights and set clear requirements for socially responsible production. Through supply chain risk mapping, we locate the relevant production stages and countries where compliance with socially responsible working conditions is at risk. We safeguard compliance and implementation with training courses and audits, with international standards, by supporting local flagship projects and by annually surveying targets on the implementation of social standards.

We take a clear stance on current sustainability issues that are relevant to society and explain our stance in transparent terms in our Policy Papers on various issues in the three pillars of sustainability.

For the 2022–2026 strategy period, we identified 26 key sustainability issues for the Coop Group which we then grouped and prioritized. In so doing, we took our customers’ and other stakeholders’ expectations into account, in addition to the UN Sustainable Development Goals, the concept of planetary boundaries and aspects of financial materiality.

For the 26 key issues, we specified targets and measures for all business areas that are reviewed annually by the Coop Group Board of Directors in order to identify any follow-up measures.

As a sustainability pioneer, going forward this means we will continue taking responsibility for the three pillars in a consistent manner throughout the Group. The same goes for those issues that present major challenges for us. We are increasingly exploiting Group-wide synergies and striving to find overarching solutions for all business areas, with respect to issues such as deforestation, transparency and energy supply. In the field of climate protection, in addition to internal, Group-wide cooperation and as part of our cooperative approach, we are working with our business partners to address the proportion of emissions that occur upstream in our supply chains.

“AS A SUSTAINABILITY PIONEER, GOING FORWARD THIS MEANS WE WILL CONTINUE TAKING RESPONSIBILITY FOR THE THREE PILLARS IN A CONSISTENT MANNER THROUGHOUT THE GROUP.”

Philipp Wyss

Chairman of the Coop Group
Executive Committee

Our core business is the clear focus of our commitment to sustainability. We already boast the widest sustainable product range and were able to increase our net sales of sustainable products in the Coop Group to 6.3 billion Swiss francs in 2023. The 30th anniversary of our organic own-label brand Naturaplan was a special highlight of the past year, as was the increase in our net sales of organic products in Swiss retail to 2.2 billion Swiss francs. We are still the undisputed number 1 in Switzerland when it comes to organic products. **This benefits everyone: people, animals and nature, and we continue to forge ahead with a strong inner drive!**



Joos Sutter

Chairman of the Coop Group
Board of Directors



Philipp Wyss

Chairman of the Coop Group
Executive Committee

OUR STRATEGY

As a Swiss cooperative with a tradition stretching back more than 150 years, the Coop Group's focus lies on its members and its customers. We firmly integrate sustainability into our core business and line responsibility.

In 2023, the Coop Group Board of Directors approved the new Group strategy "Together for our customers". In contrast to the previous Group strategy, the new strategy has three dimensions: the social and ecological dimension (sustainability), the technological dimension (digitalization), and the economic dimension (profitability). This increases the strategic importance of the 2022-2026 sustainability strategy which was approved in 2021, and embeds sustainability firmly and overarchingly for all Coop Group business areas. All subsidiaries address the issues defined by the Sustainability Strategy that are relevant to their

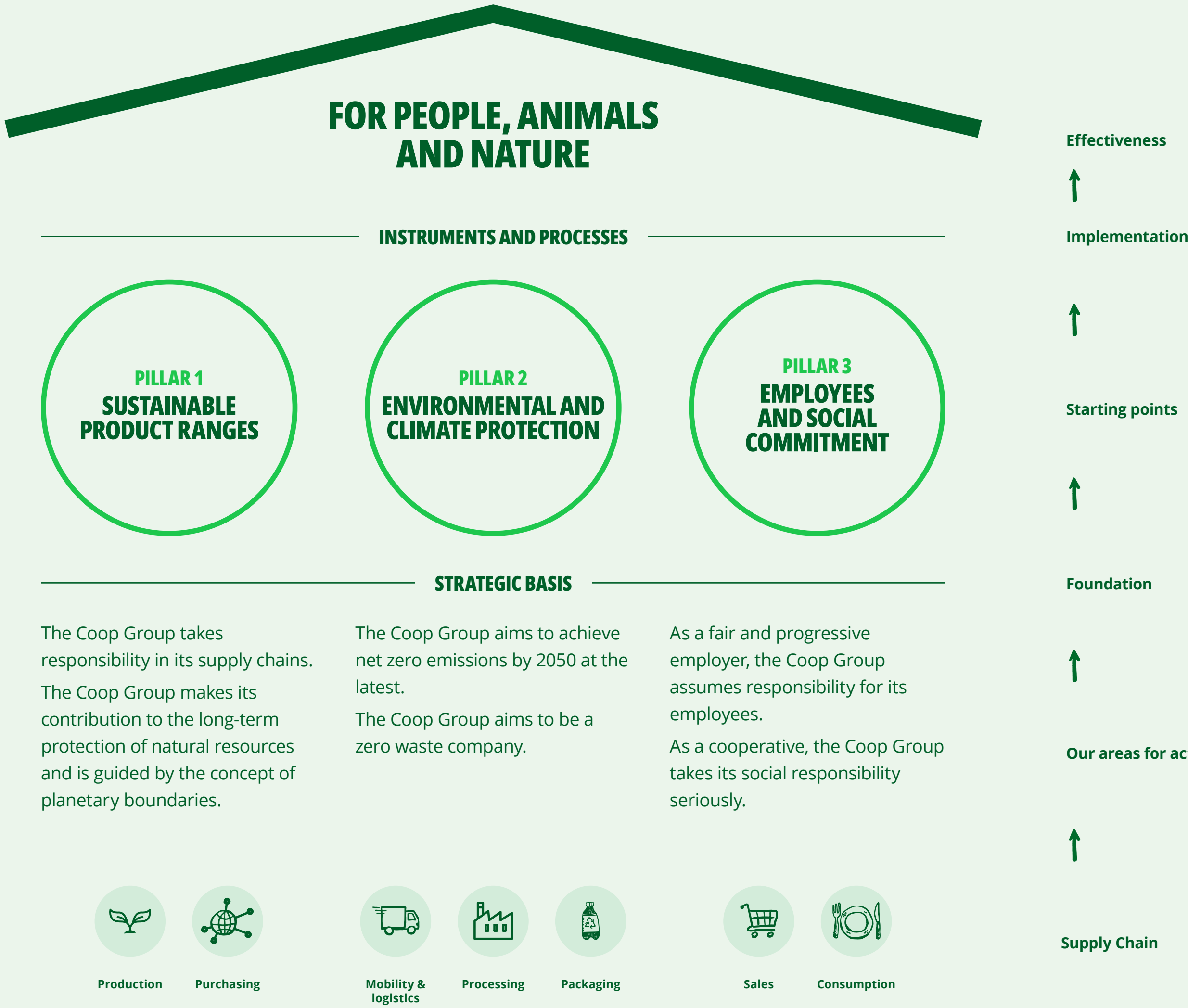
business activities and set targets for these issues. An issue is relevant for a subsidiary if either the subsidiary offers products or services that contribute to the issue or if the impact of the subsidiary is large enough in relation to the entire Coop Group (for example, the energy consumption of a subsidiary in relation to the total energy consumption of the Coop Group). In the case of company expansions, for example through acquisitions of companies, their business activities are analysed with regard to the material topics and target agreements are introduced for the next possible calendar year. Whenever possible, the target agreements of all Coop Group companies relate to the same base year (2021). If this is not possible, we show and explain the deviation. We disclose any adjustments and corrections of the figures for the previous year, stating the reasons for these, and their effects. [GRI 2-2 & 2-4]



FOCUS UP TO 2026

The focus of the 2022-2026 sustainability strategy is on sustainable products, the environment and climate protection as well as commitment to our employees and to society.

Our core business activities range from the purchasing and production of products in the food and non-food segment, to sales in our bricks-and-mortar and online channels along the entire value chain. We conducted a comprehensive, risk-based review to identify the positive and negative effects from a sustainability perspective on the various levels and assigned these to our areas for action and fields of activity. [GRI 2-6]



OUR MATERIAL TOPICS

[GRI 3-1, 3-2]

In 2023, based on the requirements of the European Sustainability Reporting Standards (ESRS), we conducted a double materiality analysis for the entire Coop Group Cooperative, in a process based on ESRS specifications. The aim is to consider sustainability aspects from two perspectives: the impact of our corporate behaviour on the environment and people (inside-out / impact materiality) and the risks and opportunities that arise for our company from the sustainability aspects (outside-in / financial materiality). The results of our materiality analysis help us determine opportunities and risks and sup-

port us in deciding where to focus our resources. The various sustainability topics should not be considered in isolation – they are increasingly interlinked and can influence each other. The analysis findings will be consistently incorporated into the Coop Group's sustainability strategy from 2027 (new strategy period) and will be based on Coop Group risk management from 2024. Compared to the 2022 reporting year, the topic of freight transport is still covered in this report, but it is no longer classified as a material topic.

COOP GROUP MATERIALITY MATRIX

The results of the analysis are shown in our materiality matrix. The matrix ranks the sustainability topics according to the degree of influence the Coop Group has on people, animals and the environment, and the influence each sustainability topic has on the business success of the Coop Group.

The most important topics are transparency, human rights and fair working conditions, sustainability standards in the procurement of raw materials, deforestation- and conversion-free supply chains as well as scope 3 greenhouse gas emissions and climate change.

A review of the double materiality analysis and the material topics is planned for 2024.

Impact of the Coop Group's business activities on people, the environment and the economy (impact materiality)	Highly significant				Transparency Human rights and fair working conditions Sustainability standards in the procurement of raw materials Deforestation- and conversion-free supply chains Scope 3 greenhouse gas emissions and climate change
	Significant		Resource consumption in the product ranges Closing, slowing down and reducing material cycles	Scope 3 water consumption Overfishing and promoting sustainable fisheries Biodiversity along supply chains Soil health Animal welfare Sustainable consumption	Anti-corruption and compliance
	Moderate		Energy Scope 1-2 greenhouse gas emissions and climate change Plastic use (in product ranges) and sustainable packaging Partnerships to promote the common good Charitable commitment Regional products and traditional production methods	Own personnel employment conditions Diversity Education Health Organic farming	
	Small	Water consumption in operations			
		Small	Moderate	Significant	Highly significant

Importance and impact on the Coop Group's business success (financial materiality)

MANAGEMENT STRUCTURE AND ORGANIZATION

OUR ORGANIZATIONAL STRUCTURE

The Coop Group, which has a cooperative structure, is managed by a Board of Directors which has ten members. They represent the interests of the Delegate Assembly, the most senior governance body of the Coop Group. One member represents the concerns of Coop Group employees. In 2023, four women and six men sat on the Coop Group Board of Directors. Under-represented social groups and the sustainability expertise of members are not specifically taken into account when members are selected. The Articles of Association clearly state that the individual members must be independent. Nomination and selection of the members of the Board of Directors is also specified in the Articles of Association and is undertaken by the Delegate Assembly. The Coop Group's operational management is undertaken by a seven-strong Executive Committee. Since May 2021, Joos Sutter has been Chairman of the Board of Directors and Philipp Wyss has been Chairman of the Executive Committee. The Chairman of the Board of Directors has no operational functions within the Coop Group.

[GRI 2-9, 2-10, 2-11, 2-17]

The members of the Board of Directors and all Coop Group employees are obliged to internally disclose any positions they hold in supervisory bodies of other companies or organizations. The other mandates, functions and offices held by members of the Board of Directors and Executive Management are also published annually in the Coop Group's Annual Report. The Board of Directors has its own code of conduct to avoid conflicts of interest and to maintain good governance practice. There is also a code of conduct which applies to employees in all areas of the Coop Group. [GRI 2-15]

GOVERNANCE

Strategic responsibility for the sustainability strategy lies with the Coop Group Board of Directors. Once a year, it reviews the status of target achievement and defines measures for the following years. Operationally, the Coop Group Management Board and the management bodies of the individual business units are responsible for dealing with the material topics, objectives and measures. The annual reporting to the Board of Directors is prepared there and the measures are defined and

initiated. One member of the Executive Board is responsible for each of the three pillars of the sustainability strategy. In working groups for the implementation of measures, all three business areas - retail, production and wholesale - are considered in order to take materiality into account. The material topics are coordinated Group-wide by the sustainability team, which is based directly at the Coop Group General Secretariat. Specialist contact persons are defined for each material topic in all business units, who manage the implementation of measures in terms of content.

As a group with a wide product range and global supply chains, the challenge lies in keeping track of actual and potential negative impacts of our business operations, supply chains and other business relationships and employing our resources appropriately in order to prevent, mitigate, cease and remediate them. Therefore, when undertaking due diligence, we are guided by the due diligence guidelines and process of the Organisation for Economic Co-operation and Development (OECD). Fulfilment of due diligence is assured by the Sustainability and Business Policy team. [GRI 2-12, 2-13, 2-14, 2-16, 2-18, 2-24, 2-25, 2-26]

SUSTAINABLE DEVELOPMENT GOALS

The UN Sustainable Development Goals (SDGs) set global priorities and targets up to 2030 intended to get the world on course towards sustainability and tackle the current economic, social and environmental challenges. As an international company, through our material topics we incorporate these global goals in our strategies and spheres of action, contributing to their achievement in the private sector.

A major influence is given due to our business activities for targets related to our supply chains or consumption.

A relevant influence is given due to our business activities for goals that are indirectly related to the use of natural resources or to social issues.

MAJOR INFLUENCE



organic,
fair trade,
raw materials



organic, fair trade, raw materials,
resources, deforestation,
biodiversity, water use, supply chain
emissions, soil health, fishing,
animal welfare, packaging

RELEVANT INFLUENCE



fair trade



education



partnership-oriented,
fair trade



fishing,
organic,
raw materials



health management



diversity



supply chain emissions, biodiversity,
deforestation, water use, soil health,
operational emissions



animal welfare, deforestation,
biodiversity, raw materials,
packaging

OUR 2026 TARGETS

Every five years, we set ourselves new ambitious and concrete sustainability targets in the three pillars of sustainable product ranges, environment and climate protection, and employees and society. We provide transparent information on all 26 material topics, on our measurable goals and their degree of achievement, our concrete measures, but also the existing potential in the Retail, Production and Wholesale business areas.

At the end of 2023, we are on track at the Coop Group and have achieved 57% of the overall targets in the retail sector, 50% in production and 65% in wholesale trade.

57%

of the multi-year targets were achieved in **Retail**.

50%

of the multi-year targets were achieved in **Production**.

65%

of the multi-year targets were achieved in **Wholesale**.



PILLAR 1

SUSTAINABLE RANGES

We design our range to promote sustainable consumption, prevent negative impacts on people and the environment at the production and processing stage, and preserve natural resources for future generations.

VISIBLE TRANSPARENCY

MANAGEMENT APPROACH [GRI 3-3]

The Coop Group focuses on local and regional supply chains, but we do also source goods from outside Switzerland and Europe where necessary. Depending on the countries and regions which we purchase products from, our business relationships can potentially impact the people and the environment in these areas. Accordingly, we see it as our responsibility to know our business partners and to develop a common understanding of how to minimize the risks and impacts in the respective region of origin of our products. This requires clear [guidelines for procurement](#), which we regularly review and adapt. We want to know where our products come from, who produces them, and under what conditions. Our supply chains sometimes comprise many levels and maintaining sustainability standards is challenging. To boost transparency and traceability, we continually analyse our existing supply chains and adapt them to new insights. Examples of this include measures

for water usage in the cultivation of products that require a lot of water, or the implementation of social audits in regions where the enforcement of workers' rights is at risk. Wherever possible, we implement the measures on the basis of international standards, audits or other systems. This enables a recurring and standardized review of the impact the measures are having. We also discuss the risks and impacts with external partners such as NGOs so that we can take their experience and assessment into account when we select measures. To enable our customers to make transparent buying decisions, the origin, product contents and manufacturing conditions must be clear, and visible on the packaging. We also publish our commitment in the annual Sustainability Progress Report and report openly and transparently on our targets and whether we have achieved them.

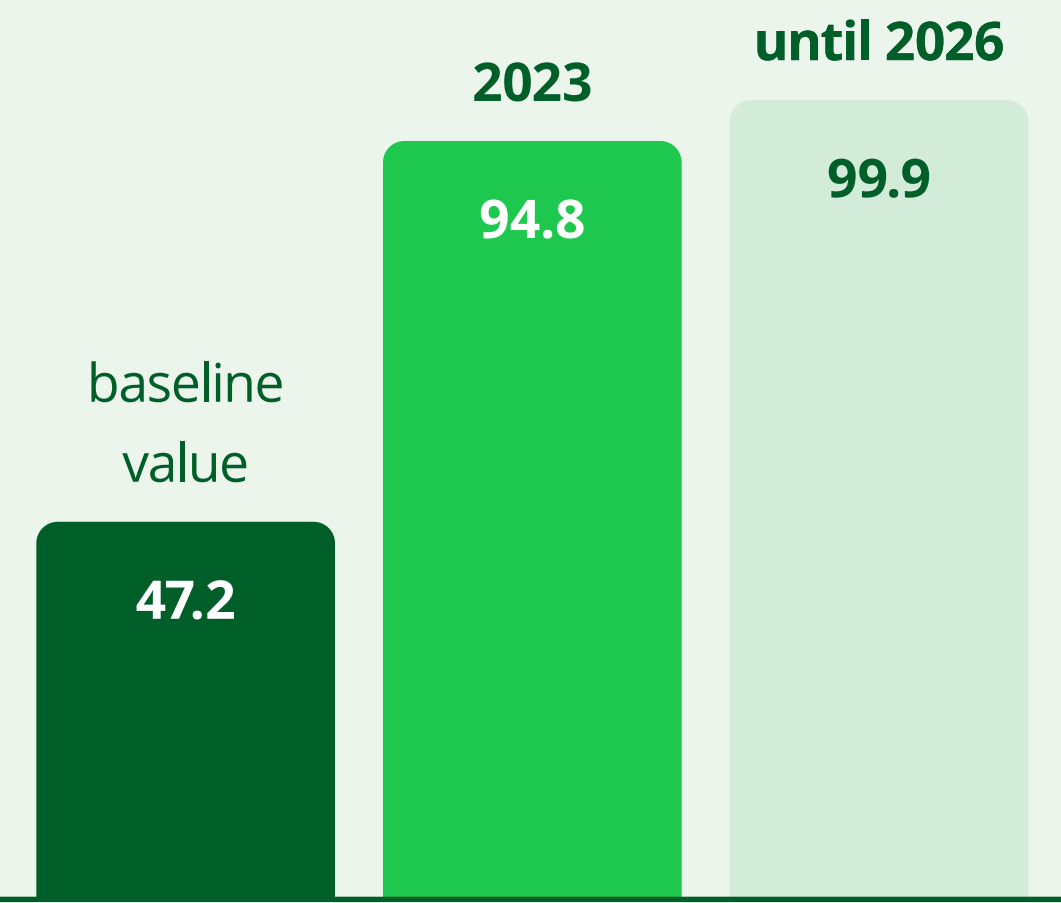


**WE CREATE TRANSPARENCY
AND EXERCISE DUE DILIGENCE
IN OUR SUPPLY CHAINS.**

Alignment with UN Sustainable
Development Goals



TARGET 1: RETAIL
**FOR 100% OF CRITICAL
RAW MATERIALS USED IN
OUR OWN-LABEL BRANDS,
WE HAVE TRANSPARENCY
AND TRACEABILITY ALONG
THE SUPPLY CHAIN.**



Target attainment: in %, estimated baseline value

94.8%

Accepted standards: [Policy Paper on Critical Raw Materials](#)

COMMENTS

A great success: in 2023 we had information that ensures transparency and traceability for 94.8% of the critical raw materials used in our own-label brands.

More information: [Policy Paper on Due Diligence](#)

NOTE

This percentage is calculated on the basis of the results of the individual business units weighted according to their share of total Group sales in 2019.

After the publication of the [Coop Group report on non-financial matters](#) on 21 March 2024, this figure was corrected following an in-depth verification process.

TARGET 2: RETAIL

EVERY YEAR, WE DISCUSS
CURRENT SUSTAINABILITY
TOPICS WITH OUR STRATEGI-
CALLY IMPORTANT BRAND
SUPPLIERS.

✓ FULFILLED

COMMENTS

We discussed climate strategy, transparency and due diligence with all 122 strategically important suppliers of branded products to the Coop supermarkets.

More information: [Policy Paper on Due Diligence](#)

Coop Group compliance with laws and regulations [GRI 2-27]

Number of serious non-compliance incidents resulting in a fine or sanction	1
Number of fines paid during the reporting period for non-compliance incidents that took place in the reporting year	0
Number of fines paid during the reporting period for non-compliance incidents that took place in previous reporting years	0
Amount of fines paid during the reporting period for non-compliance incidents that took place in the reporting year	0
Amount of fines paid during the reporting period for non-compliance incidents that took place in previous reporting years	0

The non-compliance incident that occurred in 2023 consisted of short-term errors in production at Two Spice that were corrected via a voluntary production stop. The errors were discovered during regular monitoring.

The Coop Group operates in a wide business area, which means it has to comply with a large number of laws and regulations in various different legal fields. Regular monitoring is carried out directly by its subsidiaries and divisions. The Coop Head Office is involved in an advisory capacity if non-compliance occurs. For updates on non-compliance, the Coop Head Office utilizes surveys.

New suppliers to Retail that were screened using environmental criteria [GRI 308-1]

Number of new suppliers	435
Number of new suppliers that were evaluated using environmental criteria	391

Assessment of the health and safety impacts of Coop Group product and service categories [GRI 416-1]

Number of product and service categories assessed to determine potential improvements to health and safety impacts	602
Number of product and service categories in which improvement measures were introduced following the assessment	573

Incidents of non-compliance concerning the health and safety impacts of Coop Group products and services [GRI 416-2]

Number of incidents of non-compliance with regulations resulting in a fine or sanction	31
Number of incidents of non-compliance with regulations resulting in a warning	78
Number of incidents of non-compliance with voluntary codes of conduct	27

It is not possible to completely avoid individual non-compliance incidents. If non-compliance is identified, it is systematically rectified as part of the incident management process.

Requirements of the Coop Group for product and service information and labelling [GRI 417-1]

The following product and service information and labelling requirements apply to Coop Group processes.

Own-label brands in Retail and Wholesale

For own-label brands, the legally required information on origin, the additional information on origin required for own-label brands, the legally required information on composition/substances, and the additional information on composition/substances required for own-label brands is stipulated in accordance with the guidelines which can be viewed on the Coop Extranet, and is provided by the suppliers. The responsibilities pertaining to this information are set out in the individual guidelines.

The legally required information on use/usage and the legally required information on disposal is stipulated in accordance with the guidelines which can be viewed on the Coop Extranet, and is provided by the suppliers. The responsibilities pertaining to this information are set out in the guidelines on “Food Labelling” and “Labelling Near- and Non-Food”.

At Halba

Information on the origin, composition, use/usage and disposal of non-own-label branded products is passed on to customers. The information is specified and communicated in accordance with legal requirements and consumer guidelines.

At Bell Food Group

The legally required information and information relevant to customers on origin, composition/substances, use/usage and disposal is stipulated in accordance with internal requirements, and is provided by the suppliers. The responsibilities pertaining to this information are specified in the individual guidelines/processes. The details provided by the suppliers and the implementation of this relevant information are subject to internal checks.

Number of significant product or service categories	615
Number of significant product or service categories checked with regard to product and service information and labelling	476

Incidents of Coop Group non-compliance concerning product and service information and labelling [GRI 417-2]

Number of incidents of non-compliance with product and service information regulations resulting in a fine or sanction	21
Number of incidents of non-compliance with product and service information regulations resulting in a warning	64
Number of incidents of non-compliance with voluntary codes of conduct concerning product and service information	20

It is not possible to completely avoid individual non-compliance incidents. If non-compliance is identified, it is systematically rectified as part of the incident management process.

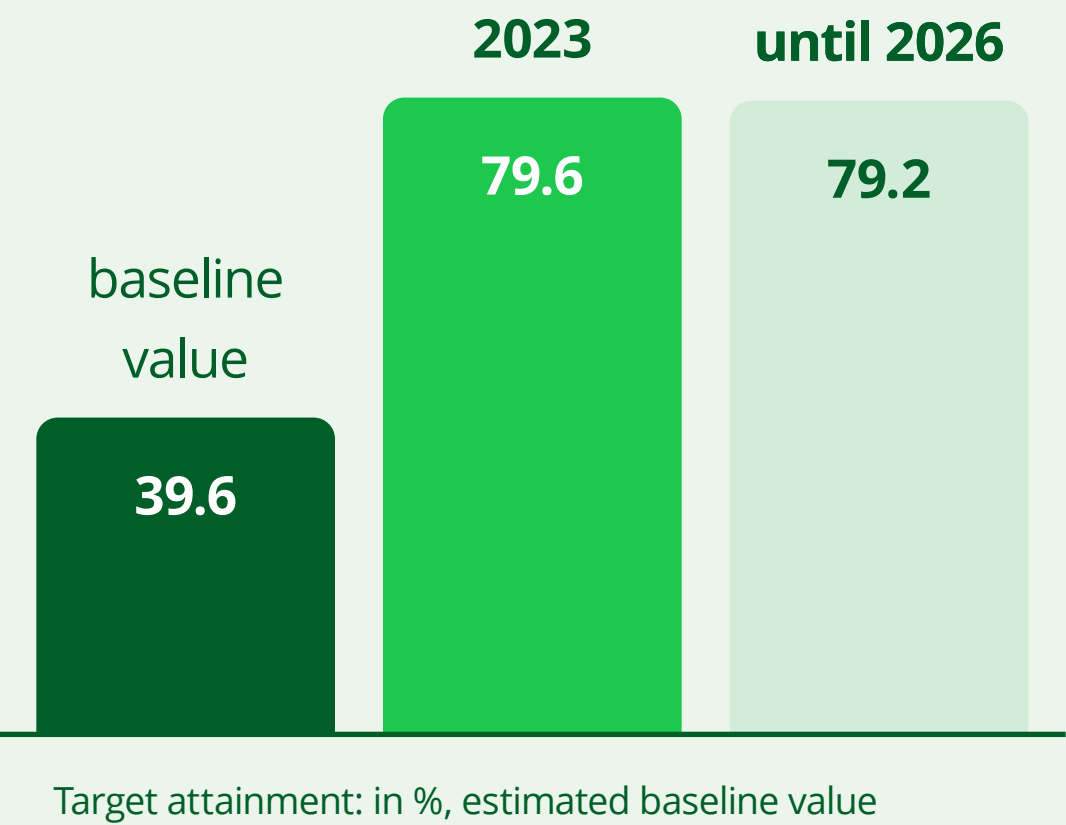
Incidents of Coop Group non-compliance concerning marketing and communication [GRI 417-3]

Number of incidents of non-compliance with marketing and communication regulations resulting in a fine or sanction	4
Number of incidents of non-compliance with marketing and communication regulations resulting in a warning	2
Number of incidents of non-compliance with voluntary codes of conduct for marketing and communication	3

MEASURES

- Production locations available for inspection: Production locations that manufacture clothing and household textiles for Coop own-label brands, published on Open Supply Hub
- Eco-score: information on the environmental impact of our own-label brand food products. Over 2 000 products have this information on coop.ch, on packaging around 100
- Guideline on Sustainable Sourcing: binding for 100% of our suppliers of own-label and branded items
- Own-label brands Naturaplan and Naturafarm: traceability back to the farm, with ID code/name of manufacturing company on the packaging
- Own-label brand Naturaline bio & fair: traceability through numerical code beyond production stages

TARGET: PRODUCTION
FOR 75% OF CRITICAL RAW MATERIALS USED IN OUR OWN-LABEL BRANDS, WE HAVE TRANSPARENCY AND TRACEABILITY ALONG THE SUPPLY CHAIN.



Accepted standards: [Policy Paper on Critical Raw Materials](#)

COMMENTS

A great success: in 2023 we had information that ensures transparency and traceability for 79.6% of the critical raw materials used in our own-label brands. We therefore exceeded the target for 2026.

More information: [Policy Paper on Due Diligence](#)

NOTE

This percentage is calculated on the basis of the results of the individual business units weighted according to their share of total Group sales in 2019.

After the publication of the [Coop Group report on non-financial matters](#) on 21 March 2024, this figure was corrected following an in-depth verification process.



New suppliers to Production that were screened using environmental criteria [GRI 308-1]

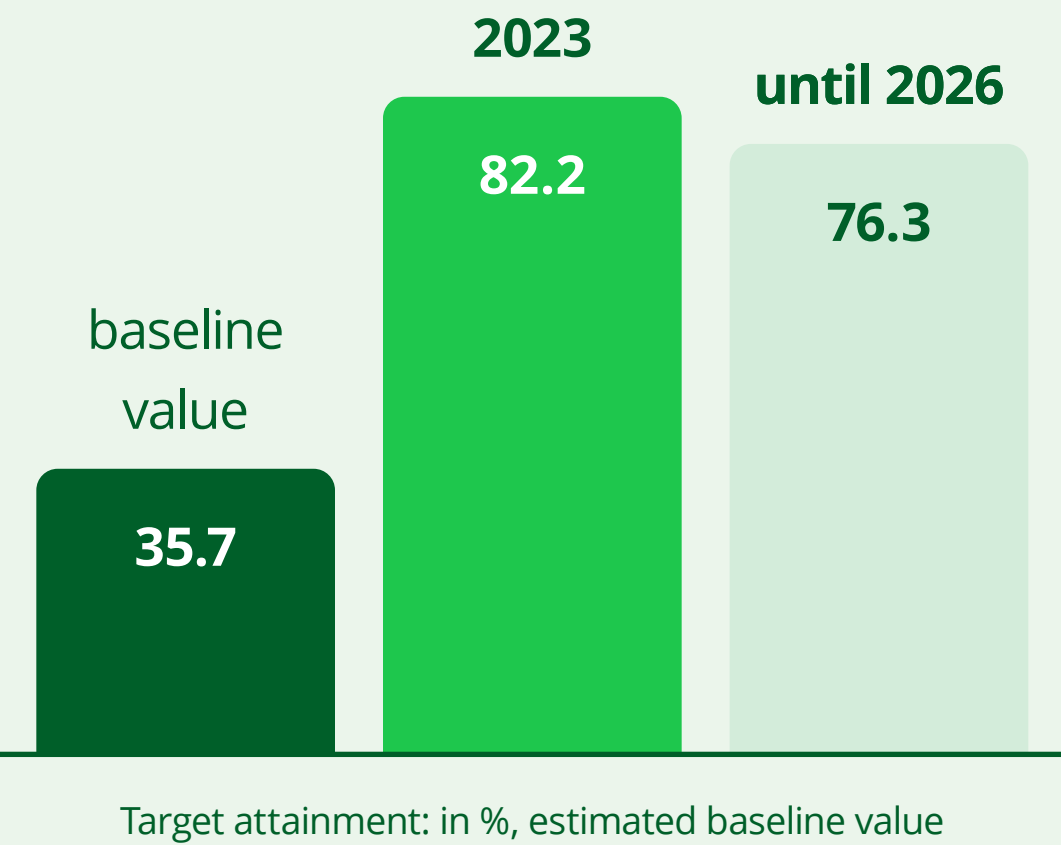
Number of new suppliers	44
Number of new suppliers that were evaluated using environmental criteria	30

MEASURES

- Supply chain transparency: promotion of transparency and traceability by making switches and optimizations in supply chains
- Critical raw materials: compliance with sustainable minimum standards, traceability back to cultivation and production, compliance with animal welfare standards
- Hilcona: Hilcona became the first food producer to introduce a CO₂ score in its public food-service recipe database

TARGET: WHOLESALE

FOR 75% OF CRITICAL RAW MATERIALS USED IN OUR OWN-LABEL BRANDS, WE HAVE TRANSPARENCY AND TRACEABILITY ALONG THE SUPPLY CHAIN.



Highlight

Transgourmet Germany: awarded a Silver medal in the 2023 EcoVadis ratings, as the best food wholesaler

Accepted standards: [Policy Paper on Critical Raw Materials](#)

COMMENTS

A great success: in 2023 we had information that ensures transparency and traceability for 82.2% of the critical raw materials used in our own-label brands.

NOTE

This percentage is calculated on the basis of the results of the individual business units weighted according to their share of total Group sales in 2019.

After the publication of the [Coop Group report on non-financial matters](#) on 21 March 2024, this figure was corrected following an in-depth verification process.

New suppliers to Wholesale that were screened using environmental criteria [GRI 308-1]

Number of new suppliers	833
Number of new suppliers that were evaluated using environmental criteria	389

MEASURES

- Traceability all the way back to production: Expansion and promotion of our own-label brand Origine/Ursprung/Vonatur
- Ongoing expansion of data collection, including product origin
- Critical raw materials: Compliance with sustainable minimum standards, guaranteed traceability back to cultivation and production, compliance with animal welfare standards
- Critical raw materials: initial measures implemented, e.g. first Fairtrade product certifications obtained and proportion of certified sustainable products in the range increased

FAIR TRADE FOCUSSING ON PEOPLE

MANAGEMENT APPROACH [GRI 3-3]

The Coop Group is committed to respecting human rights and ensuring fair working conditions at all stages of our supply chains. We scrutinize processes: the cultivation of raw materials, processing, trade. To combat poverty and ensure appropriate manufacturing conditions, we have been partnering with Fairtrade Max Havelaar since 1992. The Fairtrade label designates sustainably cultivated fair trade products from the global south. Minimum prices enable higher, stable incomes. The Fairtrade premium supports the development and expansion of local infrastructures, health or safety projects, education and training as well as product quality improvements. In addition to our Fairtrade commitment, we ensure social standards, particularly in high-risk countries, by

imposing clear requirements on our business partners. In this process, we draw on the assessment of the global organization Amfori. Amfori and Fairtrade Max Havelaar are two important stakeholders with whom we regularly discuss current challenges and approaches when it comes to protecting workers in our supply chains. We also undertake concrete local projects with the aim of increasing wages and incomes to ensure a living wage or income irrespective of the economic situation and subject to certain agricultural conditions. Long-term trade relationships also assure producers they can rely on sales of their goods. Each year, we invest in the expansion of our Fairtrade range and prioritize fairly produced products.



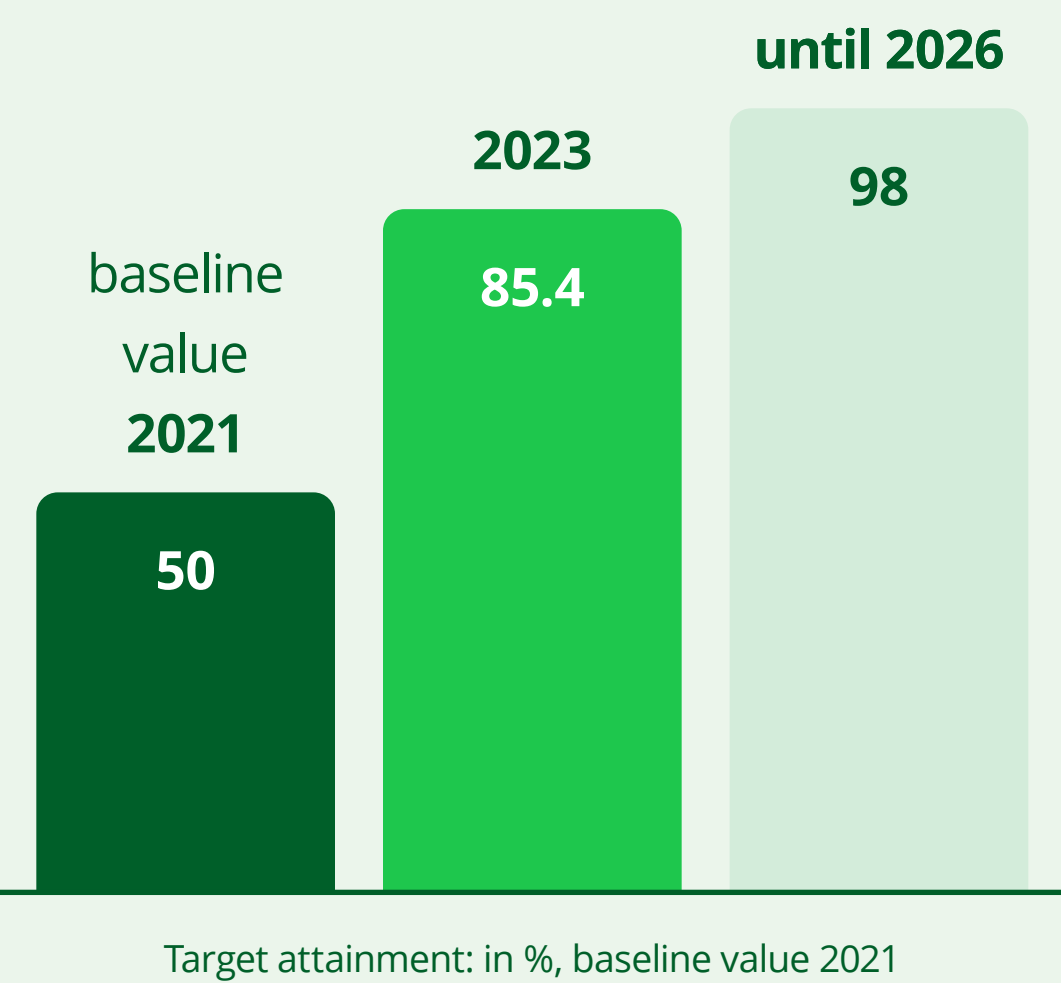
**WE ARE COMMITTED TO
RESPECTING HUMAN RIGHTS
AND FAIR WORKING
CONDITIONS.**

Alignment with UN Sustainable
Development Goals



TARGET 1: RETAIL

95% OF OUR OWN-BRAND SUPPLIERS WITH PRODUCTION IN RISK COUNTRIES HAVE A VALID SOCIAL STANDARD AUDIT REPORT OR CERTIFICATE, OF WHICH 90% ARE RATED GOOD.



Accepted standards: amfori BSCI, SA8000, ETI/Sedex/SMETA, RBA, ICTI, RJC, FWF, Tfs, ICS, WRAP, Fair for Life, For Life, Fairtrade Standard for Small-scale Producer Organisations, Fairtrade Standard for Hired Labour, Fairtrade USA Capture Fisheries Standard

COMMENTS

In 2023, 85.4% of our own-label brand suppliers with production facilities in risk countries were able to provide evidence of a valid social standards audit or certificate. Of the audits or certificates presented to us, 95.9% were rated good. We thus fully achieved our annual target and are on track.

New suppliers to Retail that were screened using social criteria [GRI 414-1]

Number of new suppliers that were evaluated using social criteria	395
---	-----

Negative social impacts in the Retail supply chain and measures implemented [GRI 414-2]

Number of suppliers assessed for social impacts	671
Number of suppliers identified as having significant actual and potential negative social impacts	448
Percentage of suppliers identified as having significant actual and potential negative social impacts	60%
Percentage of suppliers identified as having significant actual and potential negative social impacts with whom business relations were terminated as a result of the assessment	0%

TARGET 2: RETAIL

WE ARE INCREASING SALES OF FAIR TRADE PRODUCTS IN THE FOOD SECTOR (INCLUDING FLOWERS) TO CHF 800 MILLION.



Target attainment: in CHF m, baseline value 2021



Accepted standards: Fairtrade Max Havelaar, UTZ/Rainforest Alliance

COMMENTS

In 2023 we achieved Fairtrade sales of 766.4 million Swiss francs, exceeding our annual target for our Fairtrade range, and we are the world’s largest supplier of Fairtrade-certified products.

MEASURES

- Action no. 412 (German): project to pay a Living Income Reference Price to coffee growers in Peru and Mexico
- Risk map: publication of a risk map detailing our involvement in risk products
- Fairtrade Global Award 2023: Coop was the leading retailer in the “Fairtrade Partner of the Year” category
- Code of Conduct: prohibits any form of exploitation, extortion, bribery or corruption
- Mission Statement: clear stance on human rights and protecting the environment
- Long-lasting business relationships with Swiss service providers and producers
- Living income and living wage: Implementation of specific living income and living wage projects in the production countries
- Product range expansion: addition of more Fairtrade products and Fairtrade Sourced Ingredients (FSI) to the range

TARGET 1: PRODUCTION

90% OF OUR OWN-BRAND SUPPLIERS WITH PRODUCTION IN RISK COUNTRIES HAVE A VALID SOCIAL STANDARD AUDIT REPORT OR CERTIFICATE, OF WHICH 85% ARE RATED GOOD.



Accepted standards: amfori BSCI, SA8000, ETI/Sedex/SME-TA, RBA, ICTI, RJC, FWF, TfS, ICS, WRAP, Fair for Life, For Life, Fairtrade Standard for Small-scale Producer Organisations, Fairtrade Standard for Hired Labour, Fairtrade USA Capture Fisheries Standard

COMMENTS

In 2023, 62.8% of our own-label brand suppliers with production facilities in risk countries were able to provide evidence of a valid social standards audit or certificate. We therefore did not achieve our first sub-target. However, of the audits or certificates presented to us, 87.5% were rated good.

NOTE

After the publication of the [Coop Group report on non-financial matters](#) on 21 March 2024, this figure was corrected following an in-depth verification process.

New suppliers to Production that were screened using social criteria [GRI 414-1]

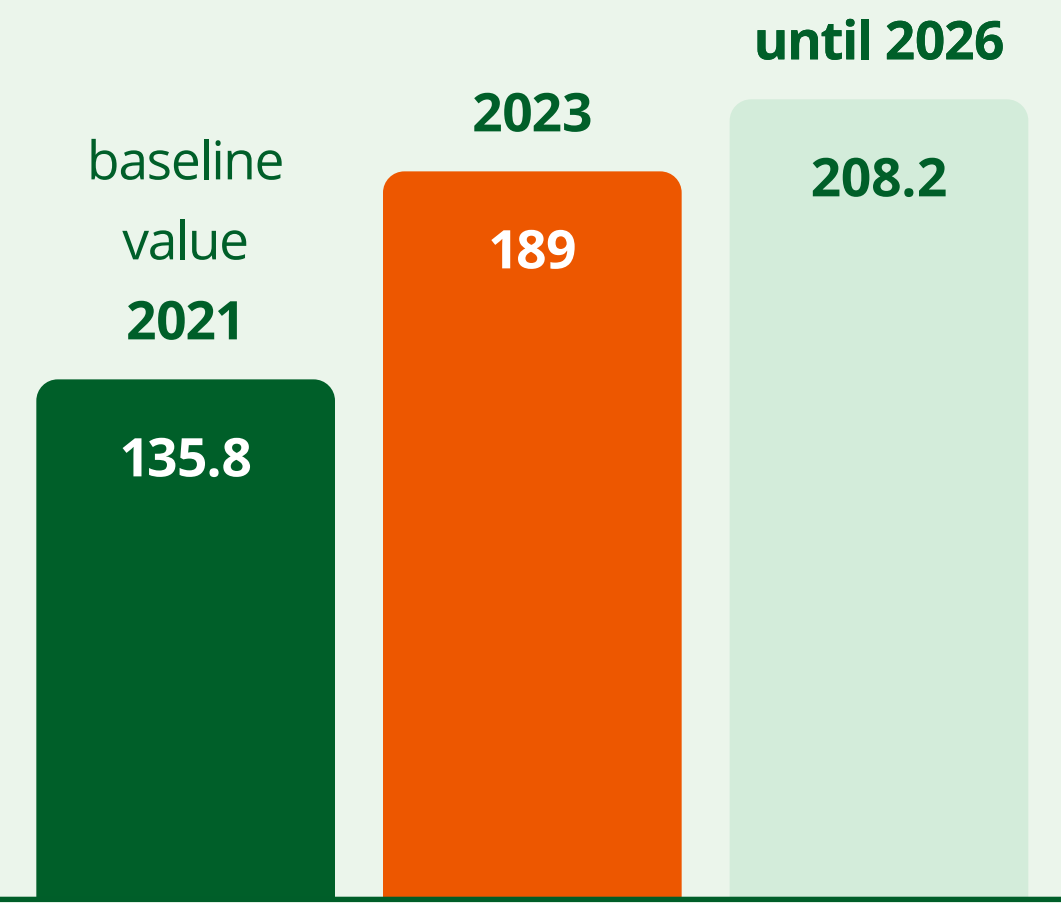
Number of new suppliers that were evaluated using social criteria	30
---	----

Negative social impacts in the Production supply chain and measures implemented [GRI 414-2]

Number of suppliers assessed for social impacts	224
Number of suppliers identified as having significant actual and potential negative social impacts	90
Percentage of suppliers identified as having significant actual and potential negative social impacts	10%
Percentage of suppliers identified as having significant actual and potential negative social impacts with whom business relations were terminated as a result of the assessment	0%

TARGET 2: PRODUCTION

WE ARE INCREASING SALES
OF FAIR TRADE PRODUCTS TO
CHF 210 MILLION.



Target attainment: in CHF m, baseline value 2021

Accepted standards: Fairtrade Max Havelaar, Fair Trade USA, Fair for Life, gebana, claro fair trade, GEPA Fair+, UTZ/Rainforest Alliance

COMMENTS

Our Fairtrade sales were 189 million Swiss francs, thus in 2023 we did not achieve our annual target for our Fairtrade range, and continue to work on its expansion.

NOTE

As of the 2023 reporting year our sales targets are given as net sales.
After the publication of the Coop Group report on non-financial matters on 21 March 2024, this figure was corrected following an in-depth verification process.

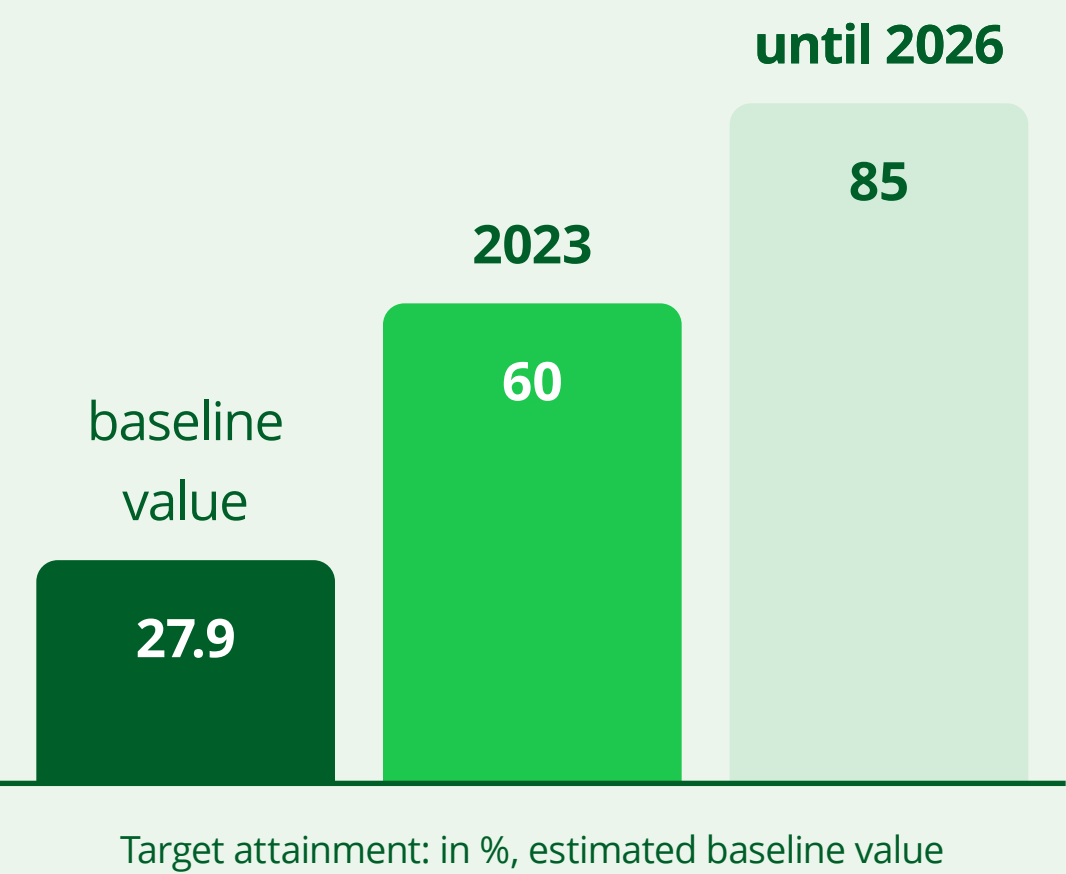
Highlight
Halba: in 2023, 380 cacao growers in Ghana received the reference price needed to earn a living income

MEASURES

- Mission Statement: clear stance on human rights and protecting the environment
- Steadily increasing use of fairly produced and traded raw materials and products with social added value
- Bell Food Group: risk manamegent in relation to due diligence

TARGET: WHOLESALE

85% OF OUR OWN-BRAND SUPPLIERS WITH PRODUCTION IN RISK COUNTRIES HAVE A VALID SOCIAL STANDARD AUDIT REPORT OR CERTIFICATE, OF WHICH 80% ARE RATED GOOD.



Accepted standards: amfori BSCI, SA8000, ETI/Sedex/SMETA, RBA, ICTI, RJC, FWF, TfS, ICS, WRAP, Fair for Life, For Life, Fairtrade Standard for Small-scale Producer Organisations, Fairtrade Standard for Hired Labour, Fairtrade USA Capture Fisheries Standard

COMMENTS

In 2023, 60.0% of our own-label brand suppliers with production facilities in risk countries were able to provide evidence of a valid social standards audit or certificate. Of the audits or certificates presented to us, 95.3% were rated good. We thus fully achieved our annual target and are on track.

NOTE

After the publication of the Coop Group report on non-financial matters on 21 March 2024, this figure was corrected following an in-depth verification process.

New suppliers to Wholesale that were screened using social criteria [GRI 414-1]

Number of new suppliers that were evaluated using social criteria	390
---	-----

Negative social impacts in the Wholesale supply chain and measures implemented [GRI 414-2]

Number of suppliers assessed for social impacts	293
Number of suppliers identified as having significant actual and potential negative social impacts	18
Percentage of suppliers identified as having significant actual and potential negative social impacts	0%
Percentage of suppliers identified as having significant actual and potential negative social impacts with whom business relations were terminated as a result of the assessment	0%

MEASURES

- Mission Statement: clear stance on human rights and protecting the environment
- Transgourmet Ibérica – product range expansion: Fairtrade certification achieved for the first time for four products, and Rainforest Alliance certification for nine further products
- Product range expansion: addition of more Fairtrade products and Fairtrade Sourced Ingredients (FSI) to the range

FOCUS ON RAW MATERIALS

MANAGEMENT APPROACH [GRI 3-3]

The Coop Group focuses on local and regional supply chains, but we do also source goods from outside Switzerland and Europe where necessary. Depending on the countries and regions which we purchase products from, our business relationships can potentially impact the people and the environment in these areas. Accordingly, we see it as our responsibility to know our business partners and to develop a common understanding of how to minimize the risks and impacts in the respective region of origin of our products. This requires clear guidelines for procurement, which we regularly review and adapt. We also take targeted measures. Wherever possible, we implement these on the basis of international stand-

ards, audits or other systems. This enables a recurring and standardized review of the impact the measures are having. We also discuss the risks and impacts with external partners such as NGOs so that we can take their experience and assessment into account when we select measures. Together with our stakeholders, we have identified the critical raw materials in our purchasing, and the biggest environmental and social challenges encountered in their production. It is our aim to consistently implement sustainable minimum standards in cultivation and production for all critical raw materials, and so minimize our negative impact.



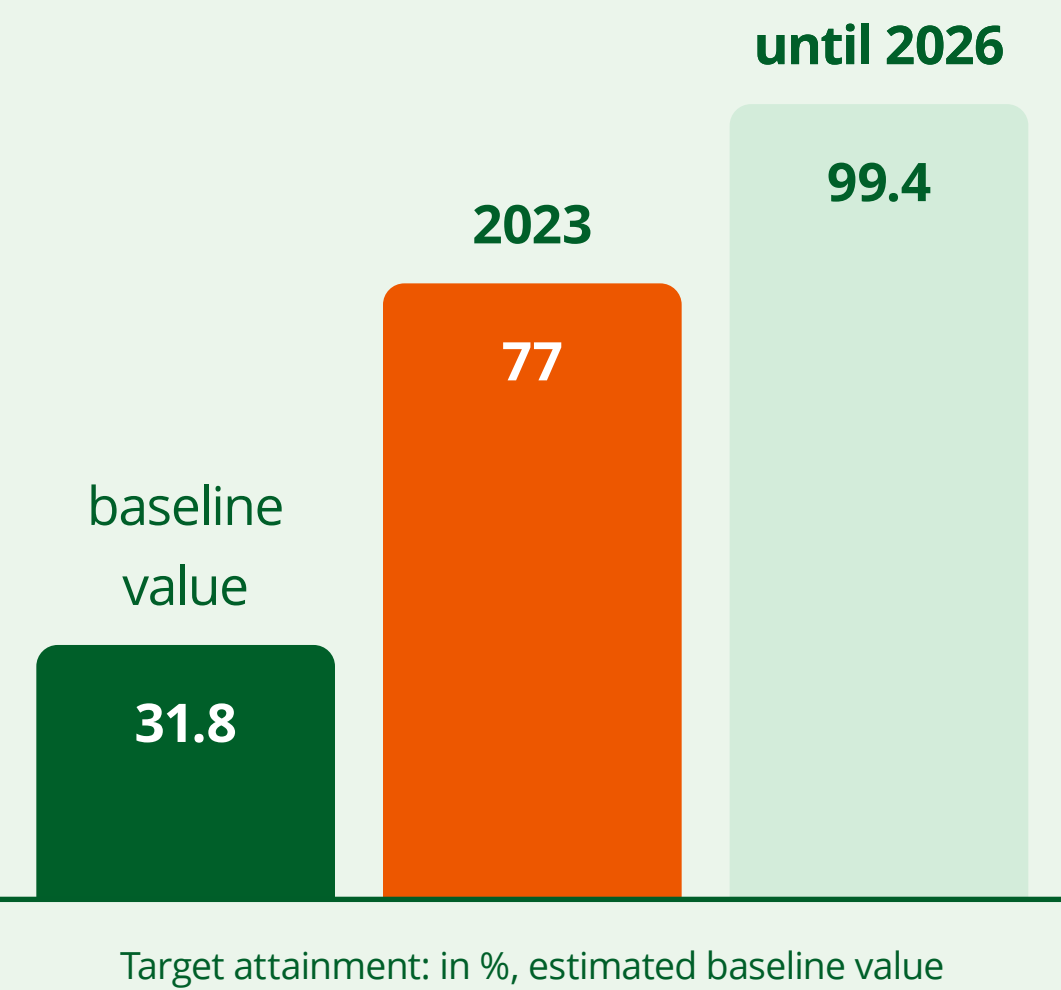
WE APPLY SUSTAINABILITY STANDARDS IN THE PROCUREMENT OF RAW MATERIALS.

Alignment with UN Sustainable Development Goals



TARGET: RETAIL

WE IMPLEMENT MINIMUM SUSTAINABILITY STANDARDS FOR 100% OF THE CRITICAL RAW MATERIALS USED IN OUR OWN-LABEL BRANDS, EXCLUDING MEAT, MILK AND EGGS (SEE SEPARATE ANIMAL WELFARE TARGET).



Accepted standards: Accepted standards: information about the accepted standards for each raw material is in the [Raw materials roadmap retail](#)

COMMENTS

With a figure of 77.0%, we did not achieve our annual target in 2023 for implementing sustainable minimum standards for critical raw materials used in our own-label brands (except meat, milk and eggs), and are continuing to increase the number of standards implemented.

Further information on the individual raw materials can be found in the [Raw materials roadmap retail](#).

More information on raw materials can be found in our [Policy Paper on Critical Raw Materials](#).

NOTE

This percentage is calculated on the basis of the results of the individual business units weighted according to their share of total Group sales in 2019.

Negative environmental impacts in the Retail supply chain and measures implemented [GRI 308-2]

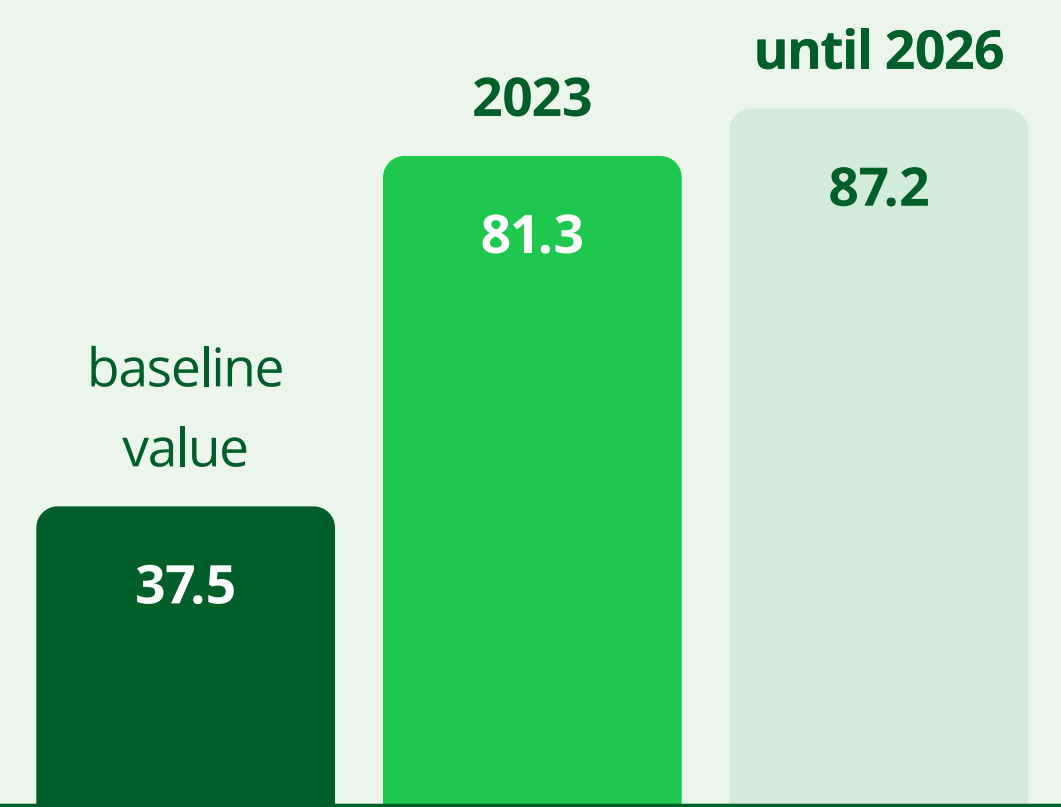
Number of suppliers assessed for environmental impacts	615
Number of suppliers identified as having significant actual and potential negative environmental impacts	164
Number of suppliers identified as having significant actual and potential negative environmental impacts with whom improvements were agreed after the assessment	2
Number of suppliers identified as having significant actual and potential negative environmental impacts with whom business relations were terminated as a result of the assessment	0

MEASURES

- Fund project: successful implementation of a sourcing project for organic palm oil from Côte d'Ivoire, with a new focus on climate protection issues
- Fund project: successful continuation of a sourcing project for organic Fairtrade coconut from Côte d'Ivoire; Fairtrade and EU organic certification achieved
- Critical raw materials: consistent implementation of sustainability standards in cultivation and production
- Review by WWF: review and approval of our targets for critical raw materials
- Business relationships: fair, long-term and trusting business relationships created and maintained
- Industry commitment: commitment to the development and refinement of sustainable minimum standards through active involvement in appropriate bodies
- Long-standing partnerships: partnerships with WWF, Max Havelaar and Bio Suisse
- Guideline on Sustainable Sourcing: binding for 100% of our suppliers of own-label and branded items
- Mission Statement: clear stance on human rights and protecting the environment

TARGET: PRODUCTION

WE IMPLEMENT MINIMUM SUSTAINABILITY STANDARDS FOR 90% OF THE CRITICAL RAW MATERIALS USED, EXCLUDING MEAT, MILK AND EGGS (SEE SEPARATE ANIMAL WELFARE TARGET).



Target attainment: in %, estimated baseline value

Accepted standards: information about the accepted standards for each raw material is in the [Raw materials roadmap production](#)

COMMENTS

We achieved our annual target in 2023. 81.3% of the critical raw materials used in our own-label brands (excluding meat, milk and eggs) were produced in accordance with a sustainable minimum standard.

Further information on the individual raw materials can be found in the [Raw materials roadmap production](#)

More information on raw materials can be found in our [Policy Paper on Critical Raw Materials](#).

NOTE

This percentage is calculated on the basis of the results of the individual business units weighted according to their share of total Group sales in 2019.

Negative environmental impacts in the Production supply chain and measures implemented [GRI 308-2]

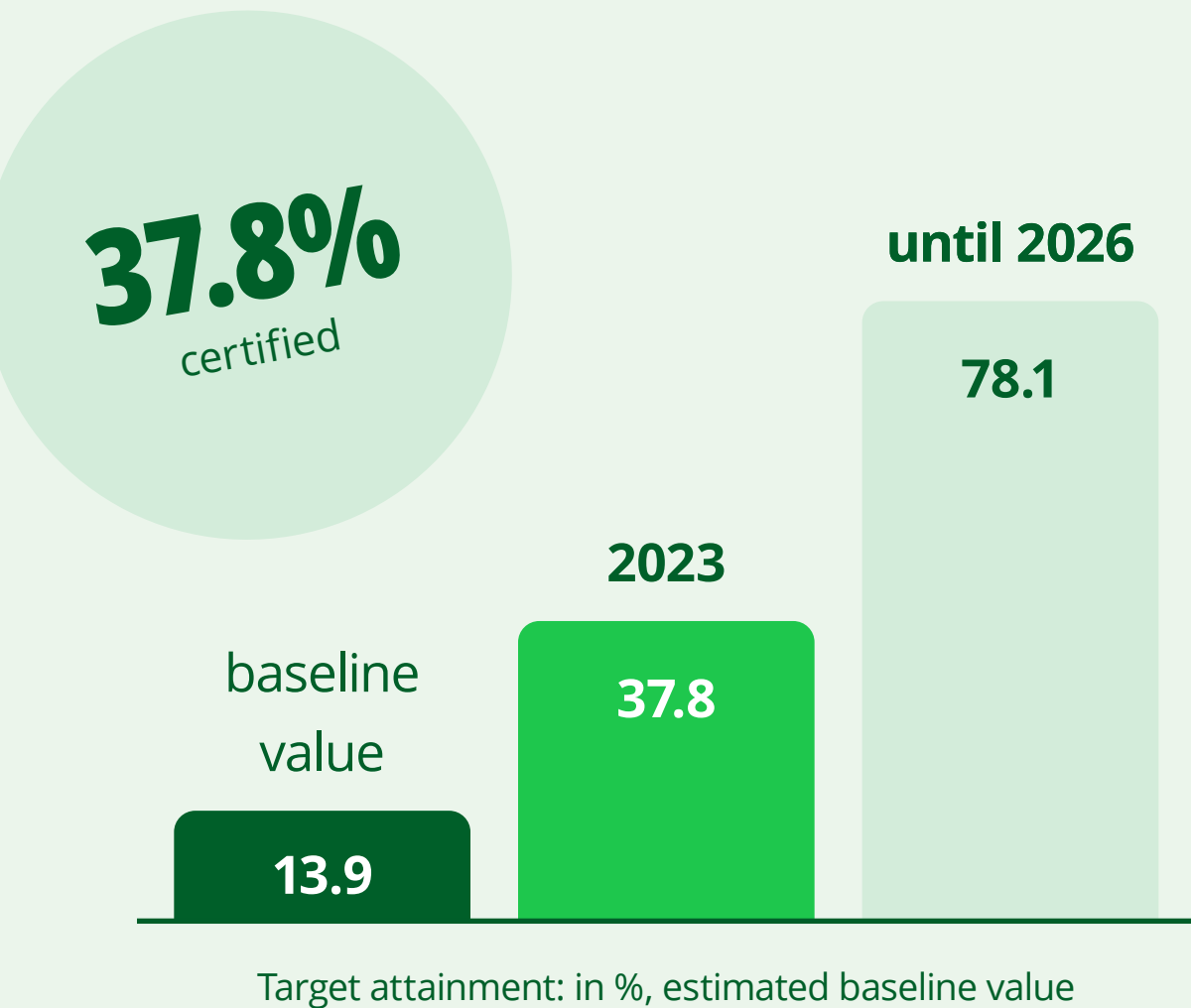
Number of suppliers assessed for environmental impacts	231
Number of suppliers identified as having significant actual and potential negative environmental impacts	119
Number of suppliers identified as having significant actual and potential negative environmental impacts with whom improvements were agreed after the assessment	10
Number of suppliers identified as having significant actual and potential negative environmental impacts with whom business relations were terminated as a result of the assessment	0

MEASURES

- Critical raw materials: consistent implementation of sustainability standards in cultivation and production
- Business relationships: cultivation of direct business relationships with producers and long-standing partnerships with suppliers
- [Mission Statement](#): clear stance on human rights and protecting the environment
- Reismühle Nutrex – Fund projects: successful continuation of sourcing projects for organic Fairtrade rice in India and Thailand
- Halba – Fund project: successful continuation of a sourcing project for organic hazelnuts from North Macedonia

TARGET: WHOLESALE

WE IMPLEMENT MINIMUM SUSTAINABILITY STANDARDS FOR 75% OF THE CRITICAL RAW MATERIALS USED IN OUR OWN-LABEL BRANDS, EXCLUDING MEAT, MILK AND EGGS (SEE SEPARATE ANIMAL WELFARE TARGET).



Accepted standards: information about the accepted standards for each raw material is in the [Raw materials roadmap wholesale](#)

COMMENTS

A great success: in 2023, 37.8% of the critical raw materials used in our own-label brands (excluding meat, milk and eggs) were produced in accordance with a sustainable minimum standard.

Further information on the individual raw materials can be found in the [Raw materials roadmap wholesale](#)

More information on raw materials can be found in our [Policy Paper on Critical Raw Materials](#).

NOTE

This percentage is calculated on the basis of the results of the individual business units weighted according to their share of total Group sales in 2019.

Negative environmental impacts in the Wholesale supply chain and measures implemented [GRI 308-2]

Number of suppliers assessed for environmental impacts	479
Number of suppliers identified as having significant actual and potential negative environmental impacts	197
Number of suppliers identified as having significant actual and potential negative environmental impacts with whom improvements were agreed after the assessment	0
Number of suppliers identified as having significant actual and potential negative environmental impacts with whom business relations were terminated as a result of the assessment	0

MEASURES

- Critical raw materials: consistent implementation of sustainability standards in cultivation and production
- Business relationships: fair, long-term and trusting business relationships created and maintained
- Mission Statement: clear stance on human rights and protecting the environment

PROTECTING RESOURCES FOR FUTURE GENERATIONS

MANAGEMENT APPROACH [GRI 3-3]

As part of our sustainability strategy, we are committed to protecting natural resources and embracing the concept of planetary boundaries. We see our responsibility as a retailer and wholesaler primarily in the area of resource-efficient production. Nevertheless, we are committed to limiting our environmental footprint as much as possible at all stages of our supply chains – from raw material extraction to processing, trading, consumption, reuse and disposal. An economy embedded in natural material cycles with minimum resource consumption, whose development is not at the expense of other regions or future generations, contributes to resource

conservation. To promote sales of sustainable products, we pursue the overriding objective of steadily increasing our sustainability sales year on year and offering the widest sustainable range. With our “Circular Economy Strategy”, we have adopted a holistic approach that helps us to close loops in all business areas. The same applies to products and their durability, which is particularly important in our electrical and electronics ranges. In order to implement effective concepts, we work together with specialist organizations and the WWF, incorporating their expertise into our activities.



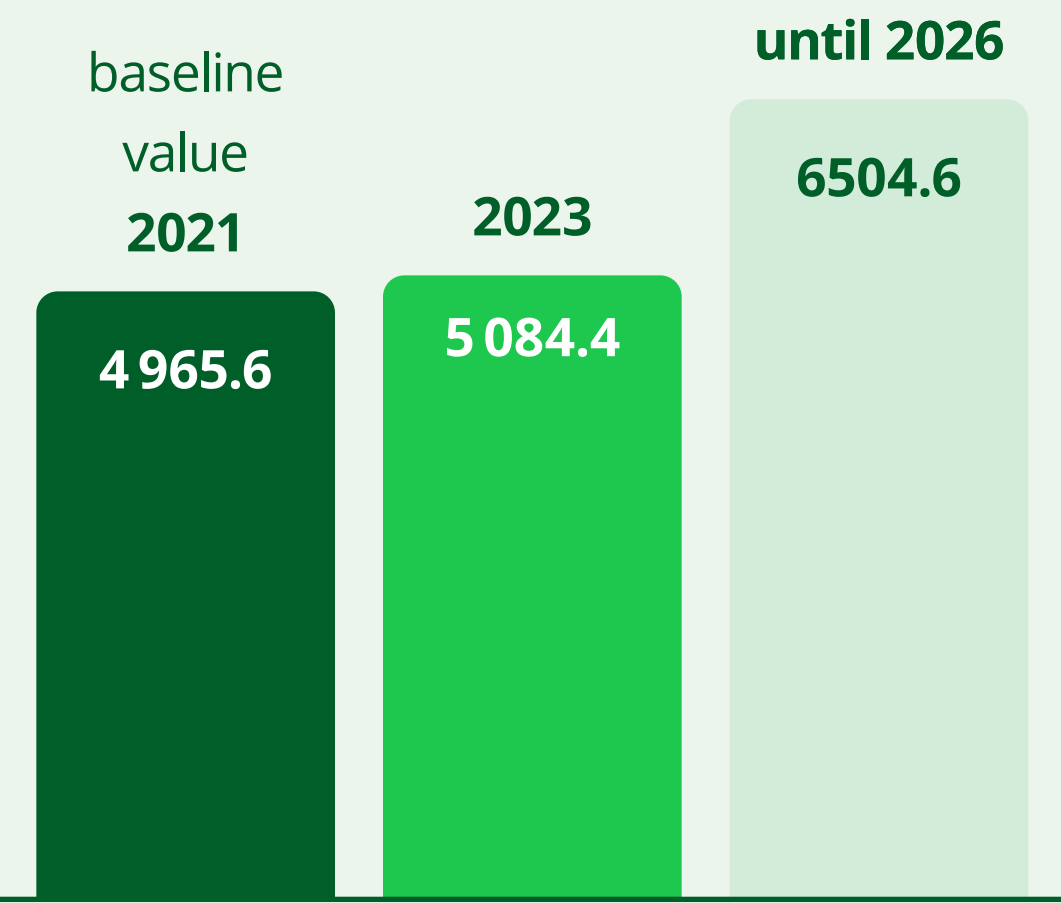
WE PROMOTE THE REDUCED CONSUMPTION OF RESOURCES IN OUR PRODUCT RANGES.

Alignment with UN Sustainable Development Goals



TARGET 1: RETAIL

WE ARE INCREASING SALES
OF SUSTAINABLE PRODUCTS
TO OVER CHF 6 BILLION.



Target attainment: in CHF m, baseline value 2021

COMMENTS

In 2023, with sales of 5.084 billion Swiss francs, we achieved our target for sales of sustainable products and are on track.

NOTE

As of the 2023 reporting year our sales targets are given as net sales.

TARGET 2: RETAIL

WE ARE INCREASING SALES OF SUSTAINABLE PRODUCTS IN THE NON-FOOD SEGMENT TO CHF 700 MILLION.



Target attainment: in CHF m, baseline value 2021

COMMENTS

A great success: in 2023 we achieved sales of environmentally friendly products totalling 834.2 million Swiss francs in the non-food segment and thus achieved our annual target.

More information: [Natural resources](#)

NOTE

As of the 2023 reporting year our sales targets are given as net sales.



MEASURES

- Research: collaboration with Sativa Rheinbau and GZPK to research organic seed varieties
- Process targets: work on process targets defined with WWF in the areas of water, biodiversity and critical raw materials
- Projects: delivery of projects funded by the Coop Sustainability Fund that contribute to preservation of biodiversity and the sustainable use of water
- Administration: introduction of digital employment contracts for employees at management level and thus an annual saving of 130 000 pages of paper
- Standards: promotion of water and soil standards for the cultivation of critical raw materials

TARGET: PRODUCTION

WE ARE INCREASING SALES OF SUSTAINABLE PRODUCTS TO OVER CHF 1.5 BILLION.



Target attainment: in CHF m, baseline value 2021

COMMENTS

A great success: in 2023 we achieved sales of sustainable own-label brands of around 1.625 billion Swiss francs in the food segment, thus achieving our annual target.

More information: [Natural resources](#)

NOTE

As of the 2023 reporting year our sales targets are given as net sales.

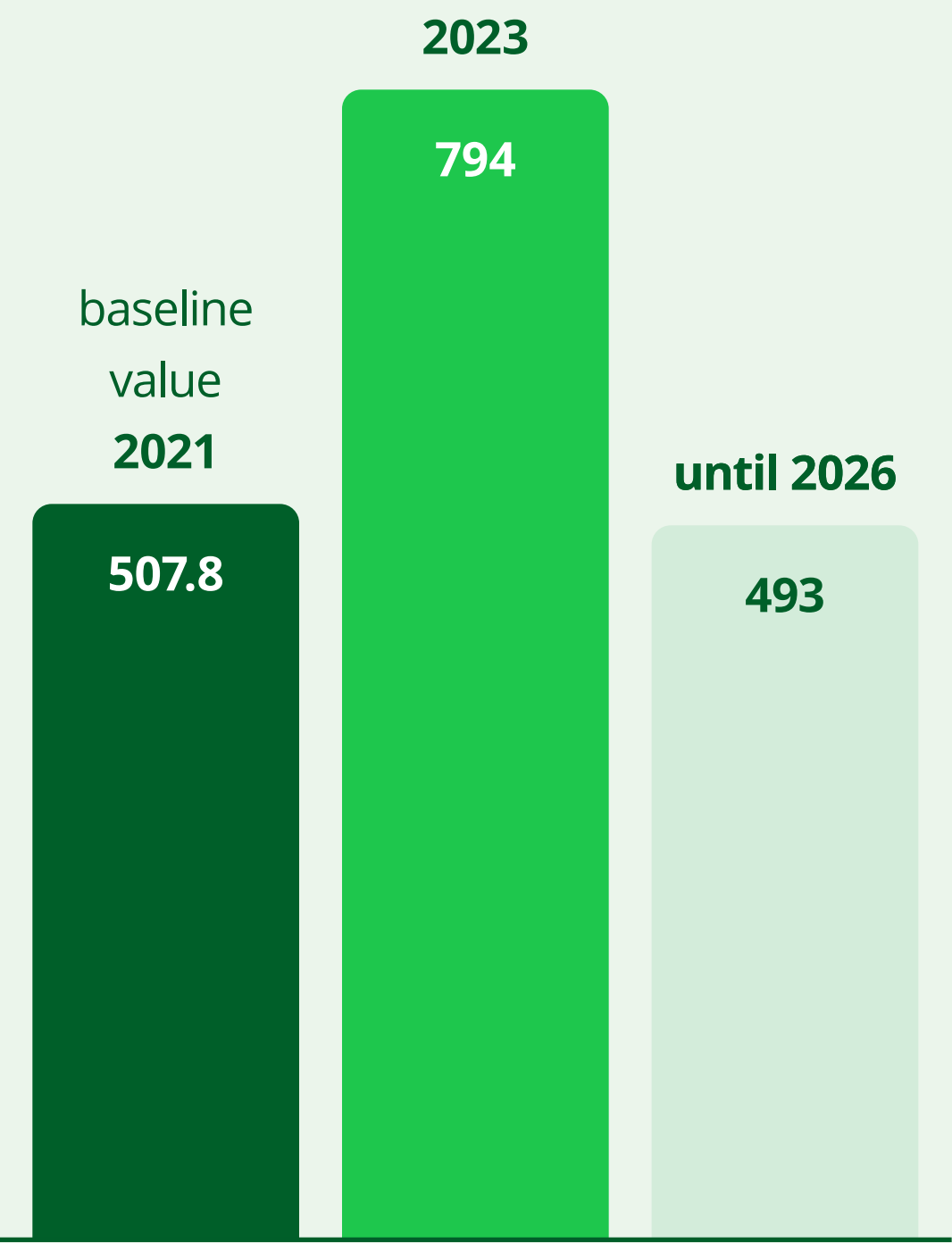
MEASURES

- Standards: promotion of water and soil standards for the cultivation of critical raw materials



TARGET: WHOLESALE

WE ARE INCREASING SALES
OF SUSTAINABLE PRODUCTS
TO OVER CHF 480 MILLION.



Target attainment: in CHF m, baseline value 2021

COMMENTS

A great success: in 2023 we achieved total sales of sustainable own-label brands of 794 million Swiss francs in the food segment, thus achieving our annual target.

More information: [Natural resources](#)

NOTE

As of the 2023 reporting year our sales targets are given as net sales.



MEASURES

- Transgourmet Germany: 2 000 trees planted as part of a tree-planting campaign in collaboration with Schutzgemeinschaft Deutscher Wald e.V.
- Standards: promotion of water and soil standards for the cultivation of critical raw materials

COMBATING DEFORESTATION AND CONVERSION

MANAGEMENT APPROACH [GRI 3-3]

We are committed to ensuring that our supply chains are free of deforestation and conversion risks. As product groups, meat, coffee, cocoa, palm oil, soya and wood make up a large proportion of our ranges and are a major component of our supply chains. Given the increased risk of deforestation of tropical rain forests and conversion of biodiverse ecosystems in the countries of origin for these raw materials, we pay particular attention to these six raw materials with regard to deforestation and conversion. We also class them as critical raw mate-

rials, which means we take a holistic approach to dealing with them. Our targets are based on the [WWF's Imported Deforestation report](#), the [Accountability Framework Initiative \(AFi\)](#) and Coop's own risk assessment of our supply chains. Together with the sector organizations for these raw materials, we are committed to standardized and strict framework conditions in order to prevent deforestation and conversion. Accordingly, we participate in initiatives that increase traceability in the supply chains and pursue joint approaches.



WE ENSURE THAT OUR SUPPLY CHAINS ARE FREE OF DEFORESTATION AND CONVERSION RISKS.

Alignment with UN Sustainable Development Goals



TARGET: RETAIL

WE ENSURE THAT **100%** OF THE CRITICAL RAW MATERIALS USED IN OUR OWN-LABEL BRANDS WITH A HIGH RISK OF DEFORESTATION (SOYA, PALM OIL, COFFEE, COCOA, MEAT, WOOD AND PAPER) COME FROM SOURCES FREE OF DEFORESTATION AND CONVERSION.



Criteria to be met:
[Policy Paper on Deforestation and Conversion](#)

COMMENTS
In 2023, with a figure of 82.5%, we did not meet our annual target for implementing criteria for deforestation and conversion-free supply chains for critical raw materials used that carry a high deforestation risk, and we continue to work towards this target.

More information: [Policy Paper on Deforestation and Conversion](#) und [Policy Paper on Pesticide Use](#)

NOTE
This percentage is calculated on the basis of the results of the individual business units weighted according to their share of total Group sales in 2019.

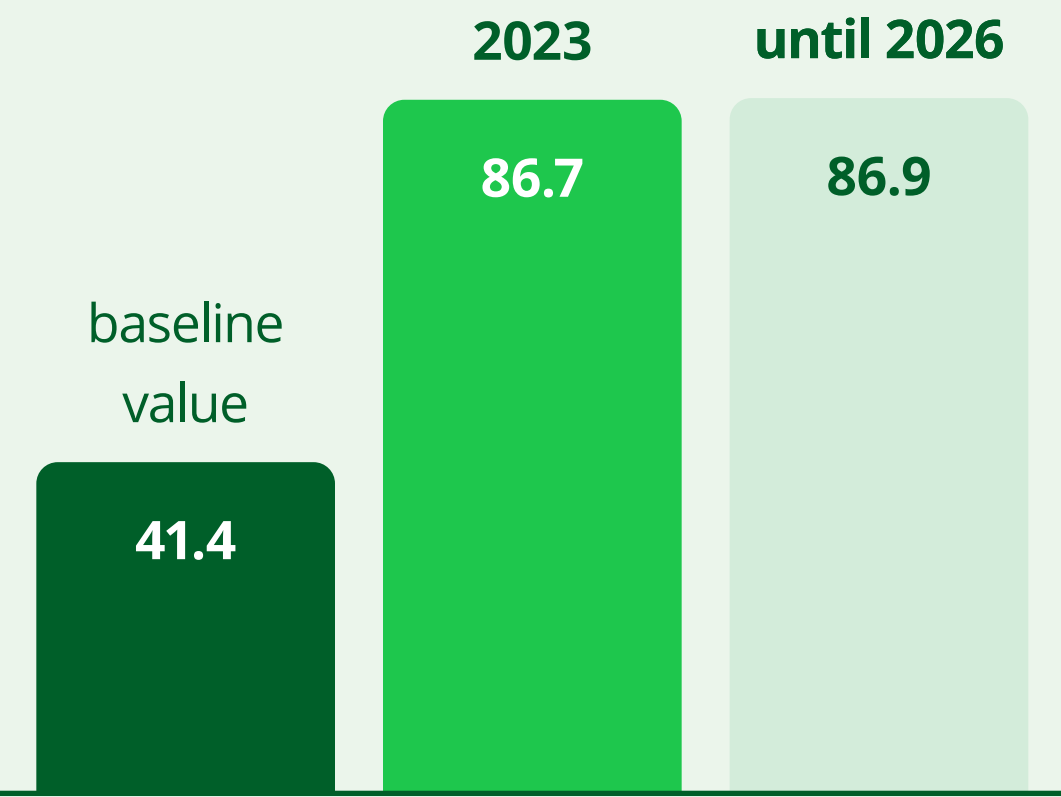
After the publication of the [Coop Group report on non-financial matters](#) on 21 March 2024, this figure was corrected following an in-depth verification process.



- MEASURES**
- Critical raw materials: consistent implementation of sustainability standards in cultivation and production
 - Projects: delivery of concrete projects locally, in direct partnership with farmers and their organizations
 - Supplier audit: systematically ascertaining the proportion of business partners with publicly visible voluntary commitments to deforestation and conversion-free supply chains
 - Guidelines: Guideline on Sustainable Sourcing, Guideline on Palm Oil and Guideline on Wood and Paper Products: binding for 100% of our suppliers of own-label and branded items
 - Industry commitment: development of and collaboration with industry organizations
 - Range selection: peat exit plan to protect moors

TARGET: PRODUCTION

WE ENSURE THAT 85% OF THE CRITICAL RAW MATERIALS USED, WITH A HIGH RISK OF DEFORESTATION (SOYA, PALM OIL, COFFEE, COCOA, MEAT, WOOD AND PAPER), COME FROM SOURCES FREE OF DEFORESTATION AND CONVERSION.



Target attainment: in %, estimated baseline value

Criteria to be met:
[Policy Paper on Deforestation and Conversion](#)

COMMENTS
In 2023, 86.7% of the critical raw materials used that could encourage deforestation originated from deforestation and conversion-free sources. We thus achieved our annual target and are on track.

More information: [Policy Paper on Deforestation and Conversion](#) und [Policy Paper on Pesticide Use](#)

NOTE
This percentage is calculated on the basis of the results of the individual business units weighted according to their share of total Group sales in 2019.

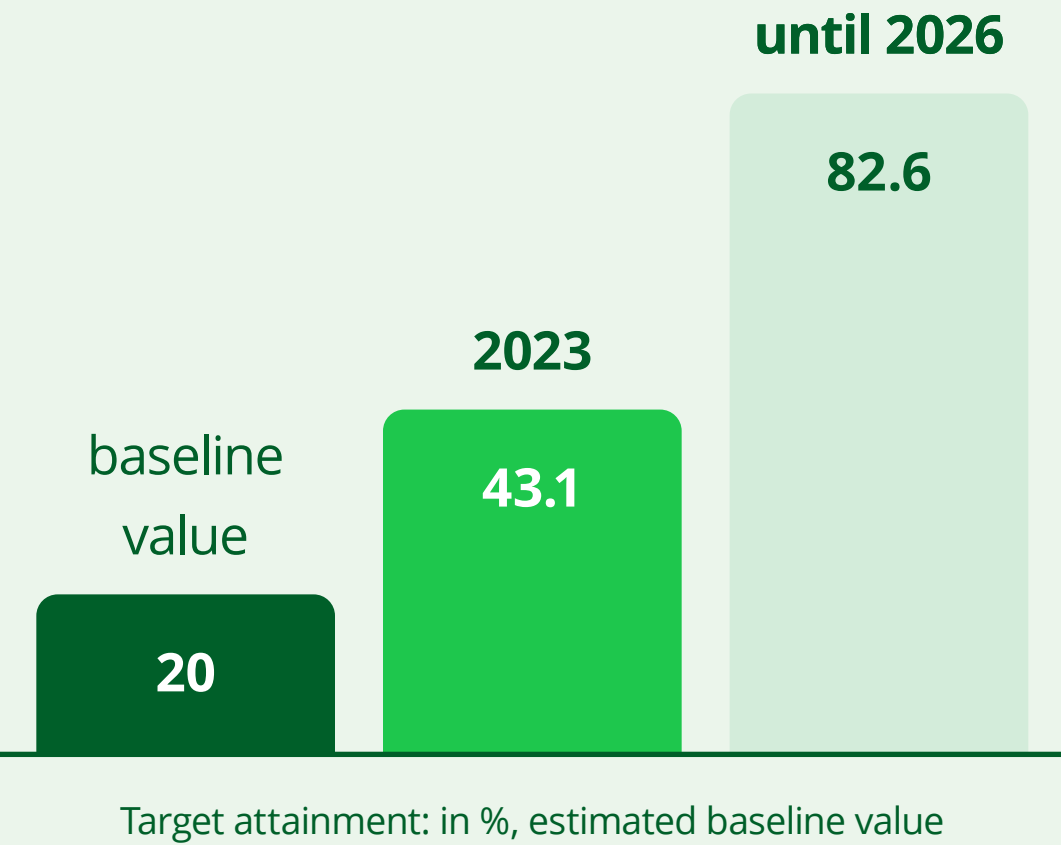
After the publication of the [Coop Group report on non-financial matters](#) on 21 March 2024, this figure was corrected following an in-depth verification process.

Highlight
Halba: 1273.5 hectares of dynamic agroforestry plots transformed within cacao cultivation

- MEASURES**
- Critical raw materials: consistent implementation of sustainability standards in cultivation and production
 - Supplier audit: systematically ascertaining the proportion of business partners with publicly visible voluntary commitments to deforestation and conversion-free supply chains
 - Guidelines: Guideline on Sustainable Sourcing, Guideline on Palm Oil and Guideline on Wood and Paper Products: binding for 100% of our suppliers of own-label and branded items
 - Halba – Fund project: extension of the Sankofa project by three years to promote dynamic agroforestry within cacao cultivation in Ghana

TARGET: WHOLESALE

WE ENSURE THAT 85% OF THE CRITICAL RAW MATERIALS USED IN OUR OWN-LABEL BRANDS WITH A HIGH RISK OF DEFORESTATION (SOYA, PALM OIL, COFFEE, COCOA, MEAT, WOOD AND PAPER) COME FROM SOURCES FREE OF DEFORESTATION AND CONVERSION.



Criteria to be met:
[Policy Paper on Deforestation and Conversion](#)

COMMENTS
In 2023, 43.1% of the critical raw materials used that could encourage deforestation originated from deforestation and conversion-free sources. We thus achieved our annual target and are on track.

More information: [Policy Paper on Deforestation and Conversion](#) und [Policy Paper on Pesticide Use](#)

NOTE
This percentage is calculated on the basis of the results of the individual business units weighted according to their share of total Group sales in 2019.

After the publication of the [Coop Group report on non-financial matters](#) on 21 March 2024, this figure was corrected following an in-depth verification process.

- MEASURES**
- Critical raw materials: consistent implementation of sustainability standards in cultivation and production
 - Supplier audit: systematically ascertaining the proportion of business partners with publicly visible voluntary commitments to deforestation and conversion-free supply chains

WORKING FOR BIODIVERSITY

MANAGEMENT APPROACH [GRI 3-3]

The greater the biodiversity within an ecosystem, the better nature is able to adapt to changing environmental conditions. Biodiversity is essential to the life, survival and development of all living things. Since it is declining, the issue of biodiversity is becoming increasingly relevant. To protect nature, prevent damage to the natural ecosystems and counteract the attendant challenges of the future, we have enshrined the issue of biodiversity in our strategy and, by promoting organic farming,

are committed to preserving biodiversity through projects and as part of our cooperation with the WWF. Our measures are risk-based and rooted in our basic stance on biodiversity. When defining measures, we prioritize regions where the threat to biodiversity is high, and raw materials whose cultivation has a particularly large impact on biodiversity. When assessing the impact, we rely on our partnership with the WWF and on established international standards.



**WE ARE COMMITTED TO
PRESERVING BIODIVERSITY
ALONG OUR SUPPLY CHAINS.**

Alignment with UN Sustainable
Development Goals

12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION

13 CLIMATE
ACTION

15 LIFE
ON LAND

RETAIL

WE ADOPT SPECIFIC MEASURES AND IMPLEMENT CONCRETE PROJECTS FOR THIS MATERIAL TOPIC.



COMMENTS

In 2023 we carried out a risk analysis of the entire range for biodiversity risks and identified hotspots. This will provide the basis for setting further targets for Retail, as part of our partnership with WWF. In the long term, in the next target period from 2027 onwards we aspire to set quantitative targets for the whole Coop Group, thereby committing to the Science Based Target for Nature (SBTN).

More information: [Policy Paper on Biodiversity](#) and [Policy Paper Due Diligence](#)

MEASURES

- Biodiversity audit: first ever Coop Retail biodiversity footprint calculation using WWF methodology
- New Fund project: launch of “FARBE” project to promote biodiversity in viticulture in western Switzerland, together with Pro Natura Switzerland
- New Fund project: launch of cross-divisional “Living Soils” project to promote soil fertility and biodiversity
- New Fund project: launch of project in our supply chain for pineapples from Costa Rica to promote biodiversity in cultivation
- Fund project: extension of the “Lebensturm” ("tower-of-life") mini-beast hotel project by three years to promote biodiversity on school premises and raise student awareness
- Promotion of organic farming
- Long-standing partnership: partnership with Pro Specie Rara since 1999 to promote biodiversity in crops and livestock
- Process targets: work to achieve process targets defined with WWF in the area of biodiversity
- Analysis: ongoing analysis of the raw materials we source and of our products for biodiversity risks
- Projects: delivery of projects funded by the Coop Sustainability Fund that contribute to preserving biodiversity
- Range selection: biodiversity-friendly products in our ranges, such as Pro Specie Rara, IP-SUISSE and Hochstamm Suisse

PRODUCTION

WE ADOPT SPECIFIC MEASURES AND IMPLEMENT CONCRETE PROJECTS FOR THIS MATERIAL TOPIC.

COMMENTS

In the long term, in the next target period from 2027 onwards we aspire to set quantitative targets for the whole Coop Group, thereby committing to the Science Based Target for Nature (SBTN).

More information: [Policy Paper on Biodiversity](#) and [Policy Paper Due Diligence](#)

MEASURES

- New Fund project: launch of cross-divisional “Living Soils” project to promote soil fertility and biodiversity
- Promotion of organic farming
- Future projects planned: analysis of the raw materials we source and of our products for biodiversity risks

WHOLESALE

WE ADOPT SPECIFIC MEASURES AND IMPLEMENT CONCRETE PROJECTS FOR THIS MATERIAL TOPIC.

COMMENTS

In the long term, in the next target period from 2027 onwards we aspire to set quantitative targets for the whole Coop Group, thereby committing to the Science Based Target for Nature (SBTN).

More information: [Policy Paper on Biodiversity](#) and [Policy Paper Due Diligence](#)

MEASURES

- Promotion of organic farming through our organic own-label brands
- Future projects planned: analysis of the raw materials we source and of our products for biodiversity risks

ORGANIC FROM THE OUTSET

MANAGEMENT APPROACH [GRI 3-3]

Organic agriculture is considerate of people, animals and nature. By relying on robust varieties, varied crop rotation and dispensing with chemical-synthetic pesticides, growth regulators and hormones, as well as protecting the climate organic farming helps preserve biodiversity and soil fertility. Smaller numbers, more space in the barn and access to the outdoors increase animal welfare. As market leaders we therefore

keep expanding our organic range every year, with the aim of promoting organic cultivation, encouraging consumers to make more environmentally conscious decisions and, through environmentally friendly production, protecting our natural resources – the soil, water and air. We see our responsibility as holistic and therefore contribute to knowledge creation in organic farming through research projects with our partners.



WE PROMOTE ORGANIC FARMING.

Alignment with UN Sustainable Development Goals



“

THE **BIO SUISSE BUD PROMISES
COMPREHENSIVE SUSTAINABILITY,
GUARANTEEING CONSUMERS A HIGH
LEVEL OF ENJOYMENT WITH A CLEAR
CONSCIENCE. I WOULD LIKE TO SEE MORE
PRODUCTS WITH THE BUD ON THE
SHELVES.**

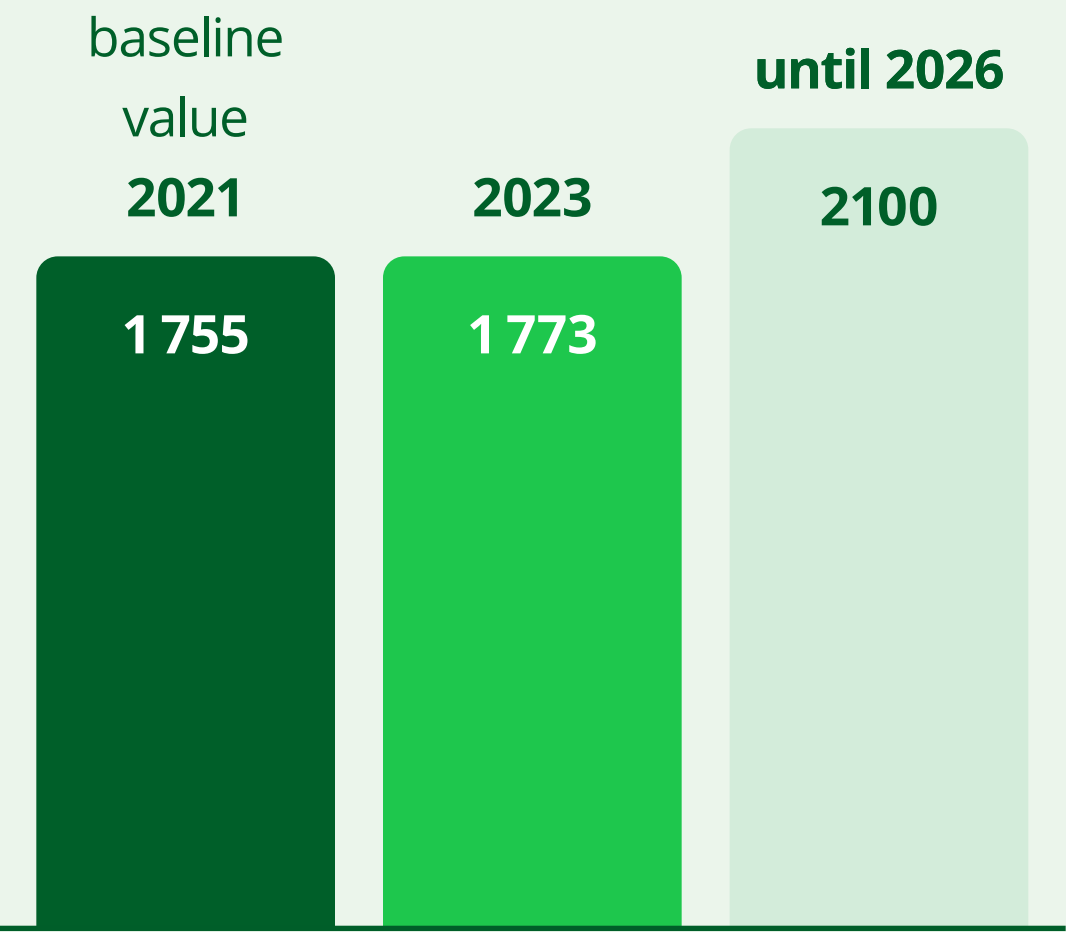
Urs Brändli

President of Bio Suisse



TARGET: RETAIL

WE ARE INCREASING SALES OF ORGANIC PRODUCTS IN THE FOOD SECTOR TO CHF 2.1 BILLION.



Target attainment: in CHF m, baseline value 2021



Accepted standards: Bio Suisse Bud, Bio Bud, Bud auxiliaries, EU organic logo, Demeter

COMMENTS

A great success: having generated sales of around 1.77 billion Swiss francs, we met our annual target. To meet the strong demand for high-quality organic products, we significantly expanded our range in our anniversary year and increased our organic sales.

NOTE

As of the 2023 reporting year our sales targets are given as net sales.

MEASURES

- New Fund project: launch of financing for Bio Bud farm signs to support farms which sell Bio Bud label products directly
- New Fund project: launch of feasibility study on the cultivation of Swiss organic sweet fennel
- New Fund project: launch of feasibility study on the expansion of Swiss organic raspberry cultivation
- Fund project: successful continuation of a sourcing project for organic sugar beet from Switzerland
- Action no. 397 (German): launch of an organic bread loaf made with Bio Bud transition wheat harvested in 2023
- New products: Coop was the first Swiss retailer to launch organic oat drinks bearing the Bio Suisse Bud label
- Product range expansion: constant expansion of the organic and Demeter ranges
- Sales promotion: active marketing of our own-label organic brands Naturaplan and Naturaline
- WWF review and approval of our target for organic products
- Cooperation: cooperation and purchasing projects with the Research Institute of Organic Agriculture (FiBL)
- Long-standing partnership: strategic partnership with Bio Suisse since 1993
- Two Spice: transition of the Zenbu own-label brand to EU Organic

TARGET: PRODUCTION

WE ARE INCREASING SALES
OF ORGANIC PRODUCTS TO
CHF 530 MILLION.



Accepted standards: Bio Suisse Bud, Bio Bud, Bud auxiliaries, EU organic logo, Demeter

COMMENTS

A great success: having generated total sales of 542 million Swiss francs, we met both our annual target and our 2026 target.

NOTE

As of the 2023 reporting year our sales targets are given as net sales.

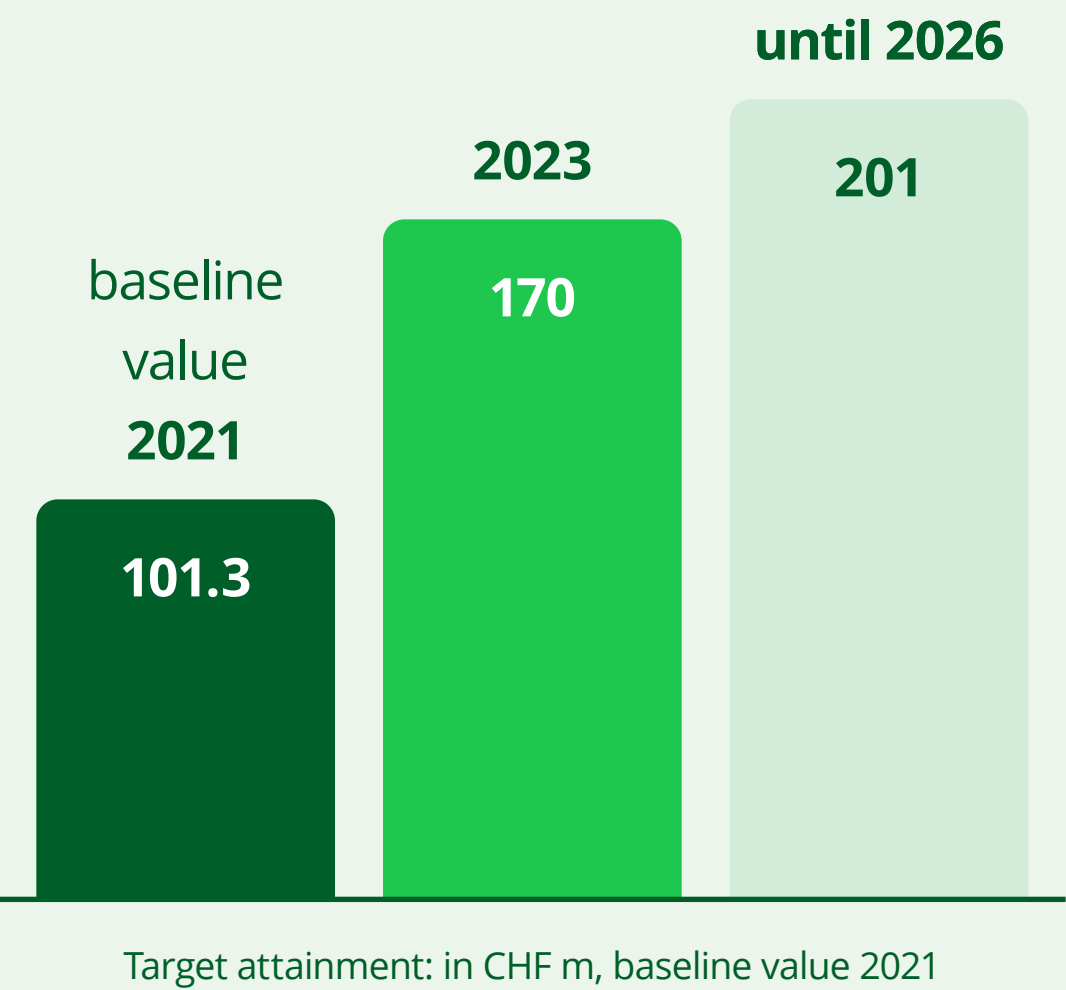
Highlight
Halba: 10% increase in organic sales in 2023

MEASURES

- Organic raw materials: ongoing switch to and greater use of organically produced raw materials
- Promotion of an organic approach: various Fund projects and measures to promote organic agriculture
- Swissmill: use of Swiss Bio Bud label transition wheat from the 2023 harvest to promote the transition to organic cultivation and implement action no. 397 (German)

TARGET: WHOLESALE

WE ARE INCREASING SALES OF ORGANIC PRODUCTS IN THE FOOD SECTOR TO CHF 200 MILLION.



Accepted standards: Bio Suisse Bud, Bio Bud, Bud auxiliaries, EU organic logo, Bioland, Naturland, AMA Biosiegel Herkunft Österreich and Demeter

COMMENTS
A great success: having generated sales of 170 million Swiss francs, we met our annual target and are on track.

NOTE
As of the 2023 reporting year our sales targets are given as net sales.



- MEASURES**
- Product range expansion: ongoing expansion of our range of organic products
 - Range of own-label organic brands: promotion and expansion of our Natura own-label organic brand with country-specific and international products
 - Transgourmet Germany – Fund project: successful continuation of the “Bio Möglichmacher:innen” ("Organic Enablers") project

REDUCING WATER IN CROP CULTIVATION

MANAGEMENT APPROACH [GRI 3-3]

As an international company, we bear responsibility for protecting natural resources: due to the increasingly transnational complexity of supply chains in the food and textile industries, some of our products, depending on their country of origin, may be associated with a high level of water stress. To ensure the sustainable use of limited fresh-water resources in our supply chains, we are tackling the issue throughout the Coop Group. In our three business areas, we require the fulfilment of

a water standard in the production of all fresh and processed fruit and vegetables originating from water-critical catchment areas. In retailing these requirements also apply to the purchase of flowers and plants. In the case of cotton, we rely on sustainably certified organic cotton that meets the additional water management requirements of Bio Suisse. We regularly involve the WWF and other stakeholders when defining targets and measures.



**WE REDUCE OUR WATER
FOOTPRINT IN OUR SUPPLY
CHAINS.**

Alignment with UN Sustainable
Development Goals



RETAIL

WE ADOPT SPECIFIC MEASURES AND IMPLEMENT CONCRETE PROJECTS FOR THIS MATERIAL TOPIC.

COMMENTS

We want to ensure right now that water is used sparingly in the cultivation of our fruit and vegetables, both fresh and processed, as well as the cultivation of our flowers and plants. Therefore, we have set ourselves targets for the implementation of water and soil standards that have been reviewed and approved by WWF. See the [Raw materials roadmap retail](#) for more information. In the long term, in the next target period from 2027 onwards we aspire to set quantitative targets for the whole Coop Group, thereby committing to the Science Based Target for Nature (SBTN).

More information: [Policy Paper on Water](#)

MEASURES

- Projects: delivery of projects funded by the Coop Sustainability Fund that contribute to sustainable water use
- Pesticide Guideline: guideline with its own blacklist for pesticide use binding on 100% of our own-label brand suppliers
- Standards: consistent implementation of water and soil standards for fresh and processed fruit and vegetables
- Supporter of the Swiss Water and Climate Forum benefiting regional projects which address water and climate issues
- Process target: work to achieve process targets defined with WWF in the area of water
- Audit and drafting of measures: Coop Retail water footprint calculation using WWF methodology conducted in 2022, and continuous work on developing measures

PRODUCTION

WE ADOPT SPECIFIC MEASURES AND IMPLEMENT CONCRETE PROJECTS FOR THIS MATERIAL TOPIC.

COMMENTS

We want to ensure right now that water is used sparingly in the cultivation of our fruit and vegetables, both fresh and processed, as well as in that of our flowers and plants. See the [Raw materials roadmap production](#).

More information: [Policy Paper on Water](#)

MEASURES

- Pesticide Guideline: guideline with its own blacklist for pesticide use binding on 100% of our own-label brand suppliers
- Consistent implementation of water and soil standards for fresh and processed fruit and vegetables

WHOLESALE

WE ADOPT SPECIFIC MEASURES AND IMPLEMENT CONCRETE PROJECTS FOR THIS MATERIAL TOPIC.

Highlight

Selgros România: 43% of the range of fruit and vegetables from water stressed areas is cultivated in accordance with a water standard.

COMMENTS

We want to ensure right now that water is used sparingly in the cultivation of our fruit and vegetables, both fresh and processed, as well as that of our flowers and plants. See the [Raw materials roadmap wholesale](#).

More information: [Policy Paper on Water](#)

MEASURES

- Standards: consistent implementation of water and soil standards for fresh and processed fruit and vegetables

EMISSIONS IN THE SUPPLY CHAIN

MANAGEMENT APPROACH [GRI 3-3]

Anthropogenic global warming is one of the biggest societal challenges of the coming years. As a global company, we are aware of our responsibility, which is why we are committed to climate action. We want a national and international climate policy that limits the global increase in temperatures to significantly below 2 °C. We are committed to the Federal Council's net zero targets and revised our climate strategy in 2022. Our

group-wide annual reduction paths for greenhouse gas emissions are based on science, in line with the requirements of the Science Based Target Initiative (SBTi). Therefore, we are dedicated to reducing both our direct emissions and upstream emissions within our supply chains. We intend to cooperate more with suppliers that have also committed to science-based reduction targets.



**WE REDUCE OUR CO₂E
EMISSIONS IN OUR SUPPLY
CHAINS.**

Alignment with UN Sustainable
Development Goals



//

I WOULD LIKE COOP, AS A LARGE RETAILER, TO PAY PARTICULAR ATTENTION TO LOCAL PRODUCTION AND ENVIRONMENTAL COMPATIBILITY. I WANT MY DAUGHTER AND FUTURE GENERATIONS TO BE ABLE TO LIVE IN AN ENVIRONMENT THAT IS STILL INTACT. THAT'S WHY I PLACE A LOT OF EMPHASIS ON THE PRODUCTION AND THE ORIGIN OF PRODUCTS.

Laura Giussani Bianchi
Coop customer



RETAIL

WE ADOPT SPECIFIC MEASURES AND IMPLEMENT CONCRETE PROJECTS FOR THIS MATERIAL TOPIC.

Highlight

Business partners meeting on achieving net zero by 2050

COMMENTS

In 2023 we once again calculated our footprint for the entire Coop Group, worked on concrete plans for reductions beyond 2026, and drafted SBTi targets.

Coop Group’s indirect GHG emissions (Scope 3) [GRI 305-3]

Gross volume of other indirect GHG emissions (Scope 3) in tonnes of CO ₂ equivalent	22 008 454
The gases included in the calculation are	CO ₂ , CH ₄ (fossil and biogenic), N ₂ O, HFCs, CFCs
Categories and activities relating to other indirect GHG emissions (Scope 3) that are included in the calculation	Categories 1, 2, 3, 4, 5, 6, 7, 8, 9, 11, 12, 14 and 15 according to the GHG Protocol
Baseline year	2022
Emissions in baseline year in tonnes of CO ₂ equivalent	29 879 735

Due to improved data collection, there was a change of methodology from IPCC AR5 to IPCC AR6, which was reflected in the results. For this reason, the 2022 baseline year was revised and updated during the 2024 calendar year, which will improve comparability for the future.

Having committed to the Science Based Targets initiative (SBTi) in 2022, we have taken 2022 as our baseline year.

The indirect GHG emissions (Scope 3) were calculated in accordance with ISO 14064 and with the Greenhouse Gas (GHG) Protocol guidelines. The following databases were used:

- DEFRA 2022
- WFLDB v.3.9
- ecoinvent 3.9

MEASURES

- Process targets: work to achieve process targets defined with WWF in the area of supply chain emissions
- Limiting future collaboration to strategically important suppliers who set themselves ambitious climate targets and are committed to climate action
- Offsetting: offsetting the emissions caused by our imported air freight (which is kept to a minimum), in partnership with WWF
- Action no. 407 (German): successful continuation of a pilot project for hydrosalads and tomatoes from greenhouses in Switzerland heated without the use of fossil fuels

PRODUCTION

WE ADOPT SPECIFIC MEASURES AND IMPLEMENT CONCRETE PROJECTS FOR THIS MATERIAL TOPIC.

COMMENTS

In 2023 we once again calculated our footprint for the entire Coop Group, worked on concrete plans for reductions beyond 2026, and drafted SBTi targets.

MEASURES

- Bell Switzerland – Fund project: continuation of a project to reduce methane from cattle from suckler cow husbandry

WHOLESALE

**WE ADOPT SPECIFIC
MEASURES AND
IMPLEMENT CONCRETE
PROJECTS FOR THIS
MATERIAL TOPIC.**

COMMENTS

In 2023 we once again calculated our footprint for the entire Coop Group, worked on concrete plans for reductions beyond 2026, and drafted SBTi targets.

SOIL HEALTH

MANAGEMENT APPROACH [GRI 3-3]

Supplying the world’s steadily growing population with the food it needs depends crucially on the quality and fertility of the soils. Soil fertility influences climate change as, after the oceans, soil is the world’s second-largest carbon sink. Furthermore, two thirds of all species live below the surface of the earth, so soil condition has a direct and indirect impact on biodiversity. As an international company, we bear responsibility

for protecting natural resources and preserving soil health. We are committed to agriculture that preserves soil fertility, sees soil biodiversity as the basis for life, and maintains equilibrium in natural ecosystems. Therefore, we tackle the issue throughout the Coop Group, by promoting organic agriculture, implementing sustainability standards, and through our guideline on pesticide use.



WE ENSURE PRESERVATION OF SOIL HEALTH.

Alignment with UN Sustainable Development Goals



RETAIL

WE ADOPT SPECIFIC MEASURES AND IMPLEMENT CONCRETE PROJECTS FOR THIS MATERIAL TOPIC.

More information: [Policy Paper on Soil](#)

MEASURES

- New Fund project: launch of cross-divisional “Living Soils” project to promote soil fertility and biodiversity
- Process targets: work on process targets defined with WWF in the areas of water and biodiversity
- Promotion of an organic approach: promotion of organic agriculture
- Standards: systematic implementation of sustainable minimum standards for critical raw materials in cultivation and production
- Analysis: analysis of our supply chains by 2026 with regard to high-risk provenance, identifying products from regions with a high risk of soil degradation and defining appropriate measures
- Pesticide Guideline: guideline with its own blacklist for pesticide use binding on 100% of our own-label brand suppliers

PRODUCTION

WE ADOPT SPECIFIC MEASURES AND IMPLEMENT CONCRETE PROJECTS FOR THIS MATERIAL TOPIC.

More information: [Policy Paper on Soil](#)

MEASURES

- New Fund project: launch of cross-divisional “Living Soils” project to promote soil fertility and biodiversity
- Promotion of an organic approach: promotion of organic agriculture
- Standards: systematic implementation of sustainable minimum standards for critical raw materials in cultivation and production
- Pesticide Guideline: guideline with its own blacklist for pesticide use binding on 100% of our own-label brand suppliers

WHOLESALE

**WE ADOPT SPECIFIC
MEASURES AND IMPLEMENT
CONCRETE PROJECTS FOR
THIS MATERIAL TOPIC.**

More information: [Policy Paper on Soil](#)

MEASURES

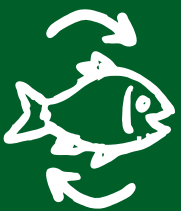
- Promotion of an organic approach: promotion of organic agriculture
- Standards: systematic implementation of sustainable minimum standards for critical raw materials in cultivation and production

SUSTAINABLE **FISHING** AND PROTECTING THE OCEANS

MANAGEMENT APPROACH [GRI 3-3]

According to the UN Food and Agriculture Organization (FAO), 34% of global fish stocks are currently overfished, and a further 60% are on the verge of overfishing. If certain species are missing in the sensitive ocean food chain, the composition of naturally occurring animal and plant species and the equilibrium of marine ecosystems is disrupted, accelerating the loss of marine biodiversity. At the Coop Group, we support sustainable fishing and are committed to scientifically based

quotas and carefully managed fishing methods. As a founding member of the WWF Seafood Group, we have our entire range of fish and seafood regularly audited for sustainability by the WWF. We implement sustainability standards in our ranges and, through the Coop Sustainability Fund, promote research into alternative feed in fish farming. Advancing existing international standards is also very important to us, and we are actively involved in projects in this area.



WE ARE COMMITTED TO COMBATING THE OVERFISHING OF OUR OCEANS AND TO SUSTAINABLE FISHERIES.

Alignment with UN Sustainable Development Goals



TARGET: RETAIL

FOR 100% OF OF THE FISH AND SEAFOOD USED IN OUR OWN-LABEL BRANDS, WE HAVE TRANSPARENCY AND TRACEABILITY ALONG THE SUPPLY CHAIN.



Accepted standards: information about the accepted standards for each raw material is in the [Raw materials roadmap retail](#)

COMMENTS

In 2023, with a figure of with 77.5%, we narrowly missed achieving our annual target for the implementation of sustainable minimum standards for fish and seafood.

More information: [Policy Paper on Sustainable Fishing](#)

NOTE

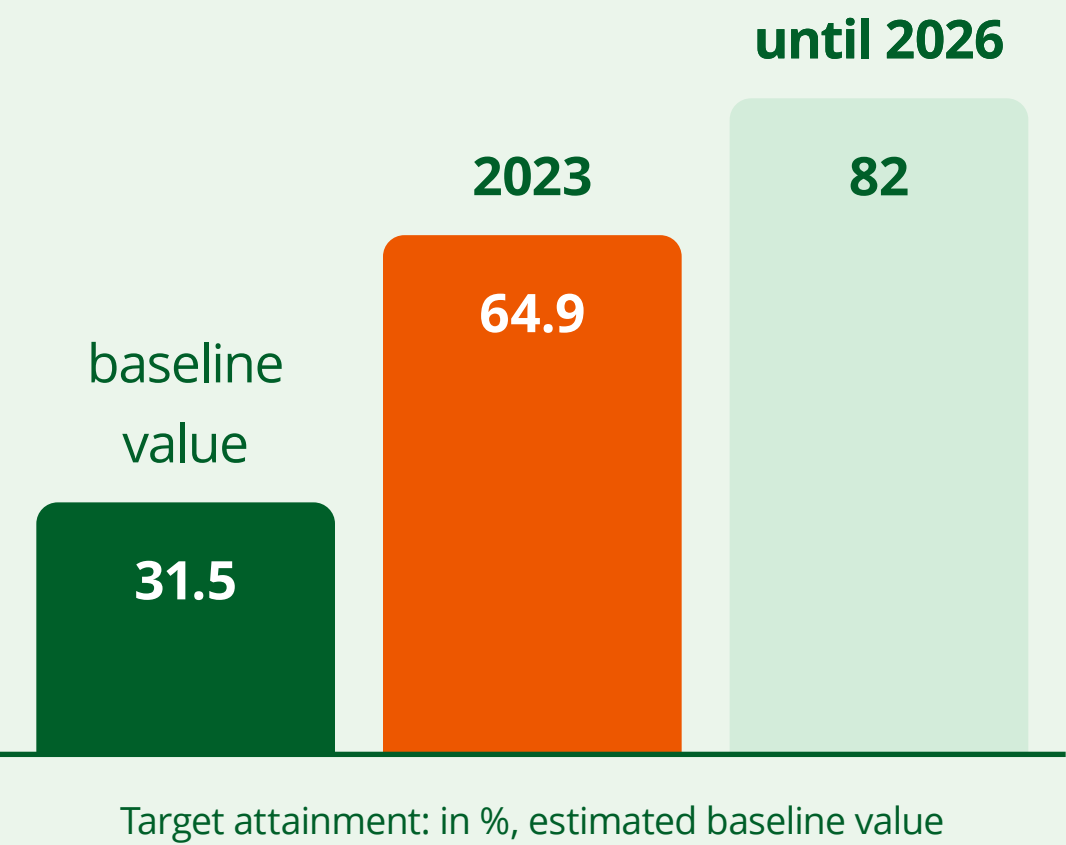
This percentage is calculated on the basis of the results of the individual business units weighted according to their share of total Group sales in 2019.

MEASURES

- Review of the range by WWF: annual review and assessment of the entire fish and seafood range by WWF
- Review of targets by WWF: review and approval of our target for fish and seafood by WWF
- Guideline on Sustainable Sourcing of Fish and Seafood and animal welfare no-go list: binding for 100% of our suppliers of own-label and branded items
- Transparency for customers: shopping guide prepared together with the WWF provides a transparent overview of sustainable fish
- Range selection: Range ASC and MSC-certified
- Fund project: successful continuation of a sourcing project for ASC- and Bio Suisse-certified shrimps from India
- Fund project: successful continuation of a project to assess welfare in fish farming

TARGET: PRODUCTION

FOR 90% OF OF THE FISH AND SEAFOOD USED IN OUR OWN-LABEL BRANDS, WE HAVE TRANSPARENCY AND TRACEABILITY ALONG THE SUPPLY CHAIN.



Accepted standards: information about the accepted standards for each raw material is in the [Raw materials roadmap production](#)

COMMENTS

In 2023, with a figure of with 64.9%, we narrowly missed achieving our annual target for the implementation of sustainable minimum standards for fish and seafood.

More information: [Policy Paper on Sustainable Fishing](#)

NOTE

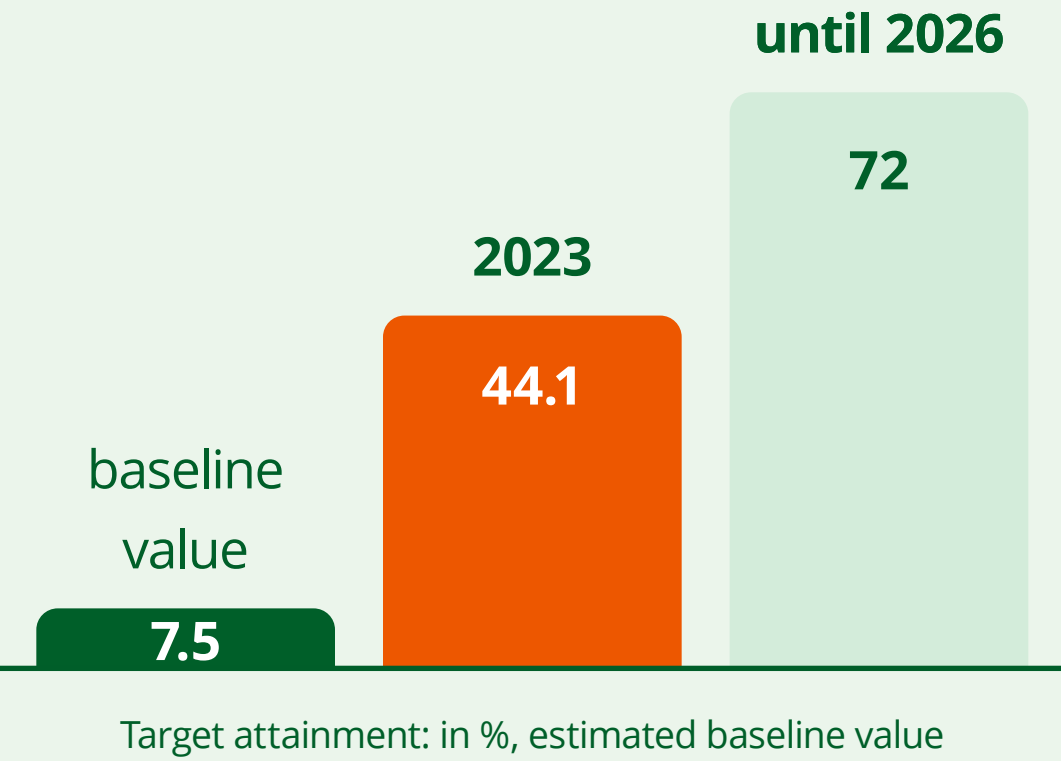
This percentage is calculated on the basis of the results of the individual business units weighted according to their share of total Group sales in 2019.

MEASURES

- Systematic implementation of sustainability standards for critical raw materials in cultivation and production.
More information: [Raw materials roadmap](#)
- Review of the range by WWF: annual review and assessment of the entire fish and seafood range by WWF
- Bell Food Group: promotion of responsible food sourcing with “Don’ts” list of products originating from critically endangered species, or which are produced under inhumane conditions or using practices involving cruelty to animals

TARGET: WHOLESALE

FOR 75% OF OF THE FISH AND SEAFOOD USED IN OUR OWN-LABEL BRANDS, WE HAVE TRANSPARENCY AND TRACEABILITY ALONG THE SUPPLY CHAIN.



Accepted standards: information about the accepted standards for each raw material is in the [Raw materials roadmap wholesale](#)

COMMENTS

In 2023, 44.1% of our fish and seafood fulfilled sustainable minimum standards, thus we did not achieve our annual target.

More information: [Policy Paper on Sustainable Fishing](#)

NOTE

This percentage is calculated on the basis of the results of the individual business units weighted according to their share of total Group sales in 2019.

As of 2023 the target for Wholesale is defined on the basis of the score allocated by WWF, and checked by WWF. There is no partnership between the Transgourmet Group and WWF.



MEASURES

- Review of the range by WWF: first review of the fish and sea-food range by WWF
- Systematic implementation of sustainability standards for critical raw materials in cultivation and production. **More in-formation:** Raw materials roadmap

BETTER ANIMAL WELFARE

MANAGEMENT APPROACH [GRI 3-3]

Eggs, milk and meat: we, and our customers, want these raw materials to come only from humanely reared animals, so we have firmly enshrined animal welfare in our strategy. Animal welfare refers both to the health and well-being of livestock and their ability to engage in natural behaviours. To ensure humane animal husbandry practices have been followed, we are committed to stringent, recognized animal welfare standards, promote innovative solutions for improving husbandry,

and create a distinctive profile through various projects and schemes to promote animal welfare. Together with external partners, we took a close look at existing animal welfare programmes and had them evaluated. We have also drawn up a no-go list because we want to consistently fulfil our responsibility. As a result, we are transparent and have a clear stance towards our suppliers regarding production methods that do not meet the Swiss definition of animal welfare.



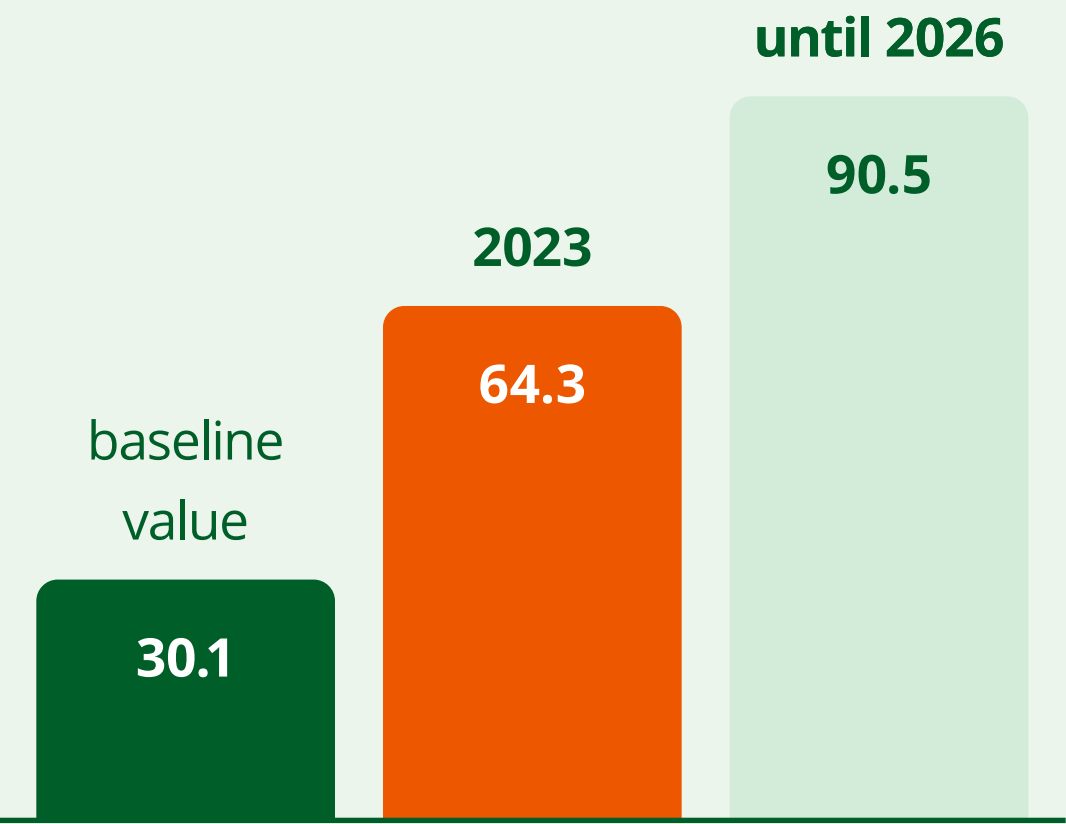
**WE PROMOTE
ANIMAL WELFARE.**

**Alignment with UN Sustainable
Development Goals**



TARGET: RETAIL

90% OF THE ANIMAL RAW MATERIALS USED IN OUR OWN-LABEL BRANDS ARE PRODUCED ACCORDING TO AN ANIMAL WELFARE VALUE-ADDED STANDARD.



Target attainment: in %, estimated baseline value

Accepted standards: [animal welfare matrix](#)

COMMENTS

With a figure of 64.3%, we did not achieve our target in 2023 for implementing enhanced animal welfare standards and are continuing to work on this.

More information: [Raw materials roadmap retail](#)

NOTE

This percentage is calculated on the basis of the results of the individual business units weighted according to their share of total Group sales in 2019.

After the publication of the [Coop Group report on non-financial matters](#) on 21 March 2024, this figure was corrected following an in-depth verification process..

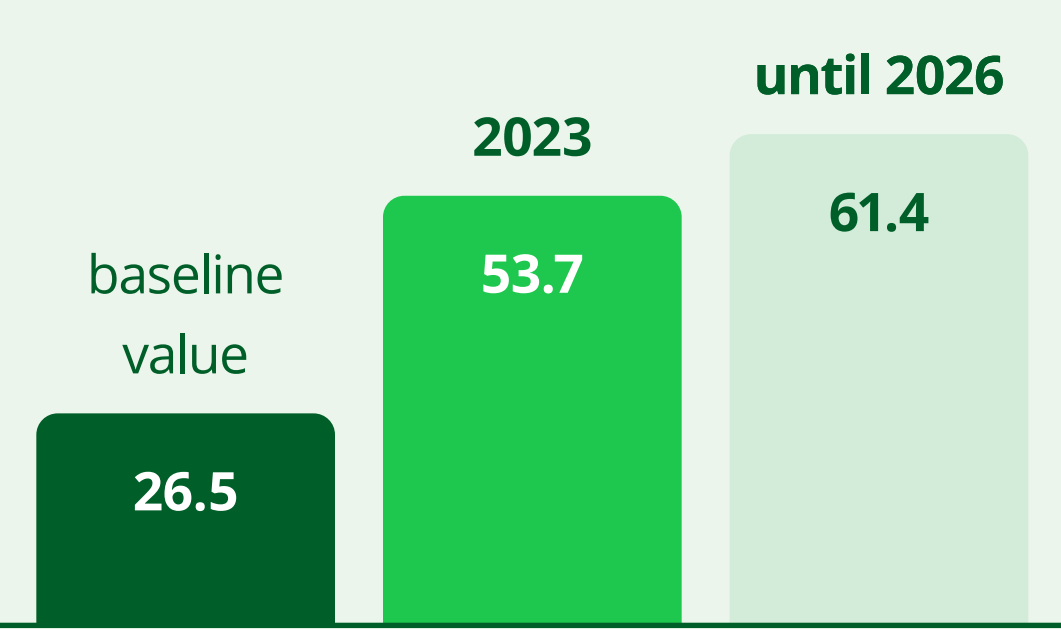


MEASURES

- Animal welfare no-go list: binding for 100% of our suppliers of own-label and branded items
- New Fund project: launch of a research project on especially particularly animal-friendly stabling (PAS) in rabbit farming, together with the School of Agricultural, Forest and Food Sciences HAFL
- New Fund project: launch of a research project on 100% organic feeding in pig breeding
- New Fund project: launch of a research project with the Research Institute of Organic Agriculture (FiBL) on rearing male chicks
- Fund project: successful continuation of a cross-divisional project on slaughter using methods that ensure the highest degree of animal welfare
- Fund project: successful continuation of a project to utilize retired organically reared laying hens

TARGET 1: PRODUCTION

60% OF THE ANIMAL RAW MATERIALS USED IN OUR PRODUCTION FACILITIES IN SWITZERLAND ARE PRODUCED ACCORDING TO AN ANIMAL WELFARE VALUE-ADDED STANDARD.



Target attainment: in %, estimated baseline value

Accepted standards: [animal welfare matrix](#)

COMMENTS

A great success: in 2023 we achieved our annual target and are on track. 53.7% of raw materials of animal origin used in our production facilities in Switzerland originated from animal-friendly production methods.

More information: [Raw materials roadmap production](#)

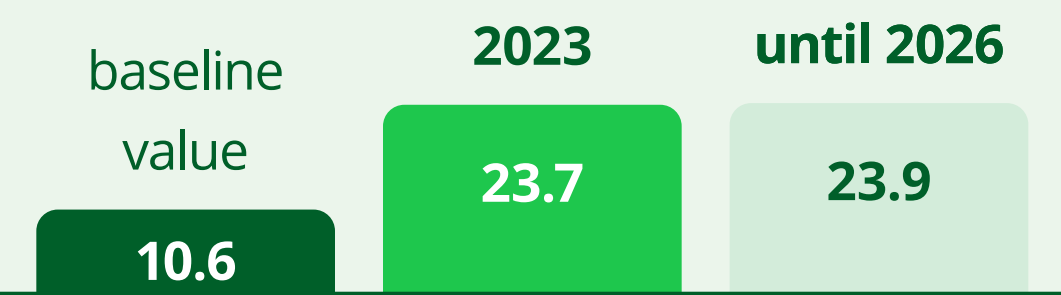
NOTE

This percentage is calculated on the basis of the results of the individual business units weighted according to their share of total Group sales in 2019.

After the publication of the [Coop Group report on non-financial matters](#) on 21 March 2024, this figure was corrected following an in-depth verification process.

TARGET 2: PRODUCTION

22% OF THE ANIMAL RAW MATERIALS USED IN OUR PRODUCTION FACILITIES ABROAD ARE PRODUCED ACCORDING TO AN ANIMAL WELFARE VALUE-ADDED STANDARD.



Target attainment: in %, estimated baseline value

Accepted standards: [animal welfare matrix](#)

COMMENTS

A great success: in 2023, 23.7% of raw materials of animal origin used in our production facilities abroad originated from animal-friendly production methods. We thus achieved our annual target and are on track.

More information: [Raw materials roadmap production](#)

NOTE

This percentage is calculated on the basis of the results of the individual business units weighted according to their share of total Group sales in 2019.

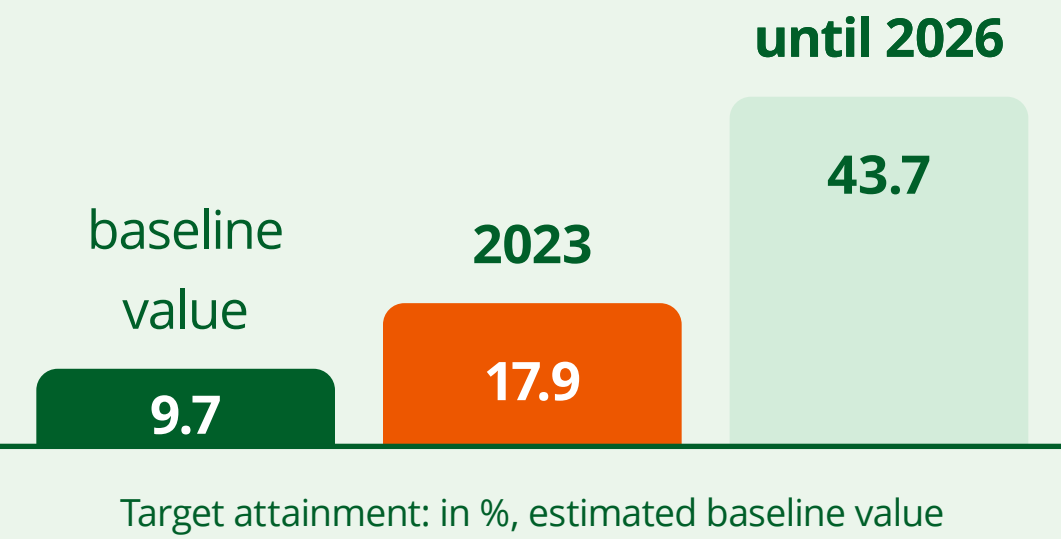
After the publication of the [Coop Group report on non-financial matters](#) on 21 March 2024, this figure was corrected following an in-depth verification process.

MEASURES

- Animal welfare no-go list: binding for 100% of our suppliers of own-label and branded items
- Bell – Fund project: successful continuation of a cross-divisional project on slaughter using methods that ensure the highest degree of animal welfare

TARGET: WHOLESALE

45% OF THE ANIMAL RAW MATERIALS USED IN OUR OWN-LABEL BRANDS ARE PRODUCED ACCORDING TO AN ANIMAL WELFARE VALUE-ADDED STANDARD.



Accepted standards: [animal welfare matrix](#)

COMMENTS

We narrowly missed our annual target in 2023: 17.9% of raw materials of animal origin used in our own-label brands originated from animal-friendly production methods.

More information: [Raw materials roadmap wholesale](#)

NOTE

This percentage is calculated on the basis of the results of the individual business units weighted according to their share of total Group sales in 2019.

After the publication of the [Coop Group report on non-financial matters](#) on 21 March 2024, this figure was corrected following an in-depth verification process.

Highlight

Transgourmet Switzerland:
100% drinking milk and eggs produced
in accordance with animal welfare
standard

MEASURES

- Animal welfare no-go list: binding for 100% of our suppliers of own-label and branded items



PILLAR 2

ENVIRONMENTAL AND CLIMATE PROTECTION

For effective environmental and climate protection, we are committed to scientifically based climate targets and have confirmed this commitment by signing the Science Based Target Initiative (SBTi). We are lowering our energy consumption, investing in sustainable mobility and logistics solutions, and reducing our emissions and our water consumption. We collaborate with suppliers who are also committed to science-based climate targets. With our commitment to closed material cycles and innovative packaging solutions, we aspire to make efficient use of natural resources and protect the environment.

REDUCING ENERGY CONSUMPTION

MANAGEMENT APPROACH [GRI 3-3]

We need energy in all our business activities: at sales outlets, in logistics, at the manufacturing companies and in wholesale. Our energy consumption, or rather the procurement of energy, causes greenhouse gas emissions. We therefore continue to reduce our energy consumption and to use renewable energy sources such as hydro, wind and solar power. We are rapidly expanding the number of photovoltaic units with which we generate solar energy on the roofs of our sales outlets, production facilities and distribution centres and aim to cover over 40% of our energy requirements with self-generated solar

energy by 2050. To further reduce our electricity consumption, we use energy efficiently with measures such as efficient lighting and electrical appliances. In new and renovated buildings, we use renewable energies for heating systems. In our distribution centres and production facilities we are continuing to switch to renewable heating, and we largely forgo fossil fuels in our rented properties. In addition to Scopes 1 and 2, SBTi categories 3.8 and 3.14 were also taken into account in this calculation.



**WE REDUCE OUR
ENERGY CONSUMPTION.**

Alignment with UN Sustainable
Development Goals



RETAIL

Target: Having committed to the SBTi in 2022, we have decided to focus on the reduction of GHG emissions. Thus from 2023 we are no longer setting specific targets for reducing energy consumption or the proportion of renewable energy sources we use.

Coop Group energy consumption [GRI 302-1]

Fuel consumption from non-renewable sources:

Amount in MWh	859 248
Fuel types used	Heating oil, natural gas, liquefied petroleum gas (LPG), diesel, petrol

Fuel consumption from renewable sources:

Amount in MWh	101 534
Fuel types used	Biodiesel, biogas, hydrogen, wood pellets, wood chips

Electricity consumption

Amount in MWh	1 506 363
---------------	-----------

Heating consumption

Amount in MWh	508 797
---------------	---------

Cooling consumption is not recorded and reported as this figure is not relevant to the Coop Group business activities. The Coop Group does not buy in cooling, but generates it via cooling appliances. The electricity used by the cooling appliances is included in the reported electricity amount. Steam consumption is not reported as this figure is not relevant to the Coop Group business activities. The Coop Group produces the required steam itself. The heating consumption needed to produce the steam is included in the reported heating amount. As its own consumption is high, the Coop Group sells only a very small amount of the excess electricity that is produced by our photovoltaic systems. For this reason, the small amount that is fed into the electricity network is not measured separately.

Total energy consumption within the Coop Group

Amount in MWh	2 592 313
---------------	-----------

In Retail, electricity and heating consumption, transport data and cooling system losses are recorded as separate figures. The methods used to record the various types of energy consumption vary and are explained below:

- Electricity is purchased and invoiced centrally via an external service provider. Thus the electricity data for Retail is recorded centrally and can be assigned to each location by means of a specific ID. The electricity consumption figure for the preceding year is obtained at the beginning of each calendar year.
- Heating consumption is either measured by energy monitoring, read manually or estimated. Energy monitoring is used at all locations where an energy metering system is installed. At retail outlets where there is no energy metering system, the annual heating consumption is extrapolated using the sales area and a representative distribution of the energy sources used. Conservative assumptions are used for the purposes of this extrapolation.

In the distribution centres and Coop bakeries, there is a designated person responsible for recording heating consumption. They record the data either by reading the meter or using the figures from invoices sent by external service providers. The data is then entered directly into the energy management system.

The energy used for transport is recorded as the amount of motor fuel consumed. At the beginning of each calendar year, in every relevant business unit, a designated person records and reports the motor fuel consumption figure for the previous calendar year. For production facilities which belong to the Coop Cooperative, there is a designated person responsible for data recording, just as in the distribution centres and Coop bakeries.

The Bell Food Group conducts its own energy monitoring for its production facilities. This data includes electricity, heating and motor fuel consumption and is recorded and reported every February for the previous calendar year.

In Wholesale, for each Transgourmet national company there is a designated person responsible for recording electricity and heating consumption, transport data and cooling system losses. The data is recorded and reported every February for the previous calendar year via the energy management system.

The calorific values of fuels are sourced from the Department for Environment, Food & Rural Affairs (DEFRA) or the Federal Office for the Environment (FOEN). Specific annual heating consumption figures are from the Swiss Society of Engineers and Architects (SIA).

Energy intensity within the Coop Group [GRI 302-3]

Energy intensity ratio in MWh per CHF million	77.2
Organization-specific parameters used to calculate the ratio	Coop Group net sales in CHF
Energy types included in the energy intensity ratio	Electricity (excluding electricity produced in-house), heating energy and motor fuel

The ratio includes only the energy used within the organization.

Coop Group energy reductions [GRI 302-4]

Reductions directly attributable to energy saving and energy efficiency initiatives, in MWh	32 725
Energy types included in the reductions	Electricity (excluding electricity produced in-house), heating energy and motor fuel

Information on the energy use recording methodology can be seen under GRI 302-1. Having committed to the Science Based Targets initiative (SBTi) in 2022, we have taken 2022 as our baseline year. Thus we are using the same baseline year for energy consumption and greenhouse gas emissions.

MEASURES

- Newbuilds and renovations in warehouses, sales outlets and at head office planned and optimized according to environmental specifications and Minergie standard
- Use of 100% LED lighting in newbuild sales outlets and ongoing switch to LED in renovated stores
- Low-CO₂ energy generation
- Construction of photovoltaic units on sales outlets and logistics centres and increase in rate of self-sufficiency for electricity
- Installation of closed refrigerating units and use of waste heat from cooling equipment

PRODUCTION

Target: Having committed to the SBTi in 2022, we have decided to focus on the reduction of GHG emissions. Thus from 2023 we are no longer setting specific targets for reducing energy consumption or the proportion of renewable energy sources we use.

MEASURES

- Newbuilds and renovations in warehouses, production sites and at head office planned and optimized according to environmental specifications and Minergie standard
- Construction of photovoltaic units on manufacturing facilities and increase in rate of self-sufficiency for electricity
- Continued use of waste heat and cold occurring in production processes
- Use of renewable energies to generate heat (e.g. wood chippings or heat pumps)
- Low-CO₂ electricity generation and optimization of the electricity mix at production sites abroad.
- Energy consumption analyses to identify scope for optimization in processing, and appropriate measures
- Eisberg Österreich – Reduction in the use of ice water to save electricity and reduce CO₂ emissions

Highlight

Reismühle Nutrex: 11% reduction in electricity consumption due to new production technology

WHOLESALE

Target: Having committed to the SBTi in 2022, we have decided to focus on the reduction of GHG emissions. Thus from 2023 we are no longer setting a specific target for reducing energy consumption.

MEASURES

- Newbuilds and renovation in warehouses, sales outlets and at head office planned and optimized according to environmental specifications and Minergie standard
- Low-CO₂ energy generation
- Renewable energy sources to generate heat
- Transgourmet Poland – construction of a new photovoltaic system and conversion of CO₂ and heat recovery plants

Highlight

Transgourmet Poland: construction of a new photovoltaic system

OPERATIONAL EMISSIONS

MANAGEMENT APPROACH [GRI 3-3]

As a retailer, wholesaler and food producer, the Coop Group has a high annual carbon footprint. As such, we signed the SBTi initiative in 2022 and will submit our specific targets for 2030 in 2024. A small proportion of our emissions are generated in Scopes 1 and 2. Nevertheless, as part of our commitment, it is important that we reduce these emissions to zero. This includes the reduction of emissions from directly controlled sources, such as trucks or heating, and emissions from energy purchases, such as electricity or heat. We offset emissions from business trips, coop.ch delivery trips, air freight and business vehicles through climate protection projects along our own

supply chain. In order to reduce emissions in upstream processes along our value chain in the long term, we are working with strategically relevant suppliers who are committed to science-based climate targets. Along our supply chains we use projects to reduce CO₂e emissions. We discuss our climate commitment with our partner WWF and other stakeholders from the scientific and NGO community transparently on an annual basis. In this way, we ensure that our goals are target-oriented. We also exchange ideas with other similarly committed companies in order to harmonize measures, measurement methods and indicators in a targeted manner.



**WE REDUCE AND ELIMINATE
OUR CO₂E EMISSIONS.**

Alignment with UN Sustainable
Development Goals



TARGET 1: RETAIL

AS COOP GROUP, WE ARE
REDUCING THE ABSOLUTE
CO₂E EMISSIONS IN SCOPE 1
AND SCOPE 2 BY 21%
COMPARED TO 2022.

 FULFILLED

COMMENTS

A great success: our CO₂e emissions fell by 19.8% in 2023.
We thus exceeded our target for the year and are on track.

Coop Group’s direct GHG emissions (Scope 1) [GRI 305-1]

Gross volume of direct GHG emissions (Scope 1) in tonnes of CO ₂ equivalent	231 963
Gases included in the calculation	All gases
Biogenic CO ₂ emissions in tonnes of CO ₂ equivalent	27 766
Baseline year for the calculation	2022
Emissions in baseline year in tonnes of CO ₂ equivalent	233 796

Having committed to the Science Based Targets initiative (SBTi) in 2022, we have taken 2022 as our baseline year. We used the “operational control” approach as per the Greenhouse Gas (GHG) Protocol to calculate CO₂e emissions. The source of the emission factors for fuels is the “Advanced User Set 2022” from the Department for Environment, Food & Rural Affairs (DEFRA). The source of the refrigerant global warming potentials (GWP) is the factsheet from the Federal Office for the Environment (FOEN) on the main refrigerants.

The “operational control” approach was used, and all relevant, fully consolidated business units were taken into account. Emissions were calculated strictly in accordance with the GHG Protocol guidelines. The calculation was carried out using ESG software.

Coop Group indirect energy-related GHG emissions (Scope 2) [GRI 305-2]

Gross volume of location-based indirect GHG emissions (Scope 2) in tonnes of CO ₂ equivalent	183 307
Gross volume of market-based indirect energy-related GHG emissions (Scope 2) in tonnes of CO ₂ equivalent	52 841
Gases included in the calculation	All gases
Baseline year for the calculation	2022
Emissions in baseline year in tonnes of CO ₂ equivalent	130 844

Having committed to the Science Based Targets initiative (SBTi) in 2022, we have taken 2022 as our baseline year. The source of the emission factors for electricity is ecoinvent and, for the residual mix, the Association of Issuing Bodies (AIB). The “operational control” approach was used, and all relevant, fully consolidated business units were taken into account. Emissions were calculated strictly in accordance with the Greenhouse Gas (GHG) Protocol guidelines. The calculation was carried out using ESG software.

Coop Group GHG emissions intensity [GRI 305-4]

Greenhouse gas emissions intensity ratio in tonnes of CO ₂ e per CHF million	8.5
Organization-specific parameters used to calculate the ratio	Coop Group net sales in CHF
Greenhouse gas emissions included in the intensity ratio	Direct GHG emissions (Scope 1) and market-based indirect energy-related GHG emissions (Scope 2)
Gases included in the calculation	All gases

Reduction of GHG emissions within the Coop Group [GRI 305-5]

Greenhouse gas emission reductions directly attributable to emissions reduction initiatives, in tonnes of CO ₂ equivalent	70 253
Gases included in the calculation	All gases
Baseline year	2022

Having committed to the Science Based Targets initiative (SBTi) in 2022, we have taken 2022 as our baseline year.

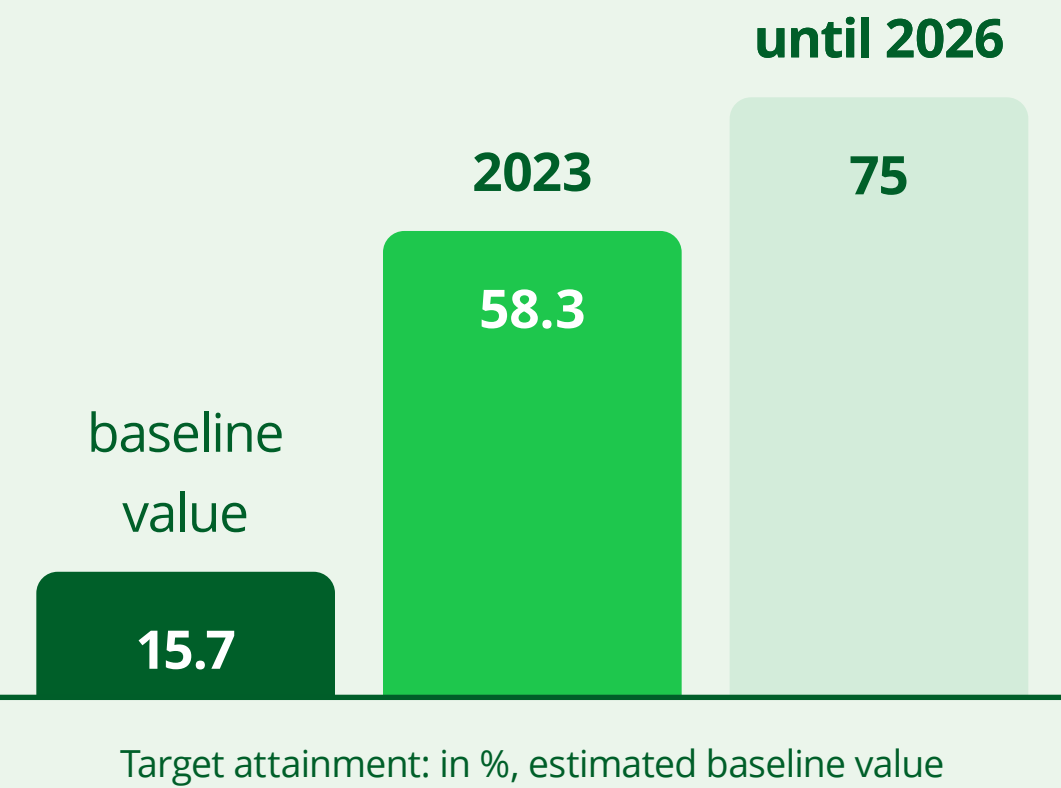
Categories (scopes) in which the reductions took place: The greenhouse gas emission reductions cannot be attributed to a specific category (scope). Due to improved data collection, there was a change of methodology from IPCC AR5 to IPCC AR6, which was reflected in the results. For this reason, the 2022 baseline year was revised and updated during the 2024 calendar year, which will improve comparability for the future.

However, the reductions were achieved through measures such as: In transport, the use of biogenic fuels was increased in comparison to the previous year. In heating consumption, the replacement of fossil fuels with renewable sources continued. In the production facilities, various optimization measures led to a reduction in the amount of fossil fuel used.

Emissions were calculated strictly in accordance with the Greenhouse Gas (GHG) Protocol guidelines. The calculation was carried out using ESG software.

TARGET 2: RETAIL

75% OF OUR STRATEGICALLY IMPORTANT SUPPLIERS CONFIRM THE IMPLEMENTATION OF SCIENTIFICALLY-BASED CLIMATE TARGETS.



COMMENTS

A great success: 58.3% of our strategically important suppliers pursue science-based climate targets. We thus achieved our target for the year and are on track.

Suppliers which contribute to around 80% of sales are considered to be our strategically important suppliers. This means we are aiming to achieve the largest possible effect with our target. This percentage is calculated on the basis of the results of the individual business units weighted according to their share of total Group sales in 2021.

NOTE

By science-based climate targets, we mean emission reduction targets for Scope 1, Scope 2 and Scope 3 that contribute to limiting global warming to well below 2 °C by 2050. The data collected in relation to this target also include suppliers recognized as “committed” according to the criteria of the Science Based Targets initiative.

MEASURES

- Commitment to Science Based Targets initiative (SBTi) and attendant reduction in emissions according to science-based reduction schedules
- We discussed our commitment to the SBTi beforehand with our partner the WWF, and it is explicitly welcomed and supported by the WWF. Accordingly, the targets set will be incorporated in the climate action section of the performance agreement with the WWF.
- Pioneer in hydrogen-fuelled mobility, as a founder of the H2 Mobility Association and with the construction of Switzerland’s first public hydrogen filling station
- Promotion of electromobility
- Use of carbon-neutral biodiesel from organic waste for our trucks (e.g. frying oil from our manufacturing companies and restaurants)
- Guideline on Sustainable Construction for Newbuilds and Renovations
- Founding member of WWF Climate Savers and now a Climate Partner of the WWF
- Avoidance of air freight or reducing it to an absolute minimum
- Conscious offsetting of emissions caused by air freight, coop.ch delivery trips and business trips
- Delivery of climate protection projects according to the Gold standard with the WWF
- Fund project: continuation of climate protection project in Brazil with Fair Recycling

TARGET: PRODUCTION

**AS COOP GROUP, WE ARE
REDUCING THE ABSOLUTE
CO₂E EMISSIONS IN SCOPE 1
AND SCOPE 2 BY 21%
COMPARED TO 2022.**



COMMENTS

As regards our CO₂e emissions, at the Coop Group we pursue an overarching target. Our progress towards that target can be seen in the “Retail” section.

MEASURES

- Commitment to Science Based Targets initiative (SBTi) and attendant reduction in emissions according to science-based reduction schedules
- Use of carbon-neutral biodiesel from organic waste for our trucks (e.g. frying oil from our manufacturing companies and restaurants)
- Guideline on Sustainable Construction for Newbuilds and Renovation

TARGET 1: WHOLESALE

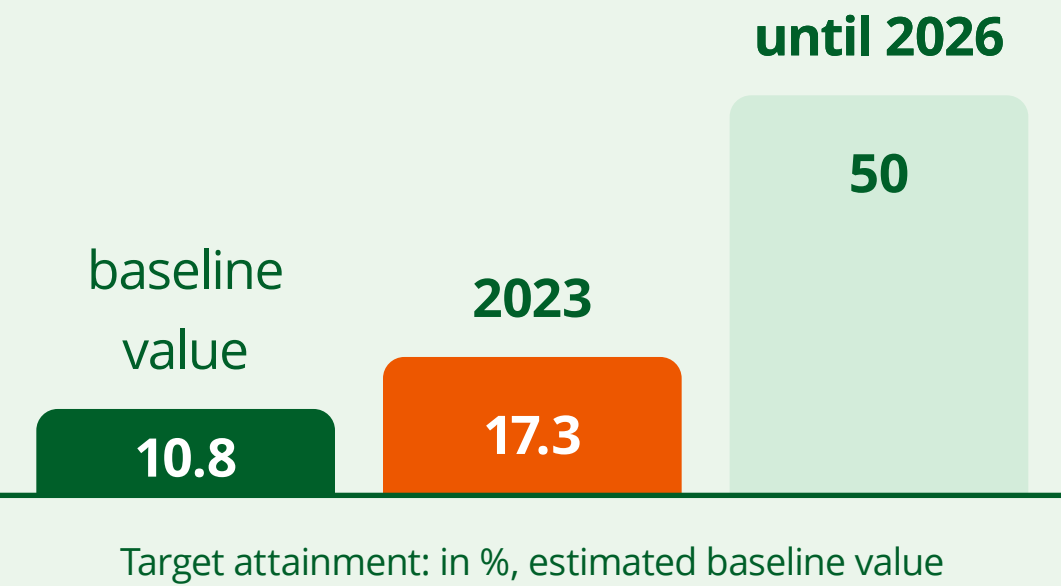
**AS COOP GROUP, WE ARE
REDUCING THE ABSOLUTE
CO₂E EMISSIONS IN SCOPE 1
AND SCOPE 2 BY 21%
COMPARED TO 2022.**

COMMENTS

As regards our CO₂e emissions, at the Coop Group we pursue an overarching target. Our progress towards that target can be seen in the “Retail” section.

TARGET 2: WHOLESALE

50% OF OUR STRATEGICALLY
IMPORTANT OWN-LABEL
BRAND SUPPLIERS CONFIRM
THE IMPLEMENTATION OF
SCIENTIFICALLY-BASED
CLIMATE TARGETS.



COMMENTS

17.3% of our strategically important suppliers pursue science-based climate targets. We thus narrowly missed our target for the year.

Own-label brand suppliers which contribute to around 80% of sales are considered to be our strategically important own-label brand suppliers. This means we are aiming to achieve the largest possible effect with our target. This percentage is calculated on the basis of the results of the individual business units weighted according to their share of total Group sales in 2021.

NOTE

By science-based climate targets, we mean emission reduction targets for Scope 1, Scope 2 and Scope 3 that contribute to limiting global warming to well below 2 °C by 2050. The data collected in relation to this target also include suppliers recognized as “committed” according to the criteria of the Science Based Targets initiative.

Highlight

Transgourmet Switzerland: Over 50% of strategically important private label suppliers are committed to the Science Based Targets initiative (SBTi)

MEASURES

- Commitment to Science Based Targets initiative (SBTi) and attendant reduction in emissions according to science-based reduction schedules
- Transgourmet Germany: CO₂e reduction achieved thanks to the “Green Logistics” awareness raising concept by decreasing the number of delivery stops initiated by customers

ENVIRONMENTALLY FRIENDLY FREIGHT

Goods transport is another important topic for the Coop Group. Our goods have to be transported to our retail and wholesale outlets daily. On the one hand, this causes emissions and, on the other, it means we are reliant on having good infrastructure. By switching the goods we transport more than 90 kilometres to rail, we are reducing the climate impact of our logistics in Switzerland and placing substantially less strain on road systems. As a result, we save over 16 million road kilometres annually and, at almost 40%, are the retailer which conducts the highest proportion of deliveries by rail in Switzerland.

We use alternative fuels, such as biodiesel from waste or biogas, and are committed to innovative fuels such as hydrogen. We are reducing air freight to an absolute minimum. For una-

voidable air freight in the retail sector as well as business trips and coop.ch delivery trips, we are taking responsibility by investing in climate protection projects with the WWF along our own supply chains. By basing our range around seasonal and regional products in retail and wholesale, we promote the purchase of products that have travelled shorter distances. We use low-emission transport both in Switzerland and in the European countries where we are active in the wholesale trade. We regularly involve our stakeholders in the area of climate protection in our action planning. This provides us with valuable input. We are also part of the “lean&green” network, where we exchange ideas with companies which have similar goals and visions for greater sustainability in transport.



**WITH RAILCARE, WE ARE
SYSTEMATICALLY SWITCHING
OUR GOODS TRANSPORT
WITHIN SWITZERLAND FROM
ROAD TO RAIL.**

Alignment with UN Sustainable
Development Goals



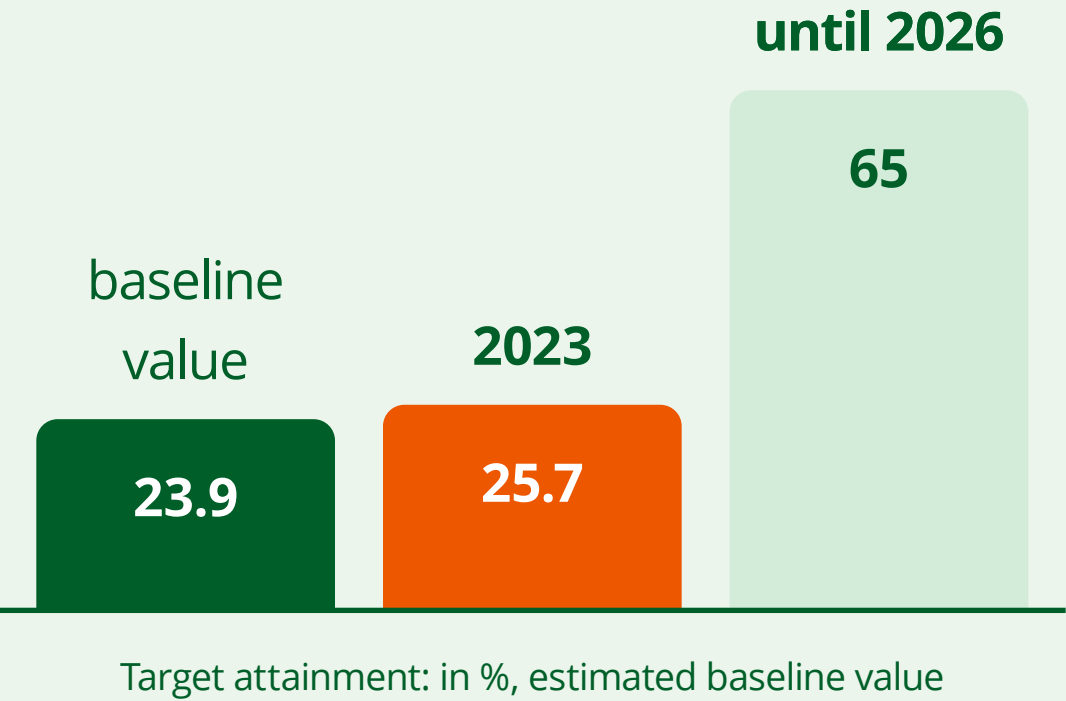
“
**WWF EXPECTS COOP TO BE STRONGLY
COMMITTED TO COMBATING CLIMATE
CHANGE, ADOPTING AMBITIOUS
SUPPLY-CHAIN TARGETS, IMPLEMENTING
SPECIFIC MEASURES, AND TRANS-
PARENTLY COMMUNICATING RESULTS.**

Thomas Vellacott
CEO, WWF Switzerland



TARGET: RETAIL

65% OF OUR GOODS TRANSPORTATION IS EFFECTED USING LOW-EMISSION MEANS OF TRANSPORT (OWN MEANS OF TRANSPORT).



COMMENTS

With a figure of 25.7%, in 2023 we did not achieve our target for the year for the share of goods transported using low-emission means of transport, and are continuing to work on this.

MEASURES

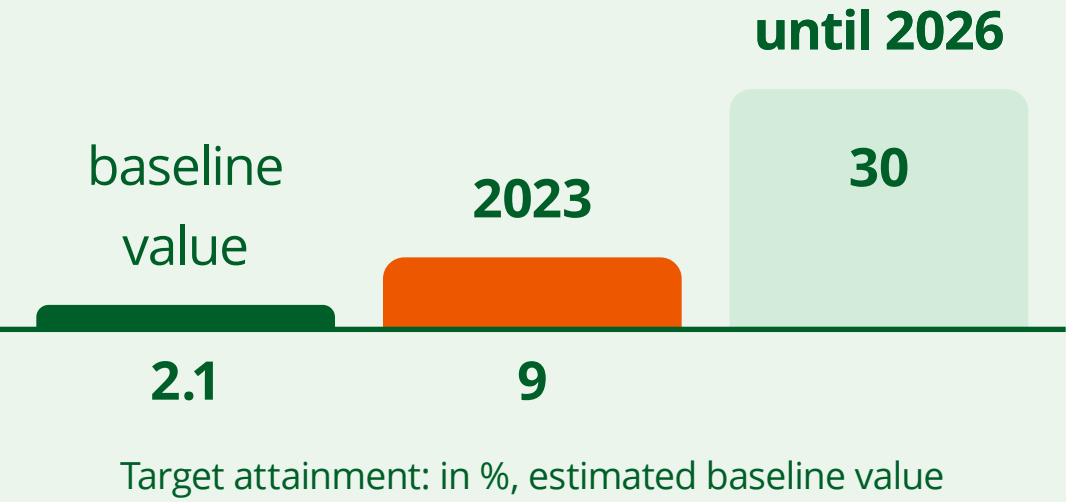
- Fund project: continuation of study on transporting cut flowers from Africa by ship
- Consistently shifting our goods transportation from road to rail for distances in excess of 90 kilometres
- Cargo sous terrain (CST): switching goods transport underground – initiation and co-development of the project from the outset
- Use of hydrogen trucks
- Use of electric trucks
- Use of carbon-neutral biodiesel from organic waste for our trucks
- Analysis system for optimizing the driving behaviour of our diesel trucks
- Fund project: further headway with the development of a nationwide hydrogen filling station network in Switzerland with the association H2 Mobility Switzerland

PRODUCTION

**WE ARE PLANNING
SPECIFIC MEASURES
AND PROJECTS FOR THIS
MATERIAL TOPIC OVER
THE NEXT FEW YEARS.**

TARGET: WHOLESALE

30% OF OUR GOODS
TRANSPORTATION IS
CARRIED OUT USING
LOW-EMISSION MEANS
OF TRANSPORT (OUR OWN
MEANS OF TRANSPORT).



COMMENTS

With a figure of 9.0%, we narrowly missed our 2023 target for the share of goods transported using low-emission means of transport, and are continuing to work on this.

MEASURES

- Greater efficiency in logistics, switching goods transport
- Promotion of innovative transport systems based on renewable energies
- Development and trialling of future-proof mobility systems
- The truck fleets of all national subsidiaries are being steadily switched to renewable fuels

CLOSING MATERIAL CYCLES

MANAGEMENT APPROACH [GRI 3-3]

The manufacture and sale of consumer goods and food require resources that we procure globally. The potential of the circular economy is vast: We aim to reduce our consumption of resources and use materials as efficiently and for as long as possible in closed cycles. Therefore, we are implementing innovative projects for the use of by-products of food production and closing packaging cycles in logistics with reusable packaging. We are a member of the “Circular Economy Switzerland” network and have reinforced our commitment to promoting

the circular economy by signing the Circular Economy Switzerland Charter. We rigorously separate the company’s unavoidable own waste so that we can recycle these reusable materials. We are cutting food waste to an absolute minimum with flexible ordering systems. Goods that we do not sell but that are still in perfect condition are donated to social institutions. Products no longer fit for consumption are used as animal fodder or recycled at biogas plants.



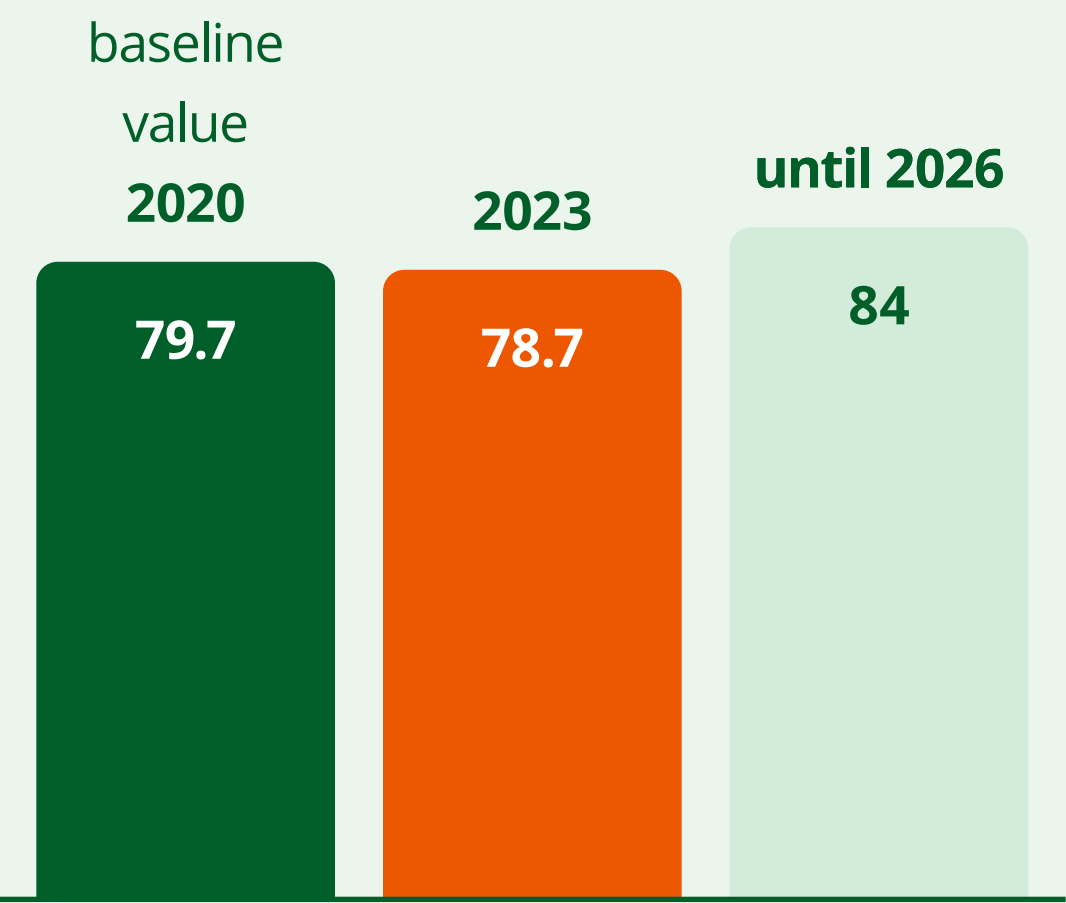
**WE CONSISTENTLY CLOSE,
SLOW DOWN AND REDUCE
OUR MATERIAL CYCLES.**

Alignment with UN Sustainable
Development Goals



TARGET 1: RETAIL

WE MAINTAIN A WASTE
RECYCLING RATE OF
AT LEAST 84%.



Target attainment: in %, baseline value 2020

COMMENTS

With a recycling quota of 78.7%, we narrowly missed our 2023 target and are continuing to work on this..

More information: [Policy Paper on the Circular Economy](#)

Waste generation and significant waste-related impacts in Retail [GRI 306-1]

Waste comes mainly from packaging materials (outer packaging, transport packaging, etc.), food waste and packaging returned by customers. The majority of the waste returned is PET drinks bottles, plastic bottles, waste electrical equipment, etc. In total, 31 different types of waste are generated. The majority of the waste from end packaging and products which are no longer usable and are returned by customers is amassed at the sales outlets. This waste is sorted and taken to the distribution centres, where it is recycled or used for energy recovery. In Retail, no hazardous waste is generated that poses a direct risk to human health or the environment.

The records of waste generated by the Coop Group as a whole primarily relate to waste generated internally. In both Retail and Wholesale, a proportion of the waste is returned to Coop by customers.

Management of significant waste-related impacts in the Coop Group [GRI 306-2]

As part of its multi-year sustainability targets, the Coop Group has quantitative targets for its reusable materials quota (recycled waste as a percentage of total waste generated). In all business segments there are strict guidelines on what reusable materials quota needs to be achieved by the end of the current target period 2022–2026. We are aiming to reduce the resources we use and also to close material cycles. We are pursuing this target by implementing a variety of measures, both to reduce packaging (primary, secondary and tertiary packaging: avoiding packaging as long as product protection is ensured, reducing the amount of (plastic) packaging material, transitioning to reusable systems, using recycled materials and ensuring that packaging materials can be recycled), and to create high added value by converting sidestreams into marketable products. As part of the circular economy concept, in 2022 and 2023 projects were launched that focus on transitioning to the most environmentally friendly packaging systems and piloting new appliance services in the Retail formats, and on creating high added value by converting industrial sidestreams into marketable products.

Where waste and recyclables are transferred to third parties for processing, the primary focus is on the legal requirements in the countries where they are located. In Switzerland, particularly in Retail, internal audits are carried out of companies which process particularly critical waste such as plastics, organic waste and paper/cardboard. In Retail, the waste and recyclables generated in every retail format, sales outlet and distribution centre are recorded in a centralized online tool monthly or annually, depending on the significance of the amounts generated at the location. The information is supplied by the waste

management service providers. Depending on the recording intervals, the data is evaluated and discussed annually or every four months. In Production, the waste generated is also recorded in a centralized online tool, with the data supplied by the waste management service providers. The Bell Food Group has its own systems for recording waste. In Wholesale, generated waste is recorded annually using data supplied by the waste management service providers, and reported to the Coop Group.

Waste generated in Retail [GRI 306-3]

Total weight of waste generated in metric tonnes	143 726
of which paper/cardboard	47 595
of which general waste	28 353
of which organic waste (excluding food)	646
of which food waste	39 230
of which plastic and other packaging materials	12 672
of which glass	13
of which wood	3 381
of which other waste	11 472

Context-specific information on the way that data is compiled is reported under GRI 306-2.

Waste diverted from disposal in Retail [GRI 306-4]

Waste diverted from disposal:	
Total weight of waste diverted from disposal in metric tonnes	113 127
of which paper/cardboard	47 959
of which general waste	–
of which organic waste (excluding food)	646
of which food waste	39 230
of which plastic and other packaging materials	12 672
of which glass	13
of which wood	1 374
of which other waste	11 233

Waste directed to disposal:	
Total weight of waste directed to disposal in metric tonnes	30 599
of which paper/cardboard	–
of which general waste	28 353
of which organic waste (excluding food)	–
of which food waste	–
of which plastic and other packaging materials	–
of which glass	–
of which wood	2 007
of which other waste	239

Hazardous waste:	
Hazardous waste prepared for reuse in metric tonnes	–
Hazardous waste recycled in metric tonnes	–
Hazardous waste diverted to other recovery operations in metric tonnes	–
Non-hazardous waste:	
Non-hazardous waste prepared for reuse in metric tonnes	575
Non-hazardous waste recycled in metric tonnes	112 552
Non-hazardous waste diverted to other recovery operations in metric tonnes	–

Context-specific information on the way that data is compiled is reported under GRI 306-2.

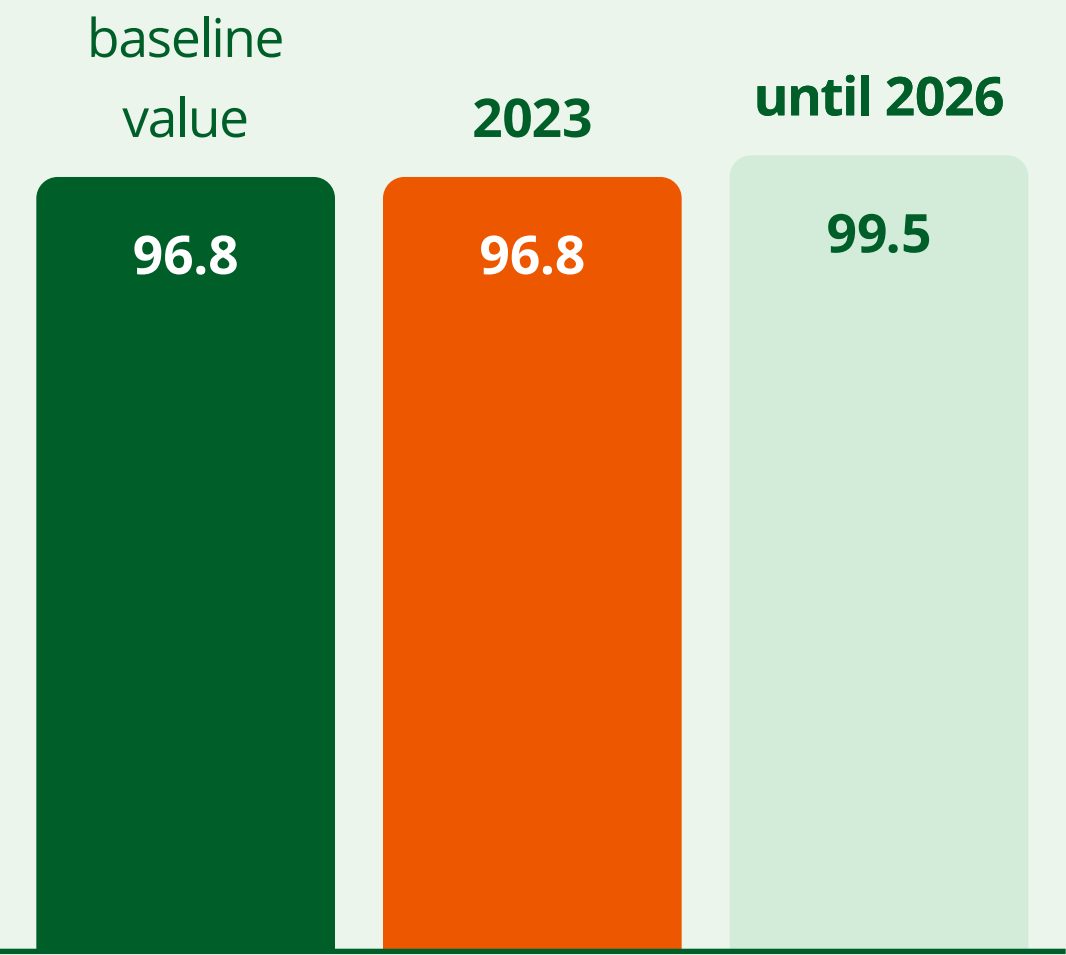
Waste directed to disposal in Retail [GRI 306-5]

Total weight of non-hazardous waste directed to disposal in metric tonnes	18 747
Total weight of hazardous waste directed to disposal in metric tonnes	115

Context-specific information on the way that data is compiled is reported under GRI 306-2.

TARGET 2: RETAIL

WE AVOID FOOD WASTE AND ENSURE THAT 99.5% OF FOOD FROM OUR FOOD SALES OUTLETS IS FOR HUMAN CONSUMPTION. OUR AIM IS TO DOUBLE THE VOLUME OF FOOD WE DONATE.



Target attainment: in %, estimated baseline value

COMMENTS

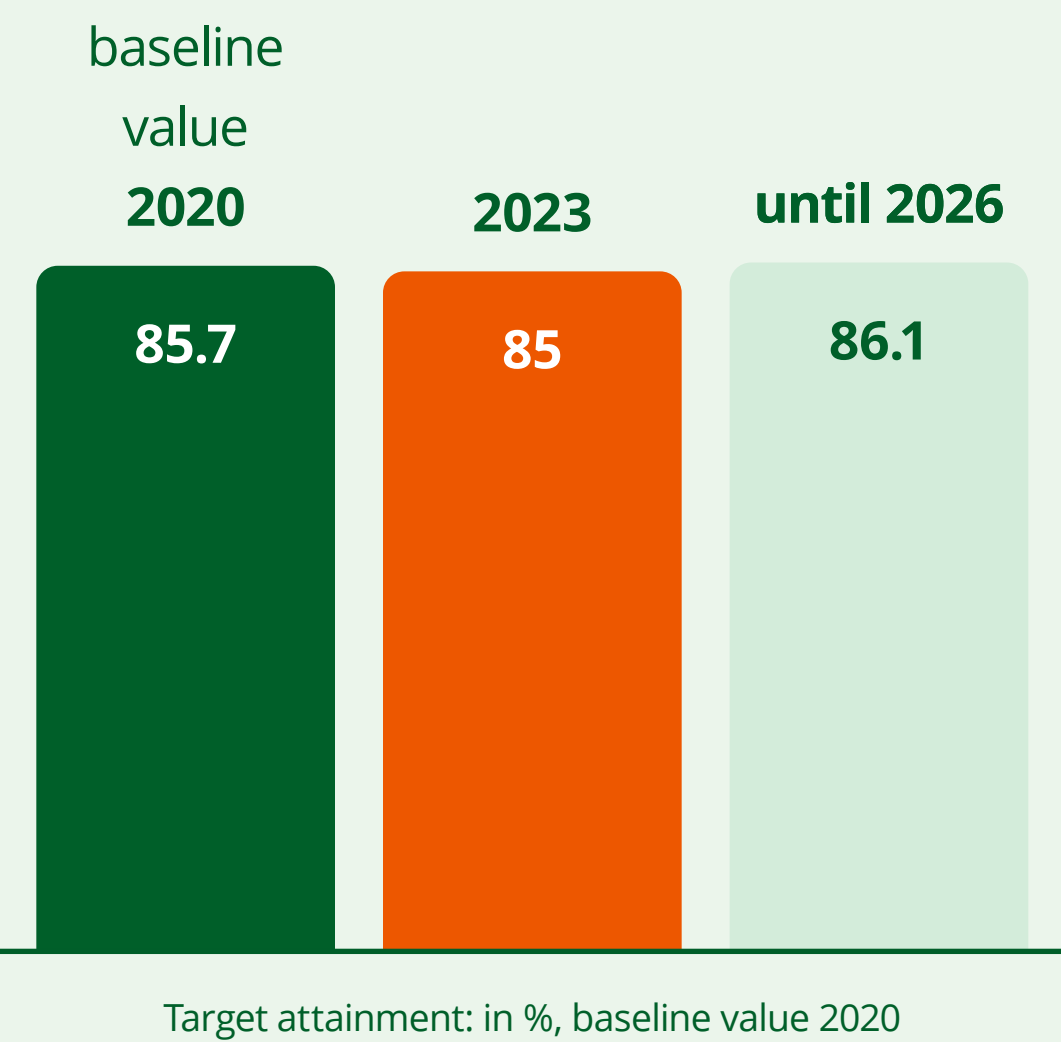
In 2023, 96.8% of food was consumed by humans. We thus narrowly missed our target for the year.

MEASURES

- New Fund project: reusable tray system for the plant business to conserve resources and reduce emissions
- New Fund project: innovation project to create biochar from digestates and waste wood using pyrolysis
- Fund project: pilot food donation project for frozen fresh meat, working towards the long-term “zero meat waste” target
- Fund project: long-term partnership with Schweizer Tafel and Tischlein deck dich food banks to prevent food waste
- Each point of sale has a disposal concept specific to it and the specialist format involved
- Monthly recording of materials separately collected and recycled at sales outlets
- Circular sales outlet: store design with materials that can be reused in shop fitting after dismantling
- Sparing use of resources, promotion of their reuse through targeted waste management and the circular economy: reduction in volume of household waste, optimization of materials (taking due account of longevity, repairability, modularity) and increase in recycling rate
- Commitment to Swiss Recycling’s “circular economy platform” and to the “Allianz Design for Recycling Plastics”
- Organic waste is transformed into animal feed, biogas, biodiesel for our trucks, and the digestate into compost and liquid fertilizer for agriculture
- Guideline on secondary packaging

TARGET 1: PRODUCTION

WE MAINTAIN A WASTE RECYCLING RATE OF AT LEAST 86%.



COMMENTS

With a recycling rate of 85.0%, we narrowly missed our target for the year.

More information: [Policy Paper on the Circular Economy](#)

Waste generation and significant waste-related impacts in Production [GRI 306-1]

The majority of waste generated in the production facilities is outer packaging and transport packaging. In addition to this, industrial sidestreams are generated, which are reused in the best possible way, creating as much value as possible. During the production of detergents, cleaning products and cosmetics, the Steinfels Swiss production facilities generate waste requiring specialist disposal. This is disposed of in an environmentally friendly manner in accordance with the applicable legislation. The Bell Food Group slaughterhouses generate animal by-products which require special handling to avoid epidemics (condemned animal materials categories 1-3). These are also recycled and/or disposed of properly and in accordance with legislation, which is largely ensured by the company Centravo.

The records of waste generated by the Coop Group as a whole primarily relate to waste generated internally. In both Retail and Wholesale, a proportion of the waste is returned to Coop by customers.

Waste generated in Production [GRI 306-3]

Total weight of waste generated in metric tonnes	222 004
of which paper/cardboard	4 196
of which general waste	11 480
of which organic waste (excluding food)	199 627
of which food waste	2 158
of which plastic and other packaging materials	2 239
of which glass	4
of which wood	1 374
of which other waste	926

Context-specific information on the way that data is compiled is reported under GRI 306-2.

Waste diverted from disposal in Production [GRI 306-4]

Waste diverted from disposal:

Total weight of waste diverted from disposal in metric tonnes	188 643
of which paper/cardboard	4 196
of which general waste	–
of which organic waste (excluding food)	179 491
of which food waste	2 158
of which plastic and other packaging materials	931
of which glass	4
of which wood	1 254
of which other waste	608

Waste directed to disposal:

Total weight of waste directed to disposal in metric tonnes	33 361
of which paper/cardboard	–
of which general waste	11 480
of which organic waste (excluding food)	20 136
of which food waste	–
of which plastic and other packaging materials	1 308
of which glass	–
of which wood	120
of which other waste	318

Hazardous waste:

Hazardous waste prepared for reuse in metric tonnes	25
Hazardous waste recycled in metric tonnes	87
Hazardous waste diverted to other recovery operations in metric tonnes	165

Non-hazardous waste:

Non-hazardous waste prepared for reuse in metric tonnes	1 157
Non-hazardous waste recycled in metric tonnes	2 751
Non-hazardous waste diverted to other recovery operations in metric tonnes	184 735

Context-specific information on the way that data is compiled is reported under GRI 306-2.

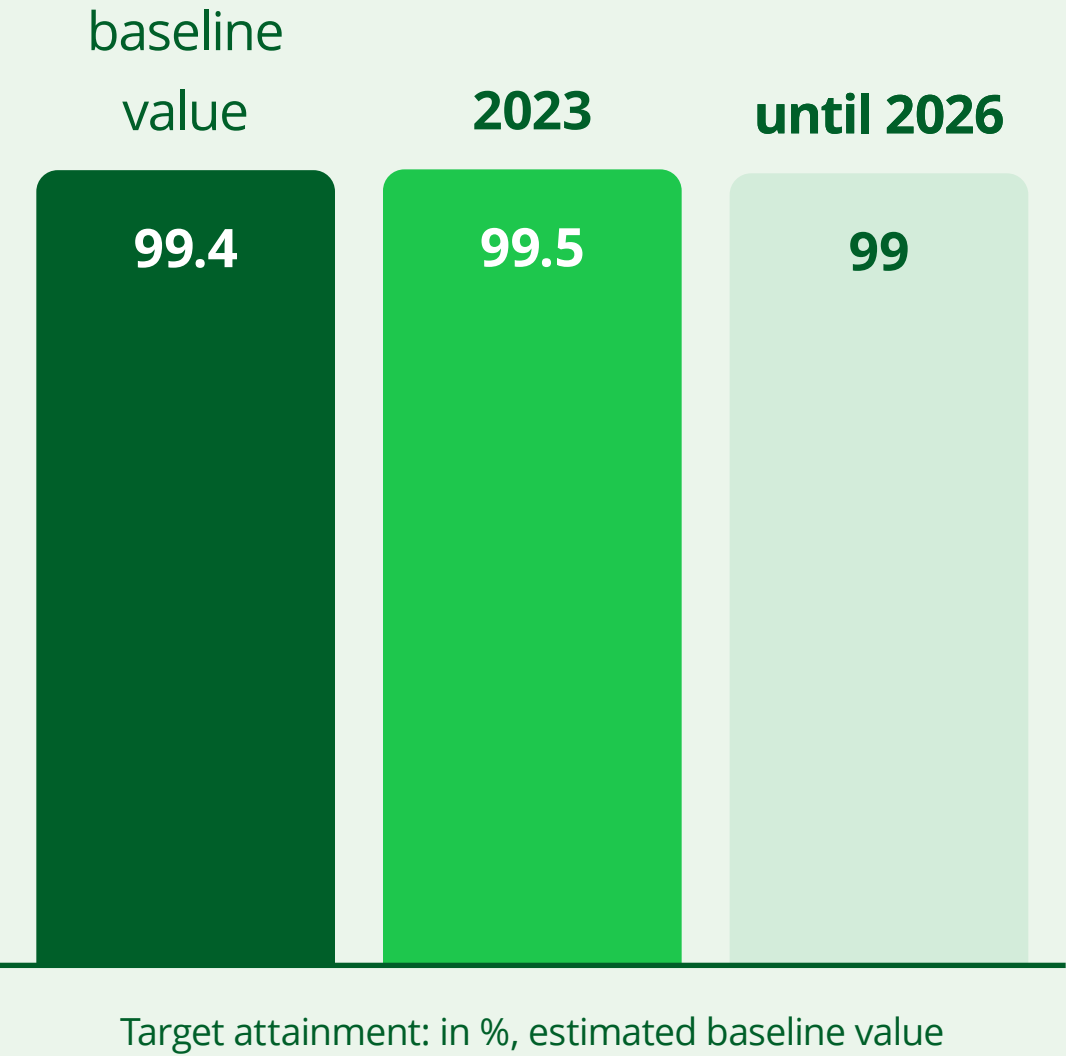
Waste directed to disposal in Production [GRI 306-5]

Total weight of non-hazardous waste directed to disposal in metric tonnes	30 572
Total weight of hazardous waste directed to disposal in metric tonnes	28

Context-specific information on the way that data is compiled is reported under GRI 306-2.

TARGET 2: PRODUCTION

WE AVOID FOOD WASTE
AND ENSURE THAT
99% OF FOOD PRODUCED
REACHES THE SALES
CHANNELS.



COMMENTS

In 2023, 99.5% of food was consumed by humans.
We thus achieved our target for the year and are on track.

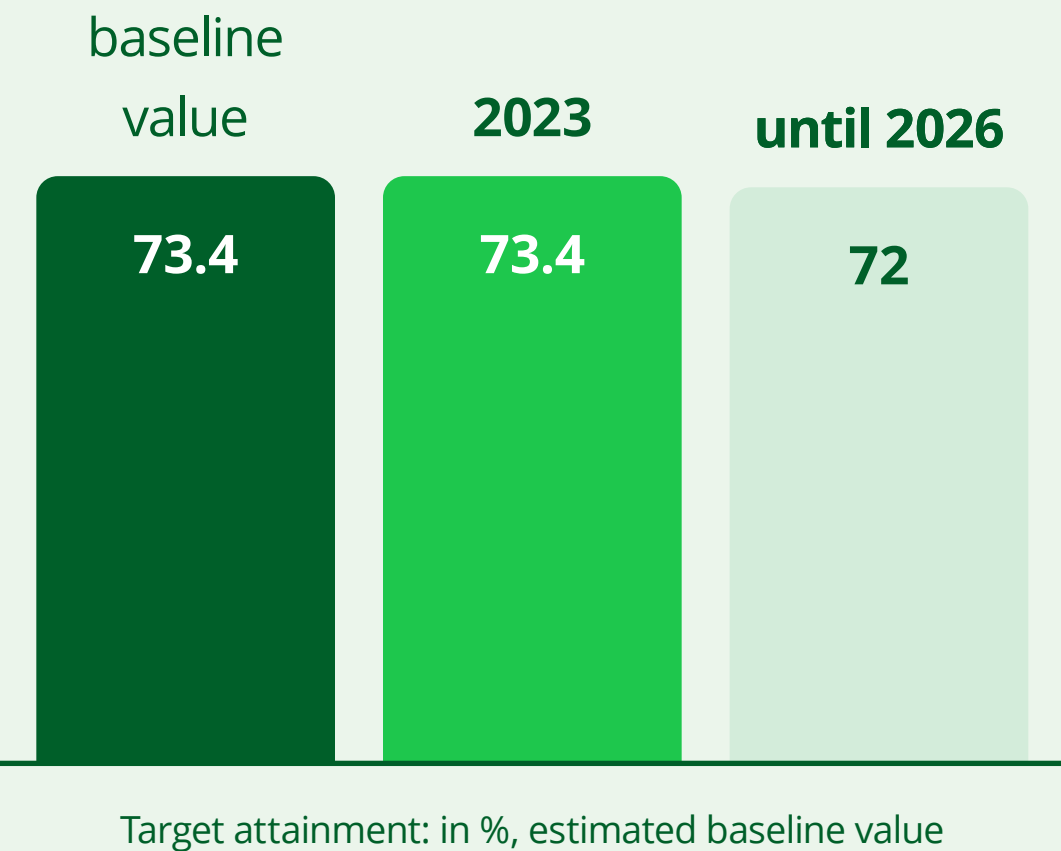
MEASURES

- Swissmill – Fund project: continuation of Zoí pilot project to recycle milling by-products
- Organic waste is transformed into animal feed, biogas, biodiesel for our trucks, and the digestate into compost and liquid fertilizer for agriculture
- Closure of product cycles
- Analysis of industrial sidestreams at all manufacturing companies
- Monthly recording of reusable materials separately collected and recycled
- Sparing use of resources, promotion of their reuse through targeted waste management and the circular economy

99.5%

TARGET 1: WHOLESALE

WE MAINTAIN A WASTE
RECYCLING RATE OF
AT LEAST 70%.



COMMENTS

With a recycling rate of 73.4%, we achieved our target for the year.

More information: [Policy Paper on the Circular Economy](#)

NOTE

After the publication of the [Coop Group report on non-financial matters](#) on 21 March 2024, this figure was corrected following an in-depth verification process.

Waste generation and significant waste-related impacts in Wholesale [GRI 306-1]

Waste comes mainly from packaging materials (outer packaging, transport packaging, etc.), food waste and packaging returned by customers. The majority of the waste returned is PET drinks bottles, plastic bottles, waste electrical equipment, etc. In total, 31 different types of waste are generated. The majority of the waste from end packaging and products which are no longer usable and are returned by customers is amassed at the sales outlets. This waste is sorted and taken to the distribution centres, where it is recycled or used for energy recovery. In Wholesale, no hazardous waste is generated that poses a direct risk to human health or the environment.

The records of waste generated by the Coop Group as a whole primarily relate to waste generated internally. In both Retail and Wholesale, a proportion of the waste is returned to Coop by customers.



Waste generated in Wholesale [GRI 306-3]

Total weight of waste generated in metric tonnes	70 806
of which paper/cardboard	26 074
of which general waste	12 479
of which organic waste (excluding food)	1 281
of which food waste	8 627
of which plastic and other packaging materials	4 597
of which glass	1 455
of which wood	4 968
of which other waste	11 325

Context-specific information on the way that data is compiled is reported under GRI 306-2.

Waste diverted from disposal in Wholesale [GRI 306-4]

Waste diverted from disposal (recycling):	
Total weight of waste diverted from disposal in metric tonnes	51 953
of which paper/cardboard	25 922
of which general waste	3 332
of which organic waste (excluding food)	1 281
of which food waste	8 605
of which plastic and other packaging materials	3 741
of which glass	1 445
of which wood	4 826
of which other waste	2 792

Waste directed to disposal:	
Total weight of waste directed to disposal in metric tonnes	18 862
of which paper/cardboard	152
of which general waste	9 146
of which organic waste (excluding food)	–
of which food waste	23
of which plastic and other packaging materials	856
of which glass	10
of which wood	142
of which other waste	8 533

Hazardous waste:	
Hazardous waste prepared for reuse in metric tonnes	–
Hazardous waste recycled in metric tonnes	–
Hazardous waste diverted to other recovery operations in metric tonnes	–

Context-specific information on the way that data is compiled is reported under GRI 306-2.

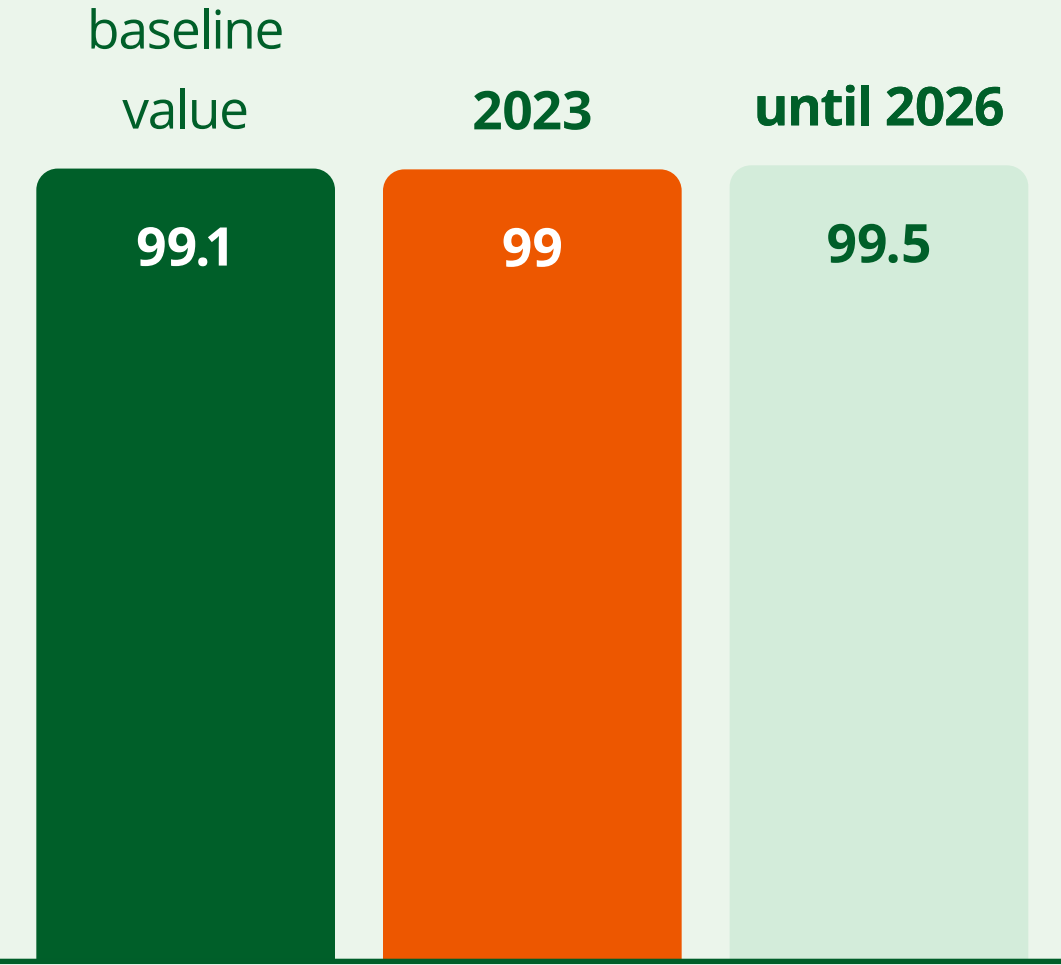
Waste directed to disposal in Wholesale [GRI 306-5]

Total weight of non-hazardous waste directed to disposal in metric tonnes	33 044
Total weight of hazardous waste directed to disposal in metric tonnes	318

Context-specific information on the way that data is compiled is reported under GRI 306-2.

TARGET 2: WHOLESALE

WE AVOID FOOD WASTE
AND ENSURE THAT 99.5%
OF FOOD FROM OUR FOOD
SALES OUTLETS IS FOR
HUMAN CONSUMPTION.



Target attainment: in %, estimated baseline value

COMMENTS

In 2023, 99.0% of food was consumed by humans, so we narrowly missed our target for the year.

MEASURES

- Recording of reusable materials separately collected and recycled
- Ongoing reduction in residual waste volume
- Sparing use of resources, Promotion of recycling with targeted waste management
- Food donation projects carried out by the Transgourmet national companies to help those in poverty

OPTIMIZING PACKAGING, REDUCING PLASTIC

MANAGEMENT APPROACH [GRI 3-3]

Plastic and packaging material that ends up in the environment is harmful to both water and soil health. As a responsible company, it is important to us to save resources and avoid waste. As such, we are continuously reducing and optimizing our packaging material in line with the 3R principle (Reduce, Reuse, Recycle) and switching to sustainable alternatives. In so doing, we consider the environmental footprint not just from a materials perspective: we take a holistic view of packaging with regard to its function and its influence on shelf life and on

contamination of or damage to the product, in order to reduce potential food or product waste to an absolute minimum. Reducing and continually optimizing our packaging material enables us not only to save resources, but also save a lot of energy in manufacturing, transport and disposal. We regularly discuss the latest innovations in packaging with representatives of the scientific community and packaging experts so that we can test and implement them promptly.



**WE REDUCE OUR USE OF
PLASTICS AND RELY ON
SUSTAINABLE PACKAGING.**

Alignment with UN Sustainable
Development Goals



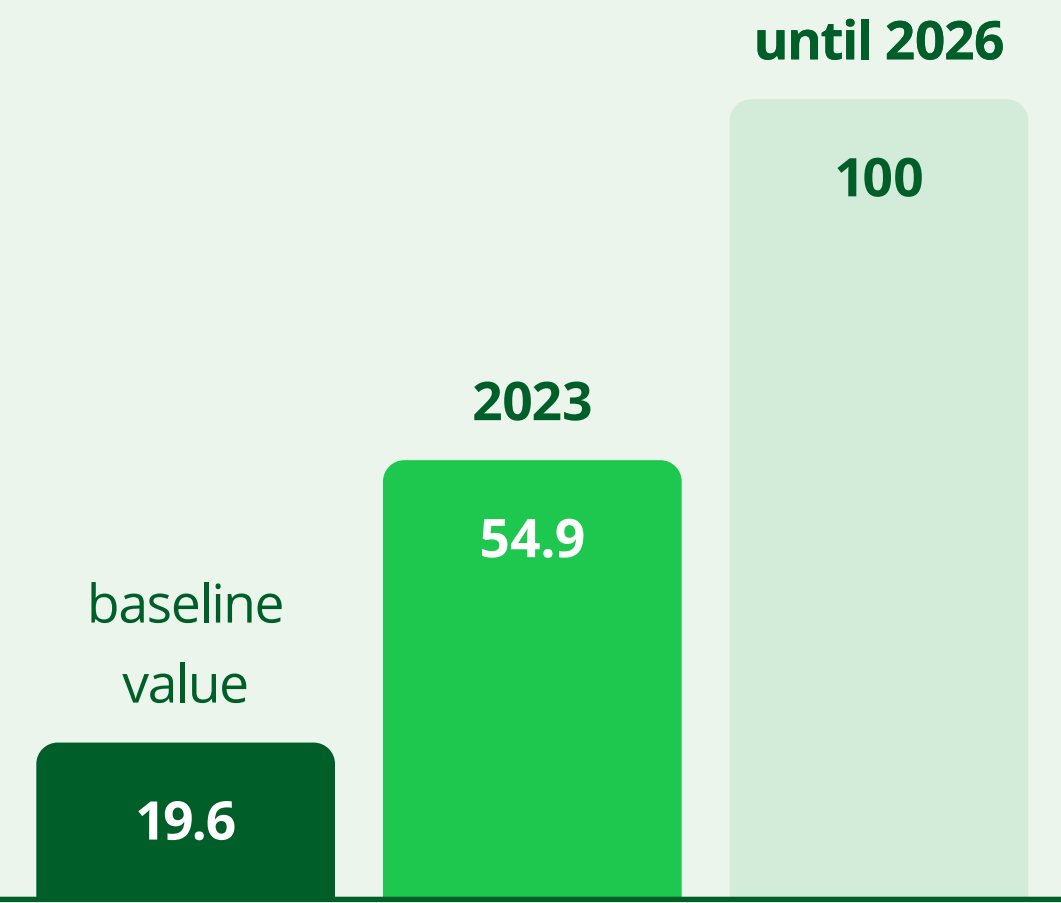
//
**I EXPECT COOP TO INCREASINGLY AVOID
USING PLASTIC PACKAGING, TO REDUCE IT
TO A MINIMUM AND TO ONLY USE IT
WHERE ABSOLUTELY NECESSARY.**

Aline van Hoeken
Coop customer



TARGET 1: RETAIL

100% OF OUR OWN-LABEL PRODUCTS ARE ECOLOGICALLY PACKAGED ACCORDING TO OUR PACKAGING GUIDELINES.



Target attainment: in %, estimated baseline value

54.9%

COMMENTS

A great success: in 2023, 54.9% of our own-label brand products were ecologically packaged. We thus achieved our target for the year and are on track.

More information: [Policy Paper on Packaging and Plastic](#)

TARGET 2: RETAIL

WE ARE REDUCING PLASTIC CONSUMPTION IN OUR OWN-LABEL BRAND PACKAGING AND DISPOSABLE RANGES BY 20% COMPARED TO 2021.

 **FULFILLED**



COMMENTS

In 2023, with a 13.3% reduction in plastic used in our packaging and single-use ranges, we achieved our target for the year.

MEASURES

- New Fund project: cooperation project to assess the processes used for recycled polypropylene
- Coop staff discount card made of rPET from 2023 onwards
- Steadily switching packaging to reduce plastic
- Expansion of range of unpackaged and reusable solutions in stores and in restaurants
- Packaging guideline: guideline with principles to promote sustainable packaging binding on 100% of our own-label brand suppliers
- Fund project: raising awareness of littering through the Coop “Wanderpreis” challenge trophy on IGSU Clean Up Day

TARGET: PRODUCTION

WE ARE REDUCING PLASTIC CONSUMPTION PER TONNE OF GOODS SOLD BY 15% COMPARED TO 2021.

 **NOT FULFILLED**



COMMENTS

The amount of plastic used per tonne of product sold rose in 2023. We therefore did not meet our target for the year to reduce this by 6%.

More information: [Policy Paper on Packaging and Plastic](#)

NOTE

The scope of data collection for Reismühle Nutrex has been revised and included in the data calculation for the reporting year 2023.

MEASURES

- Packaging guideline: guideline with principles to promote sustainable packaging binding on 100% of our own-label brand suppliers
- Use of reusable containers in production

TARGET: WHOLESALE

WE ARE REDUCING THE
AMOUNT OF PLASTIC USED
PER TONNE OF PRODUCT
IN OWN-LABEL BRAND
PACKAGING BY 10%
COMPARED WITH 2021.

 NOT FULFILLED

COMMENTS

The amount of plastic used per tonne of product sold rose in 2023. We therefore did not meet our target for the year to reduce this by 4%.

More information: [Policy Paper on Packaging and Plastic](#)

NOTE

Transgourmet Switzerland, Transgourmet Germany and Transgourmet Austria retroactively corrected their data for the 2021 baseline year. Transgourmet Ibérica retroactively corrected its data for the baseline years 2021 and 2022. The baseline year 2021 was corrected as a result of this new information, which affected the results in the 2023 reporting year.

MEASURES

- Reduction of plastic in own-label brands: continued work on reducing the use of plastic in packaging for own-label brands

REDUCING WATER CONSUMPTION



MANAGEMENT APPROACH [GRI 3-3]

As an international company, we bear responsibility for protecting natural resources. This includes not just our commitment to the sustainable use of fresh-water resources in our products' supply chains, but also reducing and optimizing our own water

consumption. Therefore, we record the water footprint of our operations on an annual basis and identify the measures necessary to further reduce our water consumption.



**WE REDUCE AND OPTIMISE
OUR OWN WATER
CONSUMPTION.**

Alignment with UN Sustainable
Development Goals



RETAIL

WE ARE PLANNING
SPECIFIC MEASURES
AND PROJECTS FOR THIS
MATERIAL TOPIC OVER
THE NEXT FEW YEARS.

Interactions with water as a shared resource in the
Coop Group [GRI 303-1]

Water is used both in the form of service water in a commercial context (cleaning, sanitary facilities) and in the form of process water used in production. Work is currently underway on establishing a group-wide means of systematically recording water withdrawals and effluent disposal. Based on the data currently available (see disclosures 303-3 to 303-5), we have made the assumption that water withdrawals and effluent disposal take place via the public service providers for water in each location. An in-depth check of water withdrawal records and an analysis of consumption and effluent disposal is due to be initiated in 2024 for all business areas. As part of this in-depth check, the process used to determine the effects of effluent and process water will be set out.

On the basis of the planned process evaluations and the water consumption data, targets will be set in subsequent years. With regard to the current Coop Group sustainability strategy, no concrete targets have been set for the strategy period 2022-2026. Therefore as of 2023, depending on the relevance of the amounts, the water withdrawn, consumed and discharged are measured for each location. Then, on the basis of the data gained over the three years, targets will be set for the next period starting in 2027.

Management by the Coop Group of water
discharge-related impacts [GRI 303-2]

There is as yet no comprehensive overview of all Coop Group locations with regard to effluent treatment plant discharge conditions. During 2024 an overview is to be established. At present there is no centralized record of whether or not internally established water quality standards or water quality guidelines are used within the Coop Group. A process is to be initiated during 2024 to establish what standards and guidelines already exist.

There are no known sector-specific standards for water discharge. As part of a detailed analysis planned for 2024, such standards are to be evaluated at selected subsidiaries, for example at Transgourmet Ibérica (on the topic of water stress), the Bell Food Group or Steinfels Swiss.

As far as can be determined from the data currently available, at the Coop Group locations there is no direct discharge of untreated water into open or underground bodies of water. Comprehensive collection of data on water discharge at all Coop Group locations is to be initiated in 2024.

Water withdrawal in Retail [GRI 303-3]

Total water withdrawal in cubic metres	1 184 207
Total water withdrawal via third parties in areas with water stress in cubic metres	0

The information on water withdrawal is provided by the water companies in each locality. A more detailed breakdown of the data will follow in 2024.

Water discharge in Retail [GRI 303-4]

Total water discharge in cubic metres	1 177 260
Total discharge in cubic metres of third-party water sent for use to other organizations	0
Number of cases in which the prescribed discharge limits for priority substances of concern were exceeded	0

How substances of concern are defined: As far as is known, all effluent discharge in the entire Coop Group takes place via the public sewerage networks. For these, effluent treatment plant discharge conditions apply.

The method used to set the discharge limits for priority substances of concern is determined by the effluent treatment plants, where necessary.

The data is extrapolated from the data on water withdrawal. No separate measurement of effluent discharge is carried out.

Water consumption in the Coop Group [GRI 303-5]

For the 2023 reporting year, water consumption, water withdrawal and water discharge are treated as equal. The information on water consumption, water withdrawal and water discharge from all areas including areas with water stress are reported under GRI 303-3 and GRI 303-4.

No data on water storage was collected for the 2023 reporting year. The collection of this data for subsequent years for the entire Coop Group will be part of a detailed analysis planned for 2024.

The data on water withdrawal is obtained via measurement (water meters). For the reporting year, the amount of water consumed and the amount of water discharged are set as equal to the amount of water withdrawn. The collection of this data for subsequent years for the entire Coop Group will be part of a detailed analysis planned for 2024.

MEASURES

- Adoption of process targets with the WWF in the area of water

PRODUCTION

WE ARE PLANNING
SPECIFIC MEASURES
AND PROJECTS FOR THIS
MATERIAL TOPIC OVER
THE NEXT FEW YEARS.

Water withdrawal in Production [GRI 303-3]

Total water withdrawal in cubic metres	6 119 100
Total water withdrawal via third parties in areas with water stress in cubic metres	134 186

The information on water withdrawal is provided by the water companies in each locality. At Bell Switzerland, a certain proportion of the production water comes from other sources. A more detailed breakdown of the data will follow in 2024.

Water discharge in Production [GRI 303-4]

Total water discharge in cubic metres	3 905 377
Total discharge in cubic metres of third-party water sent for use to other organizations	0
Number of cases in which the prescribed discharge limits for priority substances of concern were exceeded	0

How substances of concern are defined: As far as is known, all effluent discharge in the entire Coop Group takes place via the public sewerage networks. For these, effluent treatment plant discharge conditions apply. Specific discharge conditions are met, where necessary (e.g. effluent containing sugar at Pearlwater). Further special requirements pertaining to the discharge of effluent at Bell (meat processing) and Steinfels Swiss will be evaluated in 2024.

The method used to set the discharge limits for priority substances of concern is determined by the effluent treatment plants, where necessary.

The data is extrapolated from the data on water withdrawal. No separate measurement of effluent discharge is carried out.

WHOLESALE

WE ARE PLANNING
SPECIFIC MEASURES
AND PROJECTS FOR THIS
MATERIAL TOPIC OVER
THE NEXT FEW YEARS.

Water withdrawal in Wholesale [GRI 303-3]

Total water withdrawal in cubic metres	841 634
Total water withdrawal via third parties in areas with water stress in cubic metres	0

The information on water withdrawal is provided by the water companies in each locality. A more detailed breakdown of the data will follow in 2024.

Water discharge in Wholesale [GRI 303-4]

Total water discharge in cubic metres	832 211
Total discharge in cubic metres of third-party water sent for use to other organizations	0
Number of cases in which the prescribed discharge limits for priority substances of concern were exceeded	0

How substances of concern are defined: as far as is known, all effluent discharge in the entire Coop Group takes place via the public sewerage networks. For these, effluent treatment plant discharge conditions apply.

The method used to set the discharge limits for priority substances of concern is determined by the effluent treatment plants, where necessary.

The data is extrapolated from the data on water withdrawal. No separate measurement of effluent discharge is carried out.



PILLAR 3

EMPLOYEES AND SOCIAL COMMITMENT

As a cooperative geared towards sustainable, long-term corporate success, it is very important to us that we are an attractive and fair employer for our employees and that we take responsibility for society's health and well-being.



DIVERSITY TRULY MULTIFACETED

MANAGEMENT APPROACH [GRI 3-3]

We aspire to a work environment in which all employees are treated fairly, regardless of their gender, their religious and sexual orientation or their ethnic background. Our open corporate culture enables people to thrive and develop their full potential. Over 90,000 employees from around 130 countries work together towards the Coop Group's success. This diversity presents great opportunities and is the foundation of our success. At the Coop Group, everyone is seen as an individual

with unique skills. Inclusion is important to us, and we endeavour to give the people in our company equal opportunities and rights. Equality also matters greatly to us: from equal pay and part-time employment models to increasing the share of women in management positions. When defining measures, we use recognized standards and certifications and take our employees' needs into account, with the involvement of the company's Welfare Service and Occupational Health Management.



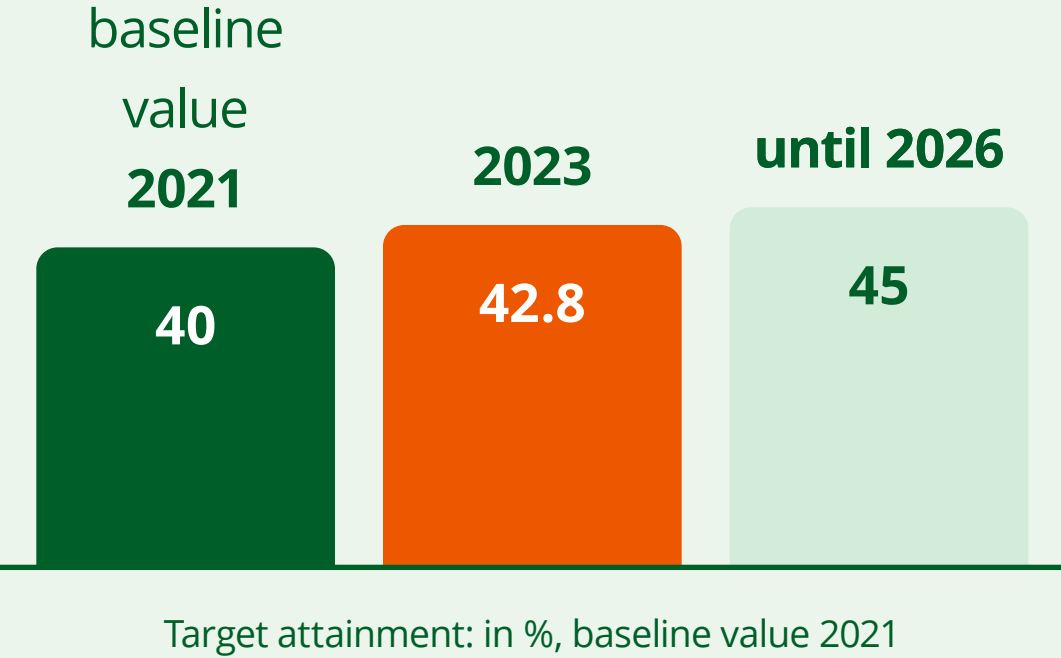
**WE PROMOTE DIVERSITY
AND EQUAL OPPORTUNITIES.**

Alignment with UN Sustainable
Development Goals



TARGET: RETAIL

WOMEN ACCOUNT FOR 45%
OF MANAGEMENT AND 25%
OF SENIOR MANAGEMENT.



COMMENTS

In 2023, 42.8% of management positions were held by women, which is just short of our 45% target for the year. In senior management, we achieved our target for the year, with 28.6% of senior managers being female, and are on track.

Highlight

Update Fitness: implemented
equal pay analysis externally audited
and confirmed

Employees of the Coop Group ^[GRI 2-7]

As of 31 December 2023, the Coop Group employed 95 881 people.

Number of employees of the Coop Group by region

Number of employees	Land
3 804	Austria
6	Belgium
59 895	Switzerland
59	China
256	Czech Republic
14 122	Germany
2 891	Spain
1 008	Principality of Liechtenstein
3 585	France
92	United Kingdom
10	Honduras
195	Hungary
118	Italy
82	Netherlands
4 854	Poland
4 874	Romania
12	Slovak Republic
18	Other countries

Number of employees in Retail by type of employment and gender

	Women	Men
Number of full-time employees as of 31 December 2023	17 777	17 903
Number of part-time employees as of 31 December 2023	13 247	1 879

Number of employees in Production by type of employment and gender

	Women	Men
Number of full-time employees as of 31 December 2023	3 238	6 849
Number of part-time employees as of 31 December 2023	2 095	2 040

Number of employees in Wholesale by type of employment and gender

	Women	Men
Number of full-time employees as of 31 December 2023	9 821	16 770
Number of part-time employees as of 31 December 2023	2 991	1 271

The calculation of key personnel indicators for Bell Food Group covers all directly employed workers including apprentices at the vocational college and the subcontracted workers of Bell Switzerland. Internships are also taken into account.

To calculate the GRI 2-7 indicators, we used the methodology of the reference date calculation as of 31 December (no calculation of rates). The choice of method varies depending on the specific indicator. There were no significant fluctuations in the number of employees during the 2023 reporting year. All data collected for GRI 2-7 are measured in the number of workers (headcount). Agency workers and staff on fixed-term contracts (less than three months) are not included in the data collected for GRI 2-7. The categories of permanent employees, temporary employees and non-guaranteed hours employees are therefore not listed separately in this section, but are reported in GRI 2-8. Also, full-time and part-time employee numbers are not broken down by region, as this would not add any value.

Workers who are not employees of the Coop Group [GRI 2-8]

In 2023, 2 776 workers (full-time equivalents, FTE) who are not employees and whose work is controlled by the Coop Group worked for the Coop Group.

The total number of workers who are not directly employed but whose work is controlled by our organization comprises persons who have concluded an employment contract with a subcontractor or are employed via temporary employment firms or agencies.

Temporary workers in Production cover the seasonal peaks that occur on public holidays and during the summer holiday period, for example. In Administration, temporary workers are used for special situations such as maternity cover and similar replacement arrangements. Subcontractor workers are employed under service contracts in Production only, but are not included in the calculation.

Workers operating via employment contracts with subcontractors are used in the case of Bell Switzerland, Hubers and Eisberg Hungary only. Temporary workers, on the other hand, can be found in nearly all business areas.

Bell Food Group experiences fluctuations in the number of workers during seasonal peaks. These fluctuations occur particularly around the Easter and Christmas trading periods as well as during the summer months.

Proportion of senior management hired by the Coop Group from the local community [GRI 202-2]

In 2023, 88.9% of the senior managers deployed by the Coop Group at significant locations of operation were hired locally. “Senior management” is defined as: Persons of the Coop Cooperative who belong to the top tier of management (function levels 0 to 2) and persons with equivalent function levels in production and wholesale.

The geographical definition of “local” refers to the country in which the operation is located and in exceptional cases to neighbouring countries if the operation is located in a border region. Significant locations of operations are all locations at which a consolidated company of the Coop Group performs activities and workers engage in activities, including sales outlets, logistics, production and administration, are deemed significant locations of operation.

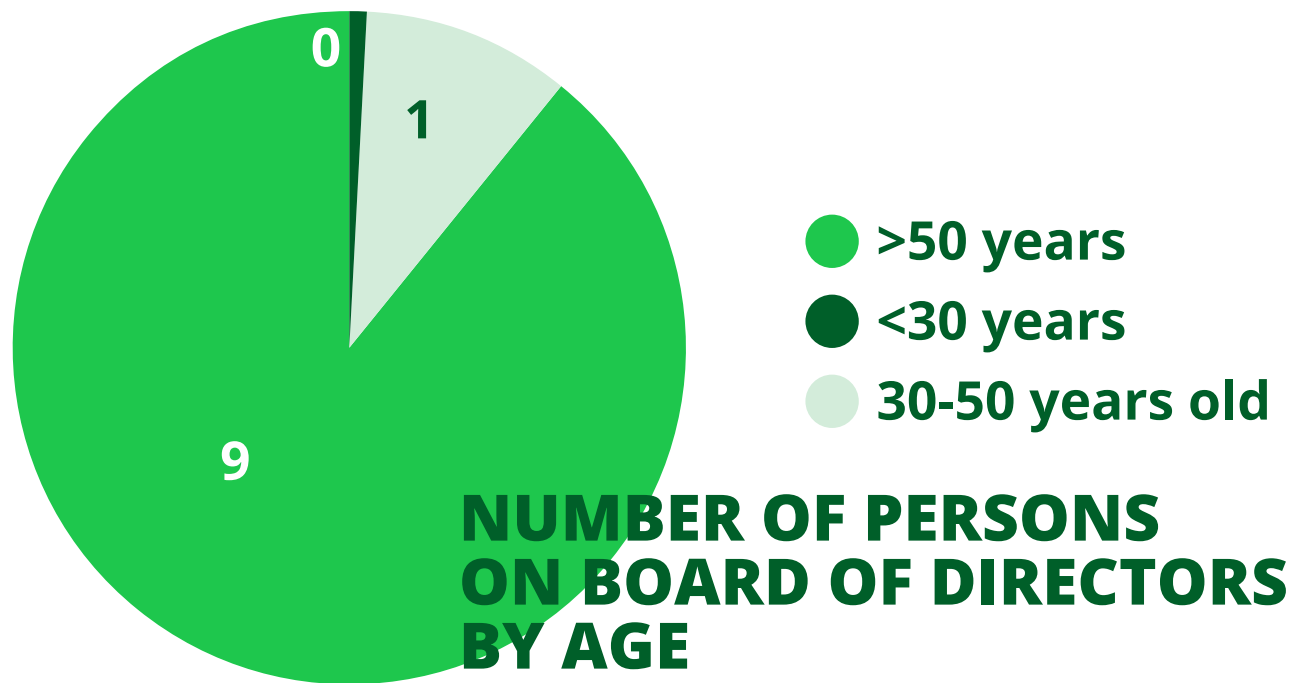
Parental leave in Retail [GRI 401-3]

The return to work rate for employees that took parental leave is 95.7%

	Women	Men
Number of employees that were entitled to parental leave in 2023	1 378	3 339
Number of employees that took parental leave in 2023	874	562
Number of employees that returned to work after parental leave ended	811	563
Number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work	696	552

Diversity of Coop Group governance bodies and Retail employees [GRI 405-1]

Coop Group Cooperative Board of Directors:



Number of employees in Retail:

	Women	Men
Under 30 years old	7 449	5 927
30-50 years old	14 784	8 928
Over 50 years old	8 791	4 927

The indicators on employees by age and gender refer exclusively to directly employed workers.

Ratio of basic salary and remuneration of women to men in Retail [GRI 405-2]

In 2020, the Swiss Association for Quality and Management Systems (SQS) awarded the Coop business units “Fair Compensation” certification. The certificate confirms that Coop’s remuneration policy satisfies the criteria for compliance with fair compensation. This is also proof that, at Coop, all employees have the same opportunities, regardless of gender or background. In 2023 Coop also passed its third audit for the “Fair Compensation” certificate.

Other subsidiaries such as Fust, Update Fitness, The Body Shop and Railcare were awarded their own certificates. All locations at which a consolidated company of the Coop Group performs activities and workers engage in activities, including sales outlets, logistics, production and administration, are deemed significant locations of operation. No distinction is made between “significant” and other locations of operation.

Incidents of discrimination and corrective actions taken in Retail [GRI 406-1]

21 incidents were recorded in Retail in 2023. In accordance with the internal Company Regulations CR 556, formal investigation procedures that were officially initiated after a written complaint was registered are deemed incidents of discrimination. Investigation procedures are divided into four key themes: sexual harassment, bullying, discrimination and abuse of power at the workplace. In practice, discriminatory comments can also be part of a bullying investigation. In terms of statistics, however, such incidents are solely categorized as bullying. For the sake of simplicity and completeness, the formal investigation procedures in relation to bullying and discrimination, based on the annual national statistics of the Coop Welfare Service, are included in the data collection for GRI 406-1.

The investigation procedure includes:

- considering any immediate measures to protect all persons involved
- notifying the persons involved of the commencement of proceedings (such notification may be withheld in justified instances)
- examining the circumstances and making the necessary clarifications
- interviewing the persons involved as well as any witnesses as promptly as possible (interviews are minuted and the minutes given to the interviewee for review)
- documenting all stages of the investigation in writing
- documenting the results of the investigation and writing a concluding report
- any necessary sanction proposals or proposals for suitable measures

The investigation is concluded and the persons involved are notified accordingly. The concluding report is sent to the following decision-making persons: HR Management National, HR Management Sales Region/Head Office/Trading and the management of the organizational division. These decision-makers then decide on the definitive consequences and actions.

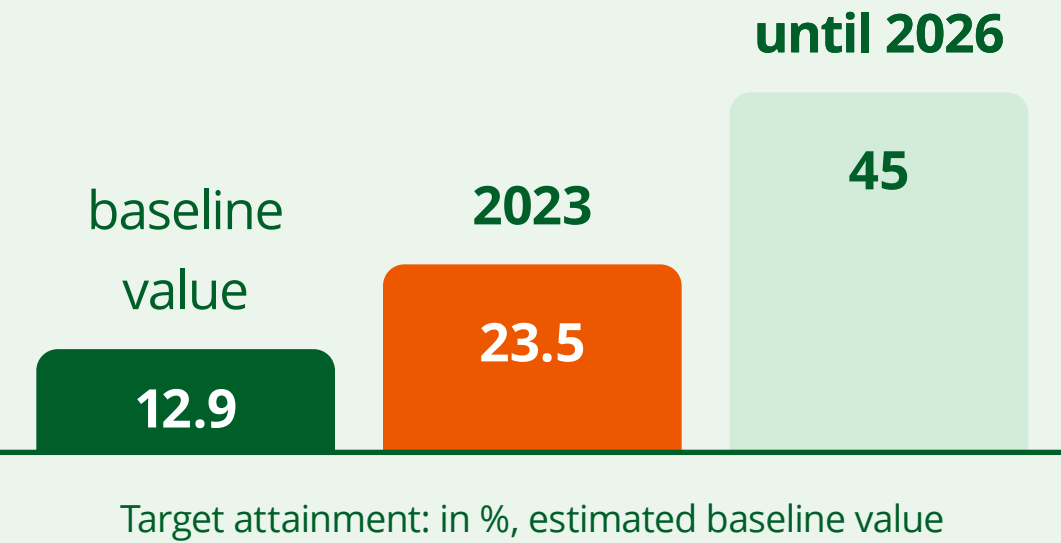
More information: www.coopjobs.ch (German), [Policy Paper on Sustainable Personnel Management](#)

MEASURES

- Maternity leave: 18 weeks from 3rd year of service (on full pay)
- 15 days of paternity leave to be taken within one year of birth
- HR system: recording of gender choice
- Preliminary workplace integration apprenticeships: programme for refugees and young people who have recently arrived in Switzerland
- Training and e-learning: training on bullying, sexual harassment, discrimination and abuse of power at the workplace, as well as e-learning courses in an array of languages

TARGET: PRODUCTION

WOMEN ACCOUNT FOR 35%
OF MANAGEMENT AND 20%
OF SENIOR MANAGEMENT.



COMMENTS

In 2023, 23.5% of management positions were held by women, so we did not achieve our target for the year. In senior management too, we missed our target for the year with 16.1% of senior managers being female.

Parental leave in Production [GRI 401-3]

The return to work rate for employees that took parental leave is: 95.7%

	Women	Men
Number of employees that were entitled to parental leave in 2023	15	32
Number of employees that took parental leave in 2023	15	32
Number of employees that returned to work after parental leave ended	13	32
Number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work	10	31

Diversity of employees in Production [GRI 405-1]

Number of employees in Production:

	Women	Men
Under 30 years old	90	2358
30-50 years old	393	7107
Over 50 years old	208	4066

The indicators on employees by age and gender refer exclusively to directly employed workers. In addition, they also include the subcontracted workers of Bell Switzerland. This comprises 762 people.

Ratio of basic salary and remuneration of women to men in Production [GRI 405-2]

In 2020, the Swiss Association for Quality and Management Systems (SQS) awarded the Coop business units “Fair Compensation” certification. The certificate confirms that Coop’s remuneration policy satisfies the criteria for compliance with fair compensation. This is also proof that, at Coop, all employees have the same opportunities, regardless of gender or background. In 2023 Coop also passed its third audit for the “Fair Compensation” certificate.

The Bell Food Group locations in Switzerland have also been awarded the certificate. No group-wide solution is currently planned for Bell Food Group.

All locations at which a consolidated company of the Coop Group performs activities and workers engage in activities, including sales outlets, logistics, production and administration, are deemed significant locations of operation. No distinction is made between “significant” and other locations of operation.

Incidents of discrimination and corrective actions taken in Production [GRI 406-1]

Two incidents were recorded in Production in 2023.

Bell Food Group provides a confidential, anonymous whistleblower reporting platform for workers, customers, suppliers and business partners to enable them to report breaches of the Code of Conduct. No confirmed cases were registered via this reporting platform in 2023. This does not include incidents recorded via the HR departments of business entities.

More information: www.coopjobs.ch (German), [Policy Paper on Sustainable Personnel Management](#)

The Policy Paper on Sustainable Personnel Management has also applied to Bell Food Group since 2023.

TARGET: WHOLESALE

WOMEN ACCOUNT FOR 30% OF MANAGEMENT.



Target attainment: in %, estimated baseline value

COMMENTS

In 2023, 30.6% of management positions were held by women, so we achieved our target for the year.

Benefits provided to full-time employees in Wholesale that are not provided to temporary or part-time employees [GRI 401-2]

Country-specific differences exist in Wholesale.

Transgourmet Switzerland: Employees benefit from attractive discounts and employment conditions as well as additional fringe benefits. They can view the relevant information on the Transgourmet intranet.

All locations at which Transgourmet performs activities and workers engage in activities, including cash & carry warehouses, logistics, production and administration, are deemed significant locations of operation.

Transgourmet Germany: Different waiting times may apply to the receipt of Christmas and holiday bonuses. Company bicycles are only available to employees with a permanent employment contract. Furthermore, there are no differences between full-time and part-time employees.

Transgourmet France: All Transgourmet France workers are entitled to the same benefits.

All locations are deemed significant locations of operation

Transgourmet Ibérica: All Transgourmet Ibérica workers are entitled to the same benefits.

The 70 cash & carry warehouses and six distribution platforms and their area of influence are deemed significant locations of operation.

Transgourmet Austria: Transgourmet Austria does not offer life insurance cover to full or part-time employees. There is a health programme as well as a health officer for each location of operation. The programme can be accessed by all workers with a valid employment contract.

Entitlement to unpaid parental leave is laid down in Austrian law. All rules regarding the topic of statutory maternity protection, unpaid parental leave and part-time parental leave are set out in the Austrian Maternity Protection Act and Parental Leave Act.

Occupational pension provision is governed by Austrian law. Transgourmet Austria has concluded a contract with the VBV pension fund and all employees are covered by this occupational pension scheme. The contributions made are used to build up capital, which is paid out in the form of a retirement, survivor's, incapacity or disability pension in the event of a benefit case.

Significant locations of operation for Transgourmet Austria, according to the OECD Model Tax Convention, include all 16 Transgourmet Austria locations, including the cash & carry warehouses, Traun head office, Wolfau beverage production site, Bruck an der Mur coffee roasting plant and two subsidiaries Riedhart GmbH in Wörgl and Gastro Profi GmbH in Alkoven.

Transgourmet Poland: Life insurance, medical care, incapacity for work and disability insurance, parental leave, pension provision and other benefits are offered as standard to full-time employees of Transgourmet Poland. 19 wholesale warehouses, a food service warehouse and a head office are deemed significant locations of operation for Transgourmet Poland.

Selgros România: All Selgros România workers are entitled to the same benefits.

Parental leave in Wholesale [GRI 401-3]

The return to work rate for employees that took parental leave is: 76.0%

	Women	Men
Number of Wholesale employees entitled to parental leave in 2023	3 511	6 692
Number of Wholesale employees that took parental leave in 2023	433	260
Number of Wholesale employees that returned to work after parental leave ended	285	242
Number of Wholesale employees that returned to work after parental leave ended that were still employed 12 months after their return to work	194	234

Diversity of employees in Wholesale [GRI 405-1]

Number of employees in Wholesale:

	Women	Men
Under 30 years old	1 900	2 988
30-50 years old	6 769	9 574
Over 50 years old	4 144	5 478

Ratio of basic salary and remuneration of women to men in Wholesale [GRI 405-2]

The following applies to all Transgourmet national subsidiaries: In 2020, the Swiss Association for Quality and Management Systems (SQS) awarded the Coop business units “Fair Compensation” certification. The certificate confirms that Coop’s remuneration policy satisfies the criteria for compliance with fair compensation. This is also proof that, at Coop, all employees have the same opportunities, regardless of gender or background. In 2023 Coop also passed its third audit for the “Fair Compensation” certificate.

Transgourmet Switzerland: Transgourmet Switzerland has held the “Fair Compensation” certificate from SQS since 2021.

Transgourmet Germany: The ratio of basic salary and remuneration of women to men is 92%. EGV, a subsidiary of Transgourmet Germany, operates a pay policy that gives workers the same opportunities regardless of ethnic origin and gender. This also includes access to the same training programmes and equal participation by women and men in management roles.

Transgourmet Austria: All workers have the same opportunities regardless of gender or ethnic origin. Defined salary bandwidths apply for each position; they include a minimum starting salary and are published on an annual basis following statutory collective bargaining negotiations. There are also roles where compensation is based on the collective bargaining agreement; following the third year of affiliation, an overpayment of EUR 50 is guaranteed. No distinctions are made based on gender.

There are no additional disclosures on the ratio of basic salary and remuneration of women to men at Transgourmet France, Transgourmet Ibérica, Transgourmet Poland or Selgros România.

Incidents of discrimination and corrective actions taken in Wholesale [GRI 406-1]

Six incidents were recorded in Wholesale in 2023.

Transgourmet Switzerland: The defined process is implemented in the case of discrimination incidents. This includes investigations, measures and the imposition of sanctions. An action plan is implemented in accordance with internal processes. There were no known outstanding cases as at 31 December 2023.

Transgourmet Austria: All incidents of discrimination that were reported via the whistleblower platform in 2023 were concluded and the individual incidents are no longer the subject of any measures. Each individual case is considered in detail.

No incidents of discrimination were recorded at Transgourmet France, Transgourmet Ibérica or Selgros România in 2023. There is no information on the status of any incidents and the measures taken at Transgourmet Germany or Transgourmet Poland.

MEASURES

- Raising employee awareness of justice issues with various training and e-learning courses (gender equality, measures to ensure non-discrimination in recruitment)

TRAINING AND PROFESSIONAL DEVELOPMENT EFFECTIVE TALENT DEVELOPMENT

MANAGEMENT APPROACH [GRI 3-3]

To us, sustainability means first and foremost having a forward-looking mindset. Therefore, we regard nurturing our specialists as essential to the company’s success. As an exemplary and diverse provider of apprenticeships, we would like to give our apprentices the best possible grounding for the world of work, in all areas. Through targeted and effective talent management, at the Coop Group we offer our employees clear prospects for the future. We identify suitable promotion and

professional development opportunities for all our employees, to equip them for new challenges and tasks. As well as a wide range of internal development opportunities, we also support external training and professional development. We attach importance to the individual benefit for employees who complete the training, and particularly encourage our employees in Switzerland to undertake courses leading to a nationally recognized qualification.



**WE INVEST IN
OUR EMPLOYEES.**

Alignment with UN Sustainable
Development Goals



//

**AS A LONG-TERM EMPLOYEE,
I APPRECIATE HAVING THE OPPORTUNITY
TO DEVELOP WITHIN THE COMPANY.
IT'S IMPORTANT TO ME THAT, AS MY
EMPLOYER, COOP SUPPORTS, CHALLENGES
AND ENCOURAGES ME TO PROGRESSIVELY
INCREASE MY SPHERE OF RESPONSIBILITY.**

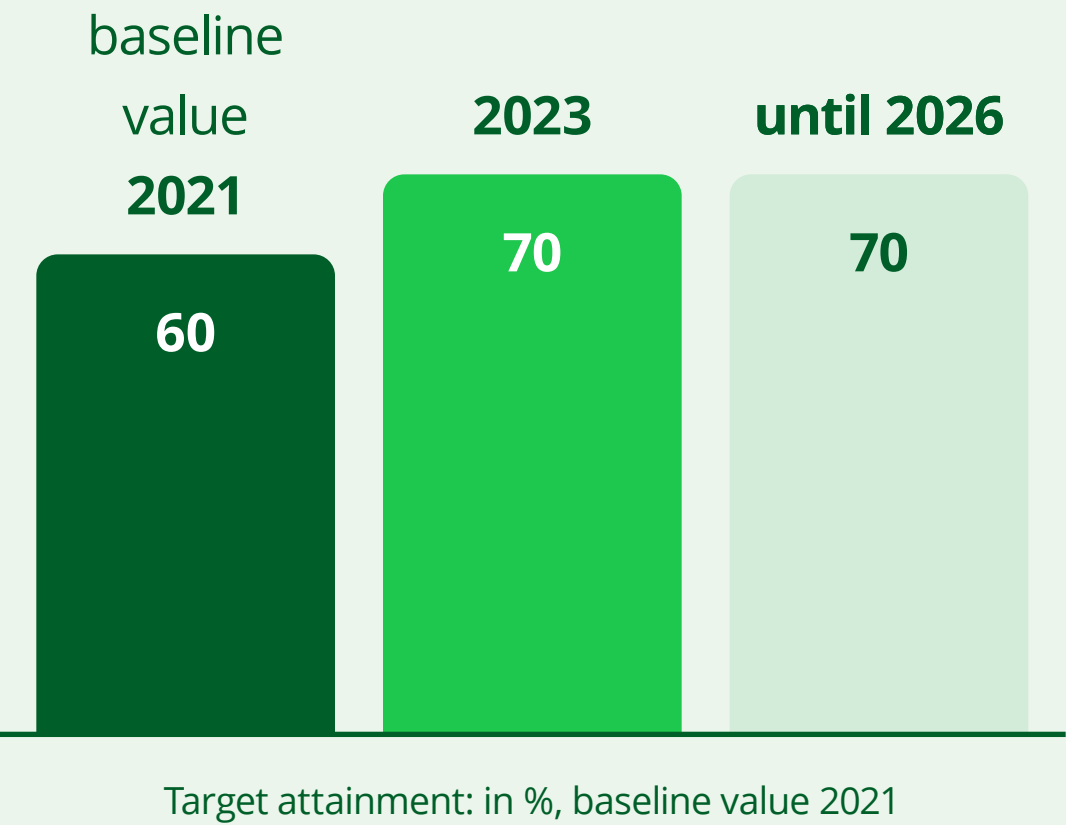
Erika Windlin

Manager at Wettingen Tägipark



TARGET 1: RETAIL

EACH YEAR, WE OFFER A TRAINING POSITION TO AT LEAST 2000 CANDIDATES; 70% OF OUR TRAINEES ARE KEPT ON AFTER THEY HAVE FINISHED THEIR TRAINING.



COMMENTS

With 2 372 apprentices we met our first sub-target in 2023. In 2023 we were able to keep 70% of apprenticeship graduates in employment after graduation, which means that we achieved both components of our target for the year.

70%

Highlight

Sales outlet apprentices: eight apprentices manage a supermarket for a year

TARGET 2: RETAIL

ALL EMPLOYEES UNDERTAKE
AT LEAST ONE (CONTINUED)
PROFESSIONAL DEVELOPMENT
COURSE EACH YEAR;
MANAGERS UNDERTAKE
FOUR.

 NOT FULFILLED

COMMENTS

In 2023, 82.5% of our employees and 71.3% of our employees in management positions completed the intended number of training and professional development courses. We therefore did not meet our target for the year.

NOTE

The data collected on training ratios refer exclusively to directly employed workers.

Average hours of training per year per employee
in Retail [GRI 404-1]

In 2023, workers employed in Retail completed a total of 635 998 hours of training. An average of 12.5 hours of training were undertaken per person.

	Employed women	Employed men
Total hours of training undertaken in 2023	317 885	318 113
Average hours of training undertaken	10.2	16.1

The disclosures contained under GRI 404-1 are calculated from the total training hours and employees shown under GRI 2-7. A number of companies do not publish any data on training hours; the disclosures on average training hours undertaken are therefore distorted.

Programmes for upgrading employee skills and transition assistance programmes in Retail [GRI 404-2]

Coop employees benefit from a comprehensive range of internal and external training programmes. Around 400 internal courses on a wide variety of specialist and management topics can be attended at one of the approximately 15 Coop training centres. In addition, a further 250 or so e-learning courses are available at any time regardless of location. For career starters, the Coop Campus provides a wide range of topics and opportunities during the onboarding process. This includes induction days, specialist courses at career starter level, development programmes and coaching in preparation for future leadership roles. Long-standing, experienced employees can deepen their skills by sharing experience with experts and via courses of-

fered up to university of applied sciences level. Where specialist skills need to be developed, Coop supports its employees both in terms of time and financially when attending external training.

More information: www.coopjobs.ch (German)

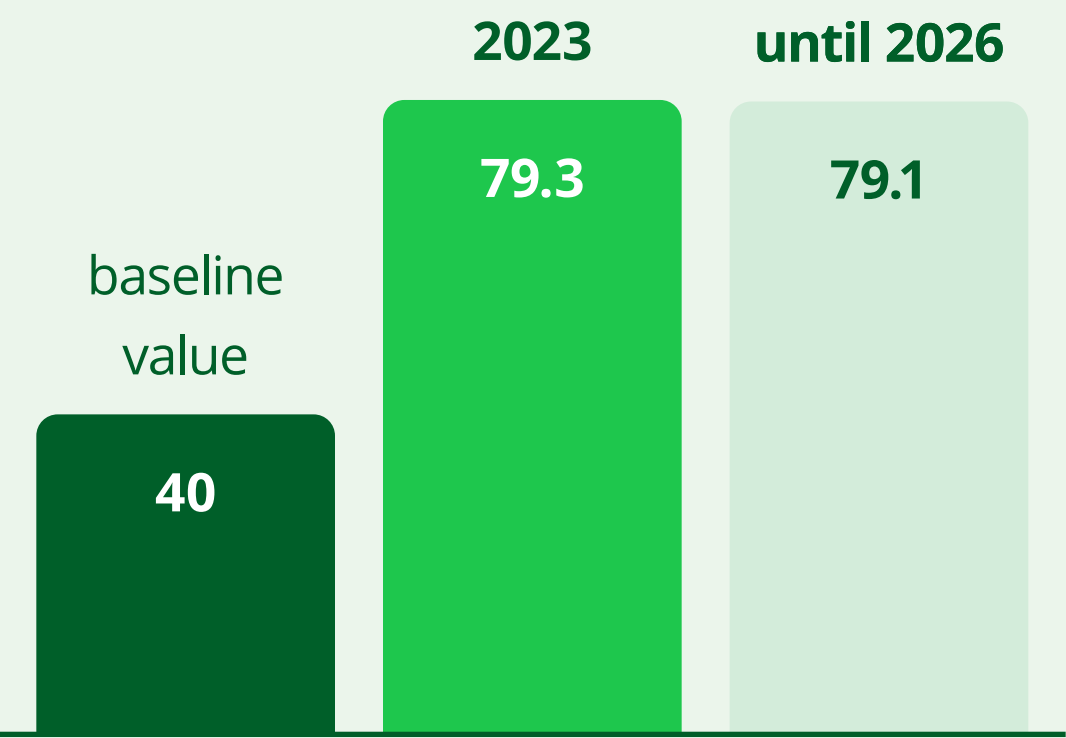
Coop workers leaving the company benefit from a range of course and support opportunities. For example, they will find seminars on how to prepare for retirement and on financial provision following their professional career. In the event of extensive restructuring programmes, they benefit from a range of job coaching and job centre measures.

Percentage of employees in Retail receiving regular performance and career development reviews [GRI 404-3]

The percentage of employees in Retail receiving regular performance reviews and career development reviews in 2023 was 92.3%. This figure is not broken down by gender. Only an overall figure is available.

TARGET 3: RETAIL

60% OF OUR MANAGEMENT POSITIONS ARE FILLED INTERNALLY.



Target attainment: in %, estimated baseline value



COMMENTS

We exceeded our target for 2023 by 19.3% and are on track.

More information:

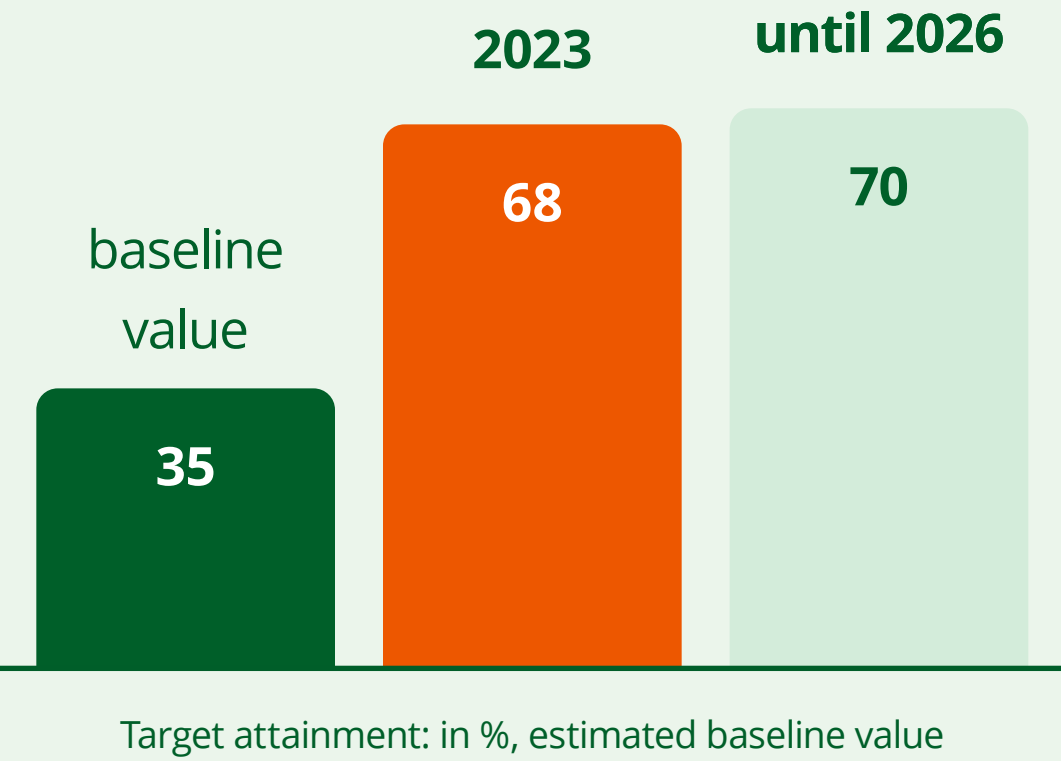
Coop Cooperative Collective Employment Agreement (German), Policy Paper on Sustainable Personnel Management

MEASURES

- Solid professional training as the basis for long-term career success
- Wide range of trainees, language placements, exchange programmes with partner
- Feedback culture: regular performance and development reviews for all employees
- Application process: new, state-of-the-art application option via WhatsApp
- Coop Campus: current offering of internal courses, leadership training and e-learning
- Action no. 411 (German): launch of a Coop sales outlet managed by eight apprentices for practice-based learning
- Action no. 413 (German): programme for career changers – facility supervisor, baker/pastry chef, driver, meat and fish employee, chef

TARGET 1: PRODUCTION

EACH YEAR, WE OFFER A TRAINING POSITION TO AT LEAST 200 CANDIDATES; 70% OF OUR TRAINEES ARE KEPT ON AFTER THEY HAVE FINISHED THEIR TRAINING.



COMMENTS

With 200 apprentices we met our first sub-target in 2023. In 2023, we were able to keep 68.0% of apprenticeship graduates in employment after graduation, which means that we fell just short of our target for the year.

TARGET 2: PRODUCTION

ALL EMPLOYEES UNDERTAKE AT LEAST ONE (CONTINUED) PROFESSIONAL DEVELOPMENT COURSE EACH YEAR; MANAGERS UNDERTAKE FOUR.

NOT FULFILLED

Highlight

Bell Food Group: roll-out of e-learning on the topic of sustainability

COMMENTS

In 2023, 90.1% of our employees and 81.8% of our employees in management positions completed the intended number of training and professional development courses. We therefore did not meet our target for the year.

NOTE

The data collected on training ratios refer exclusively to directly employed workers.

Average hours of training per year per employee in Production [GRI 404-1]

In 2023, workers employed in Production completed a total of 20 471 hours of training. An average of 1.4 hours of training were undertaken per person.

	Employed women	Employed men
Total hours of training undertaken in 2023	5 685	14 786
Average hours of training undertaken	1.1	1.7

The disclosures contained under GRI 404-1 are calculated from the total training hours and employees shown under GRI 2-7. A number of companies do not publish any data on training hours; the disclosures on average training hours undertaken are therefore distorted.

Programmes for upgrading employee skills and transition assistance programmes in Production [GRI 404-2]

Bell Food Group offers various internal and external training courses. Close cooperation with the Coop Campus is maintained in Germany, Austria, Switzerland and Liechtenstein. In all other cases, training programmes are provided on a country-specific basis. Bell Food Group’s HR development concept is being revised in 2024.

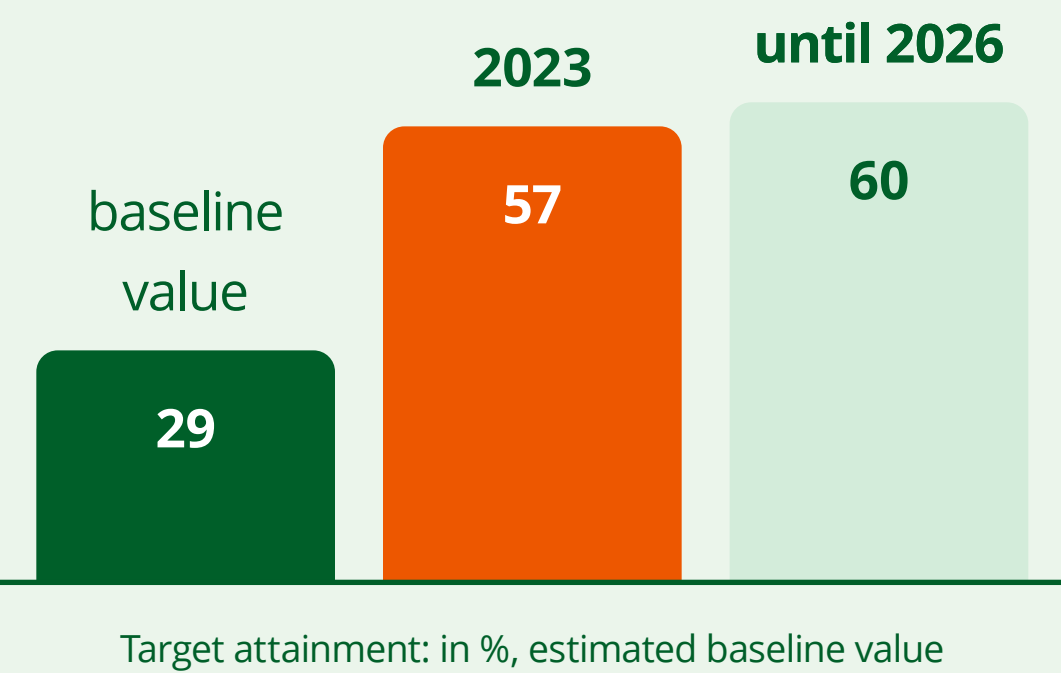
Transition assistance programmes that facilitate continued employability and the transition to retirement, or provide support in the event of redundancy, include the following: “Bow career” concept, models for partial retirement and succession management for managers within all business units of Bell Food Group. Individual solutions are sought in all cases.

Percentage of employees in Production receiving regular performance and career development reviews [GRI 404-3]

The percentage of employees in Production receiving regular performance reviews and career development reviews in 2023 was 69.1%. This figure is not broken down by gender. Only an overall figure is available.

TARGET 3: PRODUCTION

60% OF OUR MANAGEMENT POSITIONS ARE FILLED INTERNALLY.



COMMENTS

With 57% of management positions filled internally in 2023, we narrowly missed our 60% target for the year.

More information:

[Coop Cooperative Collective Employment Agreement \(German\), Policy Paper on Sustainable Personnel Management](#)

The Policy Paper on Sustainable Personnel Management has also applied to Bell Food Group since 2023.

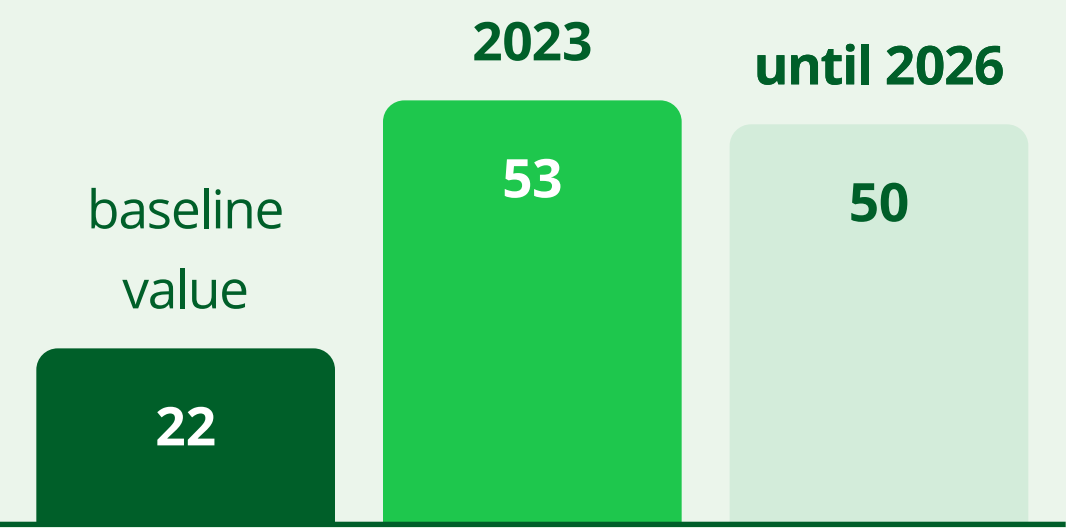


MEASURES

- Solid professional training: promotion of basic training and dual training in all work areas
- Vocational training fairs: attendance at vocational training fairs
- Advanced training: offering numerous training courses
- Feedback culture: regular performance and development reviews for 100% of employees
- [Action no. 413 \(German\)](#): programme for career changers – facility supervisor, baker/pastry chef, driver, meat and fish employee, chef

TARGET 1: WHOLESALE

EACH YEAR, WE OFFER A TRAINING POSITION TO AT LEAST 700 CANDIDATES; 50% OF OUR TRAINEES ARE KEPT ON AFTER THEY HAVE FINISHED THEIR TRAINING.



Target attainment: in %, estimated baseline value

COMMENTS

With 748 apprentices we met our first sub-target in 2023. In 2023, we were able to keep 53.4% of apprenticeship graduates in employment after graduation, which means that we achieved our target for the year.

53%

Highlight
53.4% continued employment rate for our apprenticeship graduates

TARGET 2: WHOLESALE

ALL EMPLOYEES UNDERTAKE AT LEAST ONE (CONTINUED) PROFESSIONAL DEVELOPMENT COURSE EACH YEAR; MANAGERS UNDERTAKE TWO.

 NOT FULFILLED

COMMENTS

In 2023, 82.6% of our employees and 89.3% of our employees in management positions completed the intended number of training and professional development courses. We therefore did not meet our target for the year.

Average hours of training per year per employee in Wholesale [GRI 404-1]

In 2023, workers employed in Wholesale completed a total of 285 227 hours of training. An average of 9.2 hours of training were undertaken per person.

	Employed women	Employed men
Total hours of training undertaken in 2023	134 951	150 275
Average hours of training undertaken	8.3	10.5

The disclosures contained under GRI 404-1 are calculated from the total training hours and employees shown under GRI 2-7. A number of companies do not publish any data on training hours; the disclosures on average training hours undertaken are therefore distorted.

Programmes for upgrading employee skills and transition assistance programmes in Wholesale [GRI 404-2]

Transgourmet Switzerland: More than 60 internal training and development courses are available. In addition, employees can use the Coop Campus. This is complemented by career changer programmes and support with adult education. In addition, there are specific offerings on the topics of resilience and preparing for retirement, for example.

Transgourmet Deutschland: An extensive training offer is available. This includes:

- Training via the Transgourmet Campus
- "PEP – personality and prospects for young talent" programme
- Management development programmes for all levels
- Project management training
- Qualification for sales force deployments
- Financial support for various training programmes
- Frische Paradies: trainee programmes for external career starters aiming to take up an operational management position
- Training for aspiring managers
- Initial training plans for new employees
- Individual training programmes

Transgourmet France: The training modules offered are developed based on a skills-oriented approach. This approach enables persons to develop the knowledge required for their profession, enabling them to remain employable in the long term. In the event of impending retirement, specific courses on preparing for retirement are organized.

Transgourmet Ibérica: Training programmes and courses are developed in partnership with external and internal specialists. These are concentrated on sales techniques, product development, language, leadership and cooperation. At Transgourmet Ibérica, there are no transition assistance programmes provided to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.

Transgourmet Austria: Each manager is tasked with conducting employee appraisals with all employees in their respective area of responsibility. This is the basis for shared skill analysis as well as further skill development. It enables employees to prepare themselves for taking on new roles and areas of responsibility and supports them in terms of performing their day-to-day work.

If required, professional assistance is provided for reorientation or repositioning in the case of key roles and long-term employees. Early retirement planning for employees about to retire is part of the annual employee appraisal. This is particularly important in relation to management roles, given the need to ensure timely succession planning.

Transgourmet Poland: The available training opportunities comprise on-site training, remote training and e-learning aimed at improving management, personal and social skills. Product, process and legal training is also available. At Transgourmet Poland, there are no transition assistance programmes provided to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.

Selgros România: Training programmes and courses are developed in partnership with external and internal specialists. The “AGER+” internal succession planning programme is aimed at continuous employee development in order to utilize and retain existing potential. This includes interviews and assessments as well as the setting out of development objectives and concrete development measures. A similar programme

exists for all employees. At Selgros România, there are no transition assistance programmes provided to facilitate continued employability and the management of career endings resulting from retirement or termination of employment. Specifically for talented purchasers exists on the procurement side. In addition, a skills development programme is provided in order to ensure that vacant positions at the next level up can be filled.

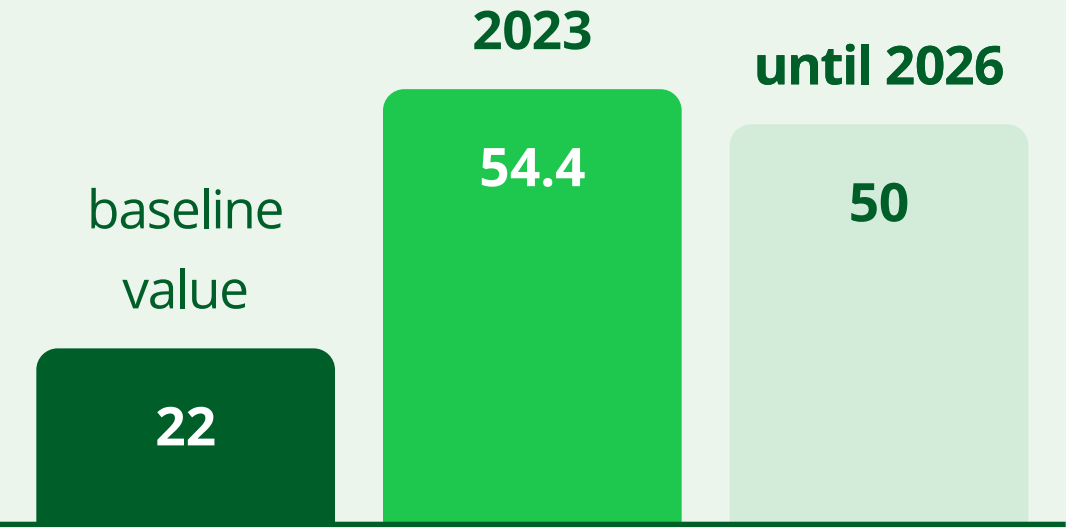
At Selgros România, there are no transition assistance programmes provided to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.

Percentage of employees in Wholesale receiving regular performance and career development reviews [GRI 404-3]

The percentage of employees in Wholesale receiving regular performance reviews and career development reviews in 2023 was 55.4%. This figure is not broken down by gender. Only an overall figure is available.

TARGET 3: WHOLESALE

50% OF OUR MANAGEMENT POSITIONS ARE FILLED INTERNALLY.



Target attainment: in %, estimated baseline value

54.4%

COMMENTS

With 54.4% of management positions filled internally in 2023, we achieved our target for the year.

MEASURES

- Solid professional training: cooperation with vocational training centres, vocational colleges and training companies as well as dual training
- Vocational training fairs: attendance at vocational training fairs and careers information days in schools
- Expansion of the training programme: trainees and interns
- Talent management: increase in individual promotion and continued employment rate
- Courses and supervisors: expansion of training run by trainee supervisors and of the range of courses
- Seminars: comprehensive seminar programme covering a wide range of subjects
- Resilience: additional training courses on crisis management
- Transgourmet Campus: training platform with e-learning courses

WORKPLACE HEALTH

MANAGEMENT APPROACH [GRI 3-3]

The health of our employees is of fundamental importance to the company's success. Accordingly, we are committed to our employees' occupational health and safety. We train our employees, and our apprentices in particular, on occupational health and safety. We provide any protective equipment needed. Employees must wear and use this equipment in accordance with the requirements. Both our managers and our trainers have access to training documents on hazard identification and risk assessment, and we encourage them to raise awareness of these issues among their employees and apprentices.

Satisfied employees are part and parcel of a successful company. Therefore, we are dedicated to ensuring that our employees feel content at Coop and to keeping the rate of turnover low. Employees throughout the Coop Group in Switzerland have various opportunities to take part in sports events at a discounted rate. Our hope is that this will inspire our employees to do sport and reap the health benefits. Similar offerings, some of them run by the company, are available at the Bell Food Group and the Transgourmet national subsidiaries.



**WE CARE ABOUT THE HEALTH
OF OUR EMPLOYEES IN THE
WORKPLACE.**

Alignment with UN Sustainable
Development Goals



TARGET 1: RETAIL

**WE REACH 100% OF THE
WORKFORCE THROUGH
NEEDS-BASED HEALTH
PROGRAMMES AND
MEASURES.**

COMMENTS

In Switzerland, the Coop Cooperative is supported by Swica in health management matters. The Coop Group Cooperative has not yet introduced a comprehensive occupational health management system, but is developing one.

TARGET 2: RETAIL

WE KEEP OUR TURNOVER RATE FOR EMPLOYEES ON A MONTHLY SALARY LOW AT A MAXIMUM OF 10%.



Target attainment: in %, baseline value = 0

COMMENTS

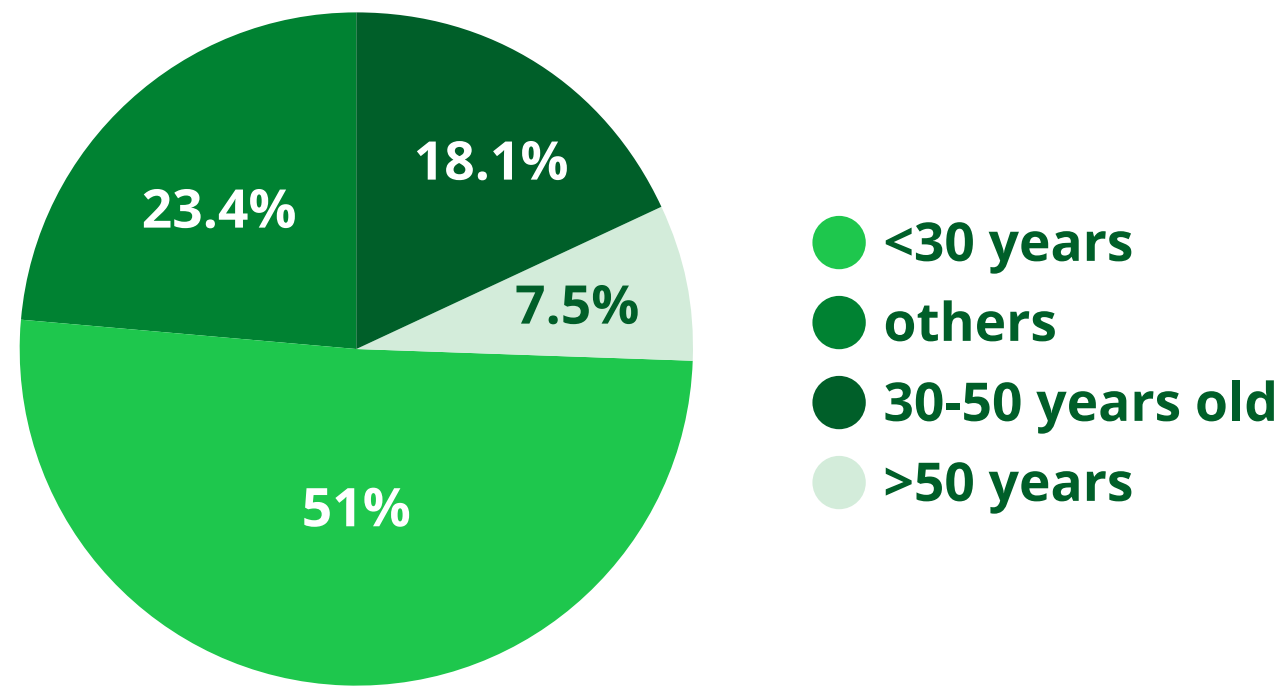
The turnover rate for 2023 was 15.6%, which means we did not meet our target for the year.

New employee hires and employee turnover in the Coop Group [GRI 401-1]

New employee hires by age and gender

Age	Number of women	Number of men
Under 30 years old	3 345	4 036
30-50 years old	3 419	3 701
Over 50 years old	919	844

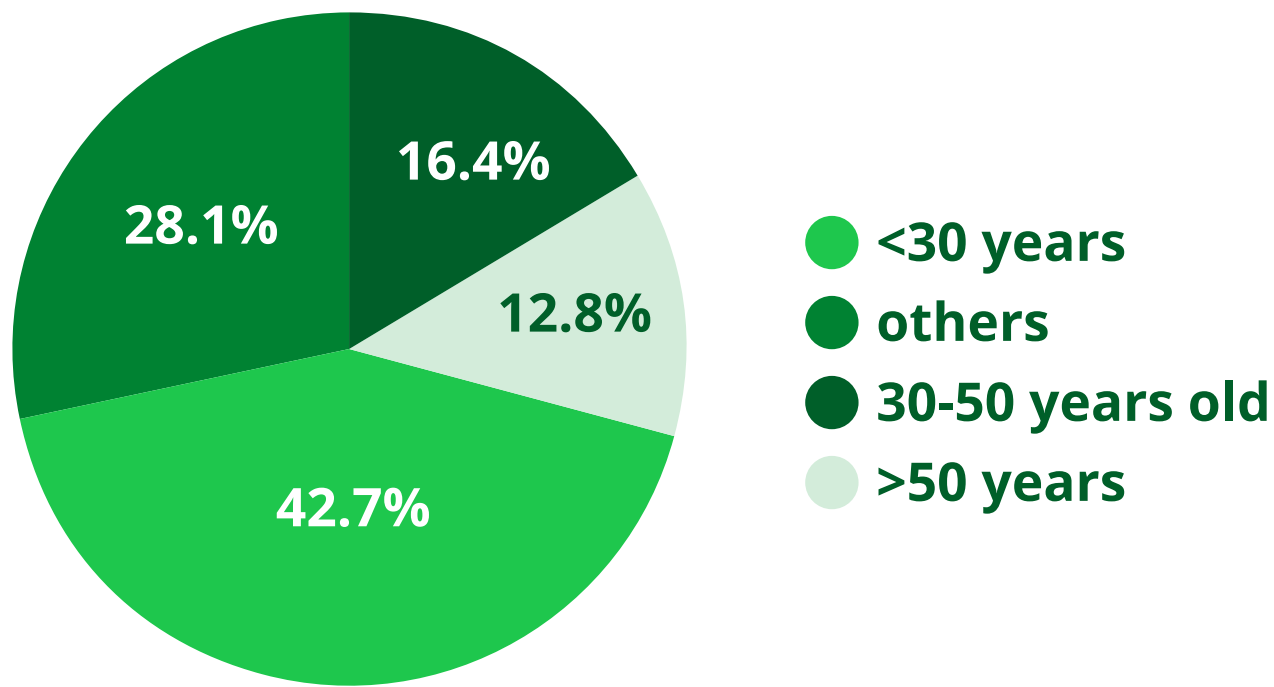
Rate of new employee hires by age group



Leavers by age and gender

Age	Number of women	Number of men
Under 30 years old	2 881	3 301
30-50 years old	3 107	3 322
Over 50 years old	1 635	1 375

Rate of employee turnover by age group



Benefits provided to full-time Retail employees that are not provided to temporary or part-time employees [GRI 401-2]

Employees benefit from attractive discounts and employment conditions as well as additional fringe benefits. More information on the key benefits can be found at www.coopjobs.ch (German)

All locations at which a consolidated company of the Coop Group performs activities and workers engage in activities, including sales outlets, logistics, production and administration, are deemed significant locations of operation. No distinction is made between “significant” and other locations of operation.

Minimum notice periods regarding operational changes in the Coop Group [GRI 402-1]

The minimum notice period which employees of the Coop Group Cooperative and their representatives are typically given before the implementation of significant operational changes that may materially impact them is four weeks in the vast majority of cases.

Hazard identification, risk assessment and incident investigation in Retail [GRI 403-2]

The risk assessment of workplaces and systematic investigation of incidents are elements of the various safety systems that are implemented on an almost group-wide basis at Coop in Switzerland (sector solutions, individual solutions). They are based on recognized methods and implemented by trained personnel. This may take place via external, certified service providers. Workplaces not involving particular risks constitute an exception. The risk assessment is carried out systematically for all relevant workplaces and based on a method that uses the latest technology available.

To evaluate and continuously improve the management of workplace health and safety, the defined measures and accident statistics are aggregated and assessed annually. This may take place in cooperation with the accident insurer or directly via the specialist units. The specialist units are consulted for the regular review of safety guidelines.

Coop Group workers have a range of options available for reporting on workplace health and safety matters. As a general rule, they can approach their line manager. However, the various security service teams, staff councils, internal welfare services and internal audit reporting centre can also be contacted anonymously.

In principle, all employees have the opportunity to intervene in hazardous situations and to interrupt the task until the hazardous situation is resolved.

Incidents must always be reported, irrespective of the degree of severity and the employment status of the person affected. Specialist trained personnel assess the reports and conduct an examination in accordance with the severity of the incident. Annually produced accident statistics enable smaller but recurring incidents to be identified. This can be used to derive and define measures for avoiding such incidents in future. The emphasis is on close cooperation with the accident insurer. Where appropriate, findings are exchanged on a group-wide basis in order to avoid future incidents. Regular internal and/or external audits as well as safety patrols round off the safety measures and ensure effective prevention. The internal safety specialists are available group-wide.

Worker participation, consultation and communication on occupational health and safety in Retail [GRI 403-4]

Preventive action and safety measures apply to all workers, irrespective of the nature of their employment relationship. Coop Group workers have a range of options for discussing workplace health and safety as well as putting forward suggestions and ideas. As a general rule, they can approach their line manager; however, the various security service teams, staff councils, internal welfare services and the internal audit reporting centre can also be contacted anonymously. The internal specialists are trained in accordance with the regulations of the Federal Coordination Commission for Occupational Safety (FCOS). External contracting partners are consulted where expertise is not available internally within the Group. Furthermore, employees can also submit reports to public bodies on an anonymous basis.

The topic of occupational health and safety is addressed by various committees. This may be done with the Executive Committee, depending on the Group area. Generally speaking, however, it takes place during the negotiations on the collective employment agreement based on reports from employees or based on official interventions.

Worker training on occupational health and safety in Retail [GRI 403-5]

Training on the topic of workplace health and safety takes place on a regular basis and virtually everywhere within the Coop Group. New joiners are informed about security and safety measures on most induction days.

Prevention and mitigation of occupational health and safety impacts directly linked by business relationships in Retail [GRI 403-7]

Our in-house principles also apply to our business partners. These principles are laid down in the Code of Conduct and in the General Terms and Conditions for Goods Deliveries.

Work-related injuries in the Coop Group [GRI 403-9]

Employees:

Number of fatalities as a result of work-related injuries	0
Number of high-consequence work-related injuries	140
Number of recorded work-related injuries	4 137
Number of hours worked	132 271 917

Accident and illness data were collected group-wide for sustainability reporting for the first time in the 2023 reporting year. As a result, it has not yet been possible to fully collect the indicators for all areas of wholesale. Typically, these indicators are subject to country-specific differences. Group-wide reporting of these indicators is still under development. The various business segments may therefore have applied different definitions for the accident categories when collecting data for the 2023 reporting year.

The following definition was developed for the Coop Group for the survey of work-related injuries as part of GRI 403-9. This differs in part from the GRI definitions:

- 403-9ai & 403-9bi: Fatalities due to work-related injuries include all fatalities reported to the insurer
- 403-9aii & 403-9bii: The work-related injuries with serious consequences are all cases with an absence of more than 112 days
- 403-9aiii & 403-9biii: Work-related injuries include all claims reported to the insurer.

Data collection will be further improved in the 2024 reporting year to ensure consistent reporting within the Coop Group.

Workers who are not employees but whose work and/or workplace is controlled by the Coop Group:

Number of fatalities as a result of work-related injuries	0
Number of high-consequence work-related injuries	2
Number of recorded work-related injuries	216
Number of hours worked	1 339 923

As data on GRI 403-9 were collected for the first time in 2023, the figures on non-employed workers of Bell Food Group and some Transgourmet national subsidiaries are incomplete. Data collection will be further improved in the 2024 reporting year to ensure consistent reporting within the Coop Group.

Rates (includes employees only)

Rate of fatalities	0
Rate of high-consequence work-related injuries	1.1
Rate of recordable work-related injuries	31.3

The rates were calculated on the basis of 1 000 000 hours worked. Workers who are not employees are not included in the reporting for the 2023 reporting year.

The main types of work-related injuries (includes employees and workers who are not employees): bruising, falls, cuts, sprains/twists, pulled muscles, contusions, swelling, fractures and tears.

In the case of the Transgourmet national subsidiaries, each location has a workplace health and safety officer that conducts workplace safety checks in accordance with defined criteria and frequencies. Regular audits are carried out in addition. To eliminate hazards and minimize risks, the following measures have been introduced or implemented in the Transgourmet national subsidiaries: improved analysis and documentation of damage caused, awareness and training measures, organizational changes as necessary or use of tools for load handling, regular examinations and preventive inspections.

All locations have standardized documents that set out the measures; measures are evaluated on a regular basis based on these documents. They include structural, specialist as well as social measures to support workers. The measures are implemented in various ways, for instance via digital training, prevention campaigns, further training and group training.

In terms of the GRI 403-9 disclosures, all workers based on GRI 2-7 and GRI 2-8 are taken into account. However, workers who left during the year as well as fixed-term hourly paid employees that are not included in GRI 2-7 are also covered. Coop companies that are not insured with Suva (Marché Restaurants AG and The Body Shop) are not included in the disclosures for GRI 403-9, as the relevant data were not available.

For the Coop Cooperative, the data is prepared by the accident insurer Suva based on actual incident reports/cases.

Work-related ill health in the Coop Group [GRI 403-10]

All employees:

Number of fatalities as a result of work-related ill health	0
Number of cases of recordable work-related ill health	47

Accident and illness data were collected group-wide for sustainability reporting for the first time in the 2023 reporting year. As a result, it has not yet been possible to fully collect the indicators for all areas of wholesale. Typically, these indicators are subject to country-specific differences. Group-wide reporting of these indicators is still under development. Different definitions for the categories of illnesses may therefore have been applied when collecting data for the 2023 reporting year. Data collection will be further improved in the 2024 reporting year to ensure consistent reporting within the Coop Group.

Main types of work-related ill health:

- No incidents of occupational illness and therefore no types of work-related ill health either were recorded for the Coop Cooperative in 2023.
- Within Bell Food Group, there is no systematic assessment and evaluation of the most frequent types of work-related ill health. Workplace safety standards and practices are individually governed at the local level at each location.
- No data with the desired granularity on the types of work-related ill health is available for the majority of Transgourmet national subsidiaries in 2023. The reason is a lack of information on the part of insurers or company agreements that prohibit the communication of data. The country-specific definitions of occupational illnesses apply.

Workers who are not employees but whose work and/or workplace is controlled by the Coop Group:

Number of fatalities as a result of work-related ill health	0
Number of cases of recordable work-related ill health	0

As data on GRI 403-10 were collected for the first time in 2023, the figures on non-employed workers of Bell Food Group and some Transgourmet national subsidiaries are incomplete. Data collection will be further improved in the 2024 reporting year to ensure consistent reporting within the Coop Group.

No data is available on the main types of work-related ill health for 2023. Work-related hazards that involve a risk of ill health vary depending on the professional field and activity. At various Transgourmet national subsidiaries, the hazards were defined through in-house risk analysis or defined as such by the respective legislation in force.

The way in which the Transgourmet national subsidiaries deal with work-related hazards that involve a risk of ill health is based on national legislation. This usually includes a standard/ process based on which risk evaluations and checks are performed. Hazards include bad posture, the handling of heavy loads, night shifts and temperature fluctuations. No data on this is available in the case of Transgourmet Germany.

No comprehensive data is available from Transgourmet national subsidiaries on the question of which of these risks caused illness or contributed to illness in 2023. The available data is focused on the handling of heavy items.

To eliminate these hazards and minimize the risks, the following measures have been taken or initiated at the Transgourmet national subsidiaries: improved analysis of loads and improved documentation as well as awareness and training measures for workplace safety, health and ergonomics. In some cases, this also involves organizational modifications and the use of additional resources.

In addition to GRI 2-7 and GRI 2-8, workers that left during the year and fixed-term hourly paid employees are also included in the disclosures. Contrary to the GRI 2-7 and GRI 2-8 data, the disclosures for GRI 403-10 do not include the following companies: Coop companies not insured with Suva (Marché Restaurants AG and The Body Shop), Transgourmet Switzerland and a small number of subsidiaries of Transgourmet Germany and Transgourmet Austria.

Collection of the 403-10a data for the Coop Cooperative is done by Suva while complying with Annex I of the Accident Insurance Ordinance (AIO) and the corresponding definitions on occupational illnesses. If an occupational illness cannot be clearly identified in accordance with Annex I of the AIO, the affected person is subject to the Health Insurance Act and is not included in this disclosure.

MEASURES

- Attractive employment conditions: Code of Conduct, collective employment agreement, benefits and discounts, Meet and Eat events
- Job Center: all employees affected by restructuring receive an internal job offer
- Prevention: occupational health management to clarify achievable prevention measures for employees with a high rate of absence
- Work-life balance: working hours (41-hour week) and holidays (employees: five weeks; apprentices: six weeks)
- Training courses: training module “Health-promoting leadership for managers” and training module “Safety in stores for managers in retail”
- Ergofit programme: early detection and training for employees in the Logistics Business Unit
- Feasibility study: feasibility study on digitalization of cross-divisional HR and welfare service processes implemented
- Build-up of resources: decision to increase personnel of specialist unit “Occupational Health Management”

TARGET 1: PRODUCTION

**WE REACH 100% OF THE
WORKFORCE THROUGH
NEEDS-BASED HEALTH
PROGRAMMES AND
MEASURES.**

COMMENTS

In Switzerland, the Coop Cooperative is supported by Swica in health management matters. The Coop Group Cooperative has not yet introduced a comprehensive occupational health management system, but is developing one.

TARGET 2: PRODUCTION

WE KEEP OUR TURNOVER RATE FOR EMPLOYEES ON A MONTHLY SALARY LOW AT A MAXIMUM OF 10%.



Target attainment: in %, baseline value = 0

COMMENTS

The turnover rate for 2023 was 17.5%, which means we did not meet our target for the year.

Benefits provided to full-time employees in Production that are not provided to temporary or part-time employees [GRI 401-2]

The benefits provided to full-time and part-time employees are the same. In most cases there are country-specific differences. All locations at which a consolidated company of the Coop Group performs activities and workers engage in activities, including sales outlets, logistics, production and administration, are deemed significant locations of operation. No distinction is made between “significant” and other locations of operation.

Hazard identification, risk assessment and incident investigation in Production [GRI 403-2]

Responsibility for workplace safety at Bell Food Group lies with business and area managers. Each site has its own workplace safety concept, which as a minimum matches the respective legal requirements. Risks to employees are systematically assessed in order to implement effective prevention and protection measures. Regular training on workplace safety, strict adherence to statutory regulations and clear codes of conduct are key elements of the safety strategy. In addition, medical examinations are performed at multiple sites.

With a view to continuous improvement, health and safety processes are subject to regular internal and external audits. We do not draw a distinction between directly and indirectly employed persons. Preventive action and safety measures apply to all workers, irrespective of the nature of their employment relationship.

Bell Food Group attaches great importance to health and safety in the workplace in the context of the “TopX” improvement management system. Feedback from employees, which is actively sought and obtained through regular shop floor meetings, is a key component of this commitment. In addition, workers can report any work-related hazards and dangerous situations to their line managers directly. In terms of the guidelines and procedures for enabling workers to leave work situations that in their view could cause injuries or illnesses, as well as for the investigation of work-related incidents, the legal requirements of the countries where the sites are located are implemented by Bell Food Group. The responsibility for these matters lies with business and area managers.

Worker participation, consultation and communication on occupational health and safety in Production [GRI 403-4]

We do not draw a distinction between directly and indirectly employed persons. Preventive action and safety measures apply to all workers, irrespective of the nature of their employment relationship.

No systematic collection takes place for Bell Food Group. Responsibility for achieving targets and implementing the defined actions in relation to health lies with HR heads, who in turn report to the Head of Human Resources at Bell Food Group. Overall responsibility for workplace safety at Bell Food Group lies with business and area managers; see GRI 403-2.

Worker training on occupational health and safety in Production [GRI 403-5]

We do not draw a distinction between directly and indirectly employed persons. Preventive action and safety measures apply to all workers, irrespective of the nature of their employment relationship.

No systematic collection takes place for Bell Food Group. Overall responsibility for workplace safety at Bell Food Group lies with business and area managers; see GRI 403-2.

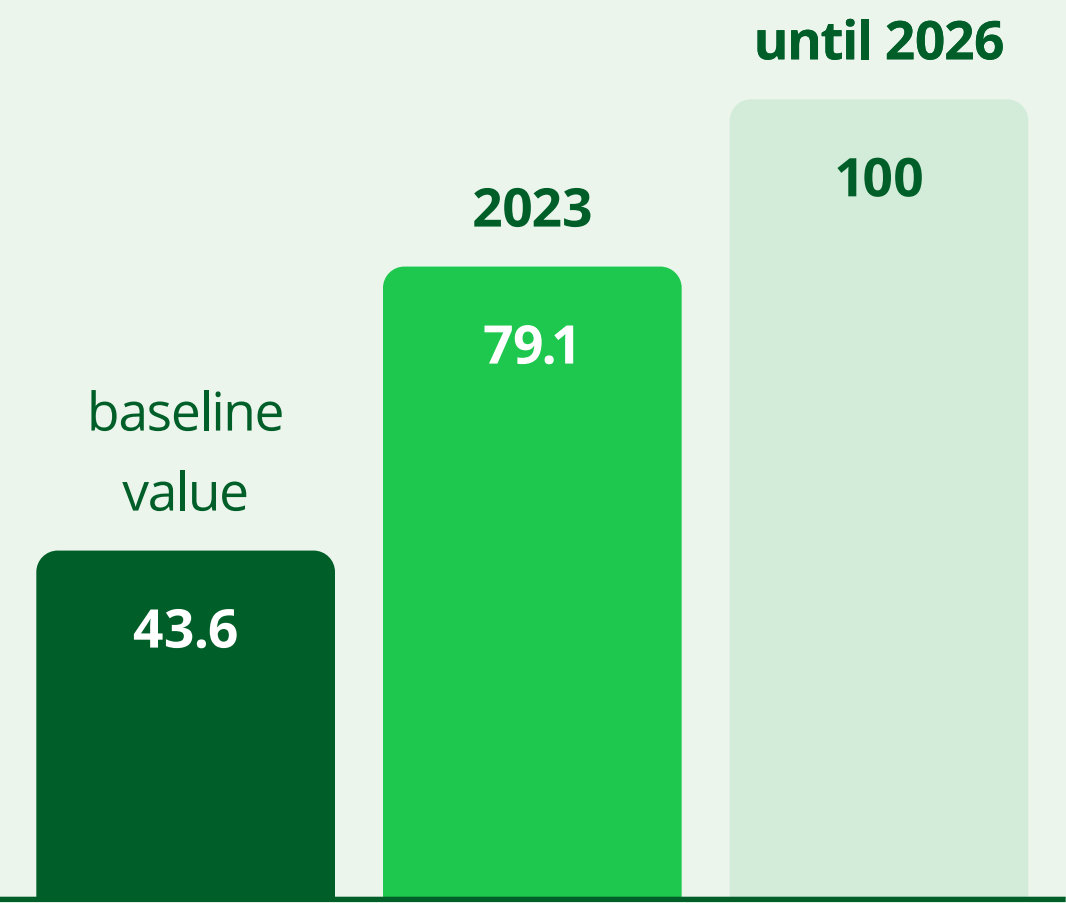
Prevention and mitigation of occupational health and safety impacts directly linked by business relationships in Production [GRI 403-7]

Contractors who are carrying out work on the production site receive safety instructions and commit to complying with these rules by means of a signature.

MEASURES

- Attractive employment conditions: Code of Conduct, collective employment agreement, benefits and discounts
- Health and safety: Occupational Health Management and safety at work
- Project: start of “avanti – forward together” project in the logistics region of Nordwestschweiz-Zentralschweiz-Zürich aimed at increasing workplace satisfaction among employees
- Equal pay analysis: performance of equal pay analyses to eradicate inequalities
- Time and attendance recording: introduction of electronic time-keeping

TARGET 1: WHOLESALE
**WE REACH 100% OF THE
WORKFORCE THROUGH
NEEDS-BASED HEALTH
PROGRAMMES AND
MEASURES.**



Target attainment: in %, estimated baseline value

79.1%

COMMENTS
A great success: in 2023, 79.1% of our employees had access to at least one measure as part of a concept-based, systematic health management system.

TARGET 2: WHOLESAL

WE KEEP OUR TURNOVER
RATE FOR EMPLOYEES ON
A MONTHLY SALARY LOW
AT A MAXIMUM OF 16%.



COMMENTS

With a turnover rate of 17.6% in 2023, we missed our target for the year.

Hazard identification, risk assessment and incident investigation in Wholesale [GRI 403-2]

Transgourmet Germany is excluded from the following disclosures, as no data was available from Transgourmet Germany for the 2023 reporting year.

All Transgourmet national subsidiaries have one or more trained persons responsible in the respective area. They conduct evaluations and control measures in accordance with the national legislation. This work is regularly examined through internal and external audits. Standardized processes are applied in the evaluation, including checklists, assessments and other tools.

The results of the evaluations are set out in specific documents and, if necessary, measures are introduced on that basis.

Each national subsidiary also has standardized processes that comprise regular inspections, reviews and corrections and prescribe a clear line on communication.

Via training material and regular training sessions, workers are notified of what risks they are exposed to, how to deal with them and avoid them, and whom they can contact in specific cases. Confidential contact persons and clearly defined communication channels are in place for that purpose. Furthermore, prevention campaigns are implemented, training is offered and tutorial videos are provided. In all cases, workers are protected from retaliation.

Where possible, the investigation of work-related incidents is based on national guidelines and requirements, for which the responsible personnel receive continuous training. Sources of risk are identified through internal and external audits as well as systematic inspections. Corrective measures are formulated by responsible prevention specialists through projects, including time frames, cost analysis and continuous review. Everything is documented and recorded nationally; if applicable, it is included in training material.

Worker participation, consultation and communication on occupational health and safety in Wholesale [GRI 403-4]

Transgourmet Austria is excluded from the following disclosures, as no data was available from Transgourmet Austria for the 2023 reporting year.

At the Transgourmet national subsidiaries, employee participation in the development, implementation and performance assessment of the management system for health and safety in the workplace follows national guidelines and laws where possible and is managed by responsible working parties. Members of these groups are participating companies (for non-employed workers), trade unions and HR managers. By means of standardized documents and regular training, information can be passed on to as well as submitted by workers. This exchange takes place via company-wide communication channels.

The structuring and target group of formal employer/worker committees for workplace health and safety is based on the respective country-specific requirements in all national subsidiaries.

Worker training on occupational health and safety in Wholesale [GRI 403-5]

Trained personnel provide training digitally via e-learning platforms but also on site. On-site training includes patrols of the respective location, introductions to the topic of protective equipment and the use of machinery, as well as other task-specific training. As well as an introduction programme and additional mandatory training, workers are required to take refresher courses on a regular basis. Those who are not employed receive the training in accordance with national requirements and the requirements of the job.

Prevention and mitigation of occupational health and safety impacts directly linked by business relationships in Wholesale [GRI 403-7]

At all locations, the relevant committee organizes compliance with the rules and controls. These are set out in concept papers, process descriptions and contracts. The persons responsible check and inspect the processes on site on a regular basis. Communication channels and agreements with business partners are clearly defined and all rules are followed.

MEASURES

- Attractive employment conditions: social benefits in the event of childbirth or marriage, special leave in crisis situations, enabling working from home
- Health and safety: individual health management systems specific to each national subsidiary
- Transgourmet Austria: “FIT” fitness initiative for employees

SUSTAINABLE CONSUMPTION OVER THE LONG TERM

MANAGEMENT APPROACH [GRI 3-3]

We set up a fund to invest in a sustainable future back in 2003. The present-day Coop Sustainability Fund was founded in 2007. Together with partners, we support various research, development and awareness-raising projects in Switzerland and abroad by making long-term investments in the future. These include numerous projects to raise consumer awareness of sustainable consumption, but also research projects in organic

agriculture and the development of environmentally friendly production methods, climate protection projects and the establishment of sustainable value chains. Since 2003, we have invested around 306 million Swiss francs. In supporting the search for innovative solutions we are making consumption more sustainable and are giving something back to society.



**WE RAISE AWARENESS
OF SUSTAINABLE,
HEALTHY CONSUMPTION.**

Alignment with UN Sustainable
Development Goals



TARGET: RETAIL

**THE COOP SUSTAINABILITY
FUND COMMITS AT LEAST
CHF 16 MILLION EACH YEAR
TO SUSTAINABILITY PROJECTS
THAT BENEFIT OUR CUSTO-
MERS.**

 **FULFILLED**

COMMENTS

Through the Coop Sustainability Fund, we delivered and supported 131 sustainability projects to the tune of 16.85 million Swiss francs in 2023. We therefore achieved our target.

MEASURES

- Commitment in Switzerland and abroad: investments in numerous projects in Switzerland and abroad
- Project implementation: awareness projects for sustainable consumption, research projects and climate protection projects
- Exhibition: permanent exhibition at the Umwelt Arena Spreitenbach on the topic of sustainable consumption; a total of around 97 000 visitors in 2023
- Fund project: 3 992 young people reached at 81 workshops by GORILLA, the Schtifti Foundation's health promotion and education programme
- Fund project: project extended by another three years and support for the additional programme "Ecologically aware company management", which is part of the Young Enterprise Switzerland Company Programme

TARGET: PRODUCTION

AS A COOPERATIVE, WHICH INCLUDES OUR MANUFACTURING COMPANIES, SWITZERLAND IS THE FOCUS OF OUR SOCIAL COMMITMENT. OUR COMPANY AS A WHOLE IS INTENSELY COMMITTED TO SOCIETY IN SWITZERLAND. WE REPORT ON THIS IN THE TEXT SECTION ON RETAIL.

Highlight

Swissmill – Fund project:
utilizing milling by-products to
extract protein with insect-breeding
programme continued

TARGET: WHOLESALE

**EACH YEAR WE IMPLEMENT
PROGRAMMES AND
CAMPAIGNS TO PROMOTE
HEALTHY EATING.**

 **FULFILLED**

Highlight

Transgourmet Switzerland: introduction
of Eco-Score for own-label brands

COMMENTS

A total of 29 projects on the promotion of healthy eating were implemented at the Transgourmet national subsidiaries in 2023. All Transgourmet national subsidiaries implemented at least one project in 2023. These include:

- Introduction of Eco-Score evaluation system for own-label brands and already rated brands
- Internal and external communication on vegan and regional offers, sustainability labels and on the topic of healthy eating – including with competitions
- Awareness campaigns for children and young people on the topic of healthy eating
- Workshops, seminars and training courses

PARTNERSHIPS FOR GREATER COMMON GOOD

MANAGEMENT APPROACH [GRI 3-3]

Together with our partners, we achieve our own and wider goals. We rely on long-term partnerships that enable us to develop and expand a compelling, sustainable range. We also cultivate valuable and enduring dialogue with our stakeholders, our business partners, and organizations and initiatives in Switzerland, Europe and the production countries. Through exchanges with non-governmental organizations,

offices and associations, we are able to identify socially relevant issues, build knowledge and continually improve. We have had close strategic partnerships with a few organizations for many years. These include Bio Suisse, the Research Institute of Organic Agriculture (FiBL), Swiss Animal Protection (SAP), the Swiss Red Cross (SRC), the Swiss Society for Nutrition Research and the WWF.



**WE FOSTER STRONG
PARTNERSHIPS TO PROMOTE
THE COMMON GOOD.**

Alignment with UN Sustainable
Development Goals



//

**UNDER THE COOP LABEL “SOLIDARITÉ”,
WE PRODUCE HIGH-QUALITY PRODUCTS
WITH SOCIAL ADDED VALUE IN OUR
FACILITY. WE WOULD LIKE COOP TO
CONTINUE ITS COMMITMENT TO
SUSTAINABLE PRODUCTS MADE BY
PEOPLE WITH A DISABILITY.**

Beat Ammann

Director of Basel's Bürgerspital hospital



TARGET: RETAIL

**EVERY YEAR, WE AWARD
CONTRACTS FOR PRODUCTS
AND SERVICES TO SOCIAL
INSTITUTIONS AND WORK-
SHOPS THAT EMPLOY PEOPLE
WITH DISABILITIES.**

 **FULFILLED**

COMMENTS

We achieved our target in 2023, awarding contracts with a total value of 9.65 million Swiss francs to social institutions.

More information: [Partners and stakeholders,](#)
[Policy Paper on Social Responsibility](#)

MEASURES

- Long-standing partnerships: partnership with the food banks Schweizer Tafel and Tischlein deck dich
- Long-standing partnership and process targets: partnership with WWF and work on jointly defined process targets for greater commitment to climate protection and water conservation, biodiversity and critical commodities
- Increased volume of food donated to Schweizer Tafel and Tischlein deck dich food banks
- Fund project: participation by a total of 495 runners in 18 running events organized by PluSport Switzerland, the organization for disabled sports
- Fundraising campaign with SRC: increase in number of packages for the 2x Christmas campaign for people affected by poverty in Switzerland with goods to the value of around 420 000 Swiss francs

TARGET: PRODUCTION

AS A COOPERATIVE, WHICH INCLUDES OUR MANUFACTURING COMPANIES, SWITZERLAND IS THE FOCUS OF OUR SOCIAL COMMITMENT. OUR COMPANY AS A WHOLE IS INTENSELY COMMITTED TO SOCIETY IN SWITZERLAND. WE REPORT ON THIS IN THE TEXT SECTION ON RETAIL.

WHOLESALE

**WE ARE PLANNING
SPECIFIC MEASURES
AND PROJECTS FOR THIS
MATERIAL TOPIC OVER
THE NEXT FEW YEARS.**

CHARITABLE COMMITMENT TO SOCIETY



**WE PROMOTE
CHARITABLE COMMITMENT.**

MANAGEMENT APPROACH [GRI 3-3]

As a cooperative, we consider it our responsibility to play our part in the sustainable development of society. We are keen to encourage volunteering and, through our Coop Sustainability Fund, invest in projects that benefit the general public. With the Coop Aid for Mountain Regions we have been supporting families and businesses in the Swiss mountain regions since

1942. We support various organizations with food donations and have been a partner of the Swiss Red Cross since 2015. Each year, we invest in projects that benefit the mountain regions, education, leisure activities and the health of our population.

Alignment with UN Sustainable
Development Goals



TARGET: RETAIL

EVERY YEAR, TO BENEFIT THE WELL-BEING OF OUR SOCIETY AS A WHOLE, WE GET INVOLVED WITH THE “TAG DER GUTEN TAT” (DAY OF GOOD DEEDS) AND OTHER PROJECTS FOCUSING ON SUPPORTING THE MOUNTAIN REGIONS, EDUCATION, LEISURE ACTIVITIES AND THE HEALTH OF OUR POPULATION.

 **FULFILLED**

Highlight
Day of good deeds 2023

COMMENTS

In 2023, together with around 600 associations and the people of Switzerland, we initiated and implemented hundreds of thousands of good deeds as part of the Day of Good Deeds, which encourages volunteering in Switzerland. With Coop Aid for Mountain Regions, we supported 210 projects to the tune of 8.35 million Swiss francs in 2023. To ensure that the funds could be invested entirely in projects benefiting the population, we also assumed all the administrative costs in 2023, which came to 637 000 Swiss francs.

More information: [Policy Paper on Social Responsibility](#)

MEASURES

- Emergency aid: donation of 250 000 Swiss francs to the Swiss Red Cross for emergency aid in connection with the earthquake in Turkey and Syria
- Emergency aid: donation of 100 000 Swiss francs to the Swiss Red Cross for emergency aid in connection with the earthquake in Morocco
- 1 August campaign: donation of 610 000 Swiss francs for the refurbishment of the dairy in Breil/Brigels
- Fund project: support for the Swiss Agricultural Museum in Burgrain
- Fund project: transfer of experience and knowledge on the subjects of nutrition, protecting the oceans, production and renewable energies at Tropenhaus Frutigen
- Fund project: with the Fit4future health promotion programme, we supported a total of 586 events for children, teachers and parents as well as 72 sports camps

TARGET: PRODUCTION

AS A COOPERATIVE, WHICH INCLUDES OUR MANUFACTURING COMPANIES, SWITZERLAND IS THE FOCUS OF OUR SOCIAL COMMITMENT. OUR COMPANY AS A WHOLE IS INTENSELY COMMITTED TO SOCIETY IN SWITZERLAND. WE REPORT ON THIS IN THE TEXT SECTION ON RETAIL.

WHOLESALE

**WE ARE PLANNING
SPECIFIC MEASURES
AND PROJECTS FOR THIS
MATERIAL TOPIC OVER THE
NEXT FEW YEARS.**

MEASURES

- Transgourmet Poland: participated in the organization of the country-wide Christmas Eve event for 22 000 disadvantaged people with Caritas Polska
- Transgourmet Ibérica: partnership with the Portaventura foundation and donation of 350 000 euros for emergency accommodation for children with a serious illness
- Transgourmet Switzerland: food donations

TRULY REGIONAL

MANAGEMENT APPROACH [GRI 3-3]

Regional products boost regional value creation and diversity. They also promote structurally weak regions. We offer attractive sales opportunities to smaller, artisanal producers in particular. In so doing, we support value creation in the individual regions, as well as local and transparent products with the shortest possible transport routes. Furthermore,

Swiss products satisfy the more stringent social and environmental Swiss minimum standards. We aspire to offer a local, seasonal range of authentic flavours for every region and we promote regional foods through our Miini Region own-label brand as well as products from the Swiss mountain regions through Pro Montagna.



**WE PROMOTE REGIONAL
PRODUCTS AND TRADITIONAL
PRODUCTION.**

Alignment with UN Sustainable
Development Goals



RETAIL

WE ADOPT SPECIFIC MEASURES AND IMPLEMENT CONCRETE PROJECTS FOR THIS MATERIAL TOPIC.

COMMENTS

For regional, traditionally made products, with our Miini Region and Pro Montagna own-label brands and as a partner of the Pro Specie Rara Foundation we are committed to heirloom varieties and species and to long-term collaboration with Slow Food.

In 2023, we generated sales of 177.9 million Swiss francs from regional products (Miini Region) and 43.1 million Swiss francs from Pro Montagna products.

More information: [Policy Paper on Social Responsibility](#)

Proportion of Coop Group spending on local suppliers [GRI 204-1]

In 2023, we awarded orders for 83.8% of the total sales of the Coop Group to suppliers in the region in which the significant locations of operation are based.

The geographical definition of “local” involves: suppliers from the respective country in which the corporate entity operates. All locations at which a consolidated company of the Coop Group performs activities and workers engage in activities, including sales outlets, logistics, production and administration, are deemed significant locations of operation. No distinction is made between “significant” and other locations of operation.

NOTE

We define a region as a geographically identifiable, medium-sized area that is regarded as cohesive, i.e. can be distinguished from other regions by specific features. Medium-sized denotes a size between local or communal, and national level.

Miini Region products are not bound by cantonal or municipal borders – they can also come from areas which can be clearly defined by specific historical, cultural or geographical conditions from the customers' point of view. The products must be produced in a territorially defined region of Switzerland, the Principality of Liechtenstein or other countries close to the border, such as Ticino, Engadine, Bernese Oberland, Seeland or Markgräflerland (Germany). Businesses located in other countries close to the border must be no more than 30 kilometres from the Swiss border.

The definition of a Miini Region product's region of origin and distribution is always specific to an individual product, manufacturing company or supplier.

Pro Montagna products must be made with raw materials from, and processed in mountain zones I – IV or the summer pasture regions. The products must also meet all the requirements of the "Mountain" and "Alpine" Ordinance, BAIV" (SR 910.19). Additional, brand-specific requirements also apply.

MEASURES

- Own-label brands: targeted promotion of our own-label brands Miini Region and Pro Montagna
- New partnership: partnership with the Swiss Association for Regional Products for promotion of transparency and clear labelling of regional products
- Sales volume: increase in sales of Swiss products
- Long-standing business relationships: long-standing business relationships with Swiss service providers and producers
- Long-standing partnership: partnership with Slow Food Switzerland for encouragement of traditional production methods and traditional products extended by a further three years
- Fund project: 7 trails in Swiss nature parks as part of the "Savurando" project; including in the Parc Jura Vaudois for the first time in 2023

PRODUCTION

**WE ARE PLANNING
SPECIFIC MEASURES
AND PROJECTS FOR THIS
MATERIAL TOPIC OVER
THE NEXT FEW YEARS.**

WHOLESALE

WE ADOPT SPECIFIC MEASURES AND IMPLEMENT CONCRETE PROJECTS FOR THIS MATERIAL TOPIC.

MEASURES

- Expansion of range: expansion, diversification and promotion of regional range specific to each country
- Cooperation: increased cooperation with local and regional producers as well as business partners
- Own-label brand: promotion of our own-label brand Origine/ Ursprung/Vonatur, for which each product is backed by a product and producer history

PARTNERSHIP-BASED BUSINESS RELATIONSHIPS

MANAGEMENT APPROACH [GRI 3-3]

The Coop Group is a significant business partner in various different supply chains, particularly in Switzerland. As a cooperative, we are conscious of this responsibility. We maintain loyal and long-standing relationships with our business partners. In doing so, we aim to collaborate in a spirit of trust and respect, with emphasis on transparency and fairness. We ensure compliance with antitrust law and place great importance on tackling corruption. Our buyers are prohibited from accepting gifts or cash payments. Our employees must strictly refuse any gifts, commissions and loans or cash payments from business partners and must make no such offers. Coop also does not aid or abet tax offences. We are committed to efficient, fair competition. Before any contract is signed, Coop's business partners are informed of the terms and conditions for supplying our company, the manner in which new products are launched, the marketing required and the product communication strategy. We apply the same prices and conditions to all

suppliers for the same service and use a standardized framework agreement for all business partners. All offers of new products for our listing are given the same impartial consideration by those responsible in accordance with a standardized procedure. We give preference to products manufactured in an especially environmentally friendly and socially responsible manner. We maintain an open dialogue with all stakeholders and all target groups and take their concerns seriously. We regularly train our employees on topics regarding business relationships and anti-corruption. We openly inform our business partners about new developments. In return, we expect open communication about any delivery bottlenecks, innovations or problems with quality. The sums our partners are asked to pay for sales promotion measures are based on clearly defined communication and advertising services or on our special sales promotion activities.



**WE ACT IN PARTNERSHIP AND
WITH TRANSPARENCY.**

Alignment with UN Sustainable
Development Goals



RETAIL

WE ADOPT SPECIFIC MEASURES AND IMPLEMENT CONCRETE PROJECTS FOR THIS MATERIAL TOPIC.

COMMENTS

In 2023, we generated sales of 6.375 million Swiss francs from regional products (Miini Region, Pro Montagna and other labels).

More information: [Coop Code of Conduct](#)

Operations of the Coop Group assessed for risks related to corruption [GRI 205-1]

Various processes are used to deal with and assess corruption risks. Some of these processes are listed below, with reference made to documents in which these processes are described.

- [Anti-Corruption Policy Paper](#)
- Internal control system: during the well-established annual quality evaluation of the internal control system at business process level, operational risks and risks associated with financial reporting and compliance are assessed. The effectiveness of the checks carried out to cover these risks is also assessed. General IT checks are included in the above assessments.
- Internal Audit: Internal Audit – as an independent and impartial body – is mandated by the Board of Directors and the Audit Committee to check compliance with guidelines and regulations, the appropriateness and effectiveness of the internal control system and other aspects.
- [Coop Group Code of Conduct](#)
- Operating guidelines on accepting gifts from suppliers (only applies to Coop Cooperative

Measures of Coop Group on communication and training about anti-corruption policies and procedures [GRI 205-2]

Anti-corruption guidelines and the associated training are currently being revised. Existing anti-corruption guidelines were widely communicated in the companies of the Coop Group. Further information: [Anti-Corruption Policy Paper](#)

Confirmed incidents of corruption and actions taken in the Coop Group [GRI 205-3]

Total number and nature of confirmed incidents of corruption	0
Total number of confirmed incidents in which employees were dismissed or disciplined for corruption	0
Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption	0

Public legal cases regarding corruption brought against the Coop Group or its employees in 2023. There were no such cases.

Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices [GRI 206-1]

Total number of legal actions pending or completed during the reporting period regarding anti-competitive behaviour and violations of anti-trust and monopoly legislation in which the organization has been identified as a participant	1
--	---

Operations and suppliers of the Coop Group at significant risk for incidents of forced or compulsory labour [GRI 409-1]

Suppliers at significant risk for forced or compulsory labour are factories and/or primary producers.

Geographical regions in which locations of operations or suppliers are considered at risk include Central and South America, Africa, Southern and Eastern Europe, the Middle East and Asia. Our own locations of operation are covered by the [policy statement on human rights and environmental protection](#). This sets out what is expected of our company as well as our own employees. Furthermore, there is the [Coop Group Code of Conduct](#) and the associated reporting platform via which violations can be reported. Finally, we have a [Policy Paper on Sustainable Personnel Management](#), which refers to clearly regulated conditions of employment. We expect our suppliers to respect human rights, as set out in the policy statement on human rights and environmental protection as well as in the [Guideline on](#)

[Sustainable Sourcing](#). In addition, the [amfori-BSCI Code of Conduct](#) applies. These requirements are reviewed in production locations in amfori-BSCI risk countries with social audits. Furthermore, we are guided by the OECD due diligence process in order to identify potential and actual negative impacts and take corresponding measures. More information is available in the [Policy Paper on Due Diligence](#). This also includes cooperation with stakeholders and membership of initiatives and organizations that campaign for the protection of human rights. Finally, we focus on compliance with minimum standards for critical raw materials; in terms of primary production we also support projects on site, thus reducing the probability of forced or compulsory labour. Find out more in our [Policy Paper on Critical Raw Materials](#).

Political contributions by the Coop Group [GRI 415-1]

In 2023, the total monetary value of party contributions in the form of financial contributions and non-cash benefits made directly or indirectly by the organization was 3 000 Swiss francs.

Substantiated complaints concerning breaches of customer privacy and losses of customer data of the Coop Group [GRI 418-1]

In 2023, no substantiated complaints or instances of data theft and data loss were identified.

MEASURES

- Internal resources: organizational unit dedicated to supply chain management
- Business partner conference: Coop business partner conference held in 2023 with around 150 business partners and suppliers
- New Fund project: decision taken on financial support for the Swiss Social Economy Forum for 2024, which inspires, provides a networking opportunity and creates space for an exchange of views
- Stakeholder Forum: holding of our annual Stakeholder Forum, with representatives of NGOs, associations and offices

PRODUCTION

**WE ARE PLANNING
SPECIFIC MEASURES
AND PROJECTS FOR THIS
MATERIAL TOPIC OVER
THE NEXT FEW YEARS.**

WHOLESALE

WE ADOPT SPECIFIC MEASURES AND IMPLEMENT CONCRETE PROJECTS FOR THIS MATERIAL TOPIC.

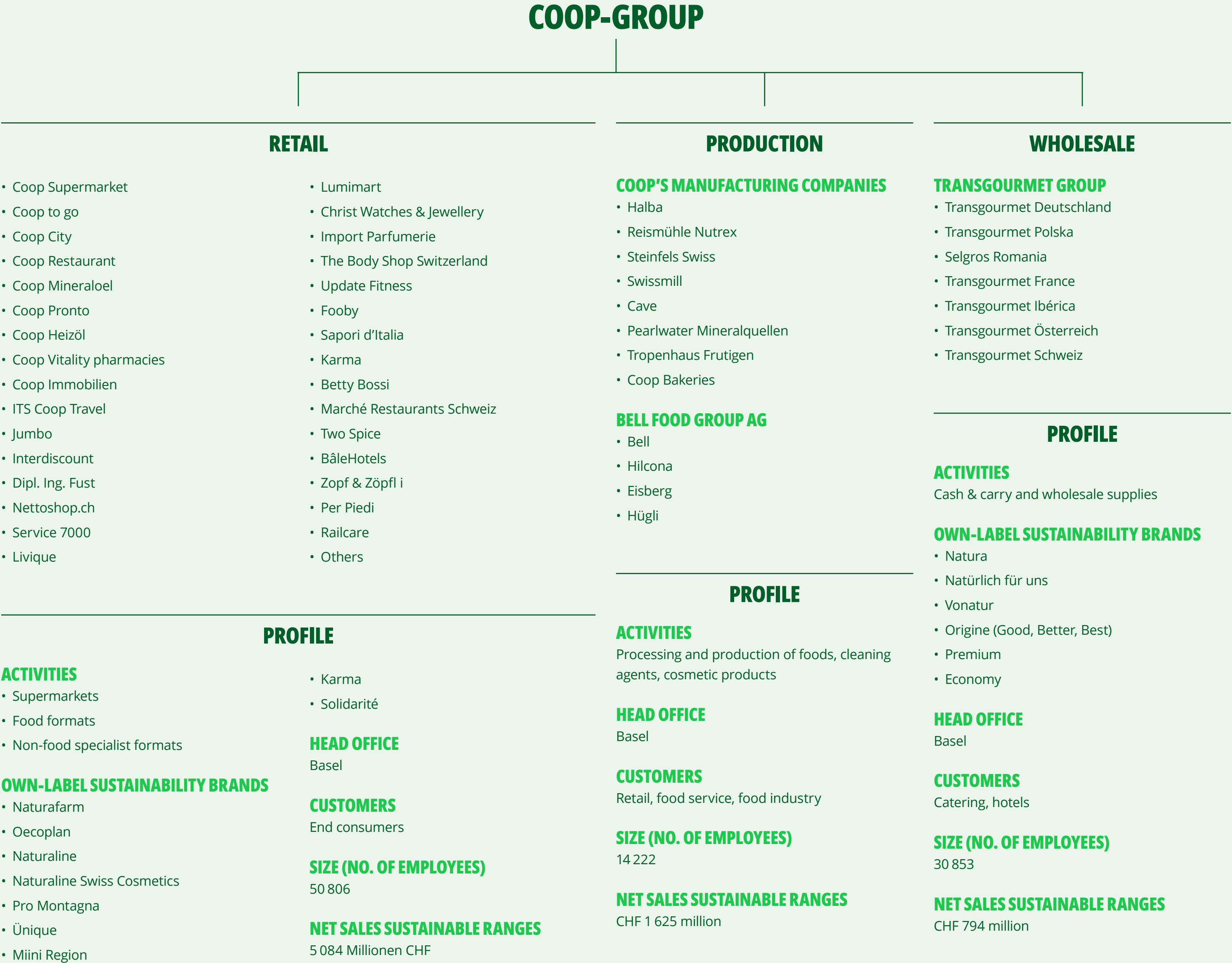
COMMENTS

We are diversifying the local range of fruit and vegetables and promoting our Origine/Ursprung/Vonatur own-label brand.

COOP AND ITS STAKE-HOLDERS

[GRI 2-29]

As well as our employees, our stakeholders in upstream and downstream stages of the value chain are vital to our success and the implementation of our sustainability strategy. With this in mind, we hold a regular Coop Stakeholder Forum, which allows direct and in-depth dialogue with representatives of our five key stakeholder groups. It is an opportunity to take stock of what stakeholders expect and want of us and incorporate these in our targets and measures. The insights gained from dialogue with our stakeholders are reflected in our Materiality Analysis.



TAX CONCEPTS

Our tax strategy is part of the Coop Group Business Management/Controlling manual (abbreviated to BM/C manual). It sets out binding instructions for accounting, controlling and finance, including taxes, for the entire Coop Group. It also obliges all users to comply with all legal standards applicable to them. With the BM/C manual, we commit to comply with all national and, where applicable, supranational legal requirements and to pay the legally required amount of tax in all jurisdictions in which we conduct business. This enables these states to make local investments in sustainability projects, among others. In this way, we fulfil our responsibility with regard to taxes and our tax strategy is in line with our sustainability strategy. The tax strategy is part of our internal and confidential corporate strategy. For this reason it is not subject to consultation with our external stakeholders – unlike our sustainability strategy, which is discussed publicly. To comply with tax regu-

lations, we maintain regular and transparent dialogue with the relevant tax authorities. Our political standpoint, which also encompasses our stance on tax issues, is represented indirectly through our membership of the industry organization IG Detailhandel Schweiz and the business association SwissHoldings. The most senior person in the Coop Group Finance Business Unit approves the tax strategy and regularly reviews it to check whether it needs updating. This should only be the case if economic, legal or social trends, developments or changes make it necessary.

On behalf of the Board of Directors, our internal auditors continuously carry out checks regarding compliance with tax requirements. The internal auditors also serve as a reporting centre for internal stakeholders who have concerns about potentially unethical or illegal behaviour. In some countries, there are also channels set up specifically for this purpose, which can be used to report any kind of negligent and unethical behaviour – even anonymously. External stakeholders are requested to contact the Coop Group Media Unit if they have concerns. Information regarding taxes is verified during the annual audit by an external auditor as well as by audits of the tax administrations of the countries in which we are active.

The individual Group companies are obliged to report all the main known tax risks to the Group tax department. The Group tax department, which is based at Coop, monitors the Coop Group's tax risks on an ongoing basis. These are reported annually to the Board of Directors by the most senior person in charge of the Coop Group's taxes. It is within this context that deliberations and decisions are made on how to deal with the individual risks. [GRI 207-1, 207-2, 207-3]

In 2023 the Coop Group received tax concessions and credits totalling CHF 3 693 087. To the best of our knowledge, no state has a stake in any of our subsidiaries. The economic value of the Coop Group Cooperative is published transparently in the Annual Report of the Coop Group. [GRI 201-4]

OUR STAKEHOLDER ENGAGEMENT

[GRI 2-29]

As well as our employees, our stakeholders in upstream and downstream stages of the value chain are vital to our success and the implementation of our sustainability strategy. We hold an annual Coop Stakeholder Forum, which allows direct and in-depth dialogue with representatives of our five key stakeholder groups. It is an opportunity to take stock of what stakeholders expect and want of us, and incorporate these in our targets and measures. We transparently inform stakeholders about the follow-up of their inputs. In bilateral, topic-specific exchanges, we involve them in working on issues and, in particular, in defining and evaluating suitable instruments for remedying critical impacts of our business activities on the environment or society. In 2023, for example, we collaborated with WWF to establish our biodiversity footprint, continued working with Fairtrade International on our living wage strategy, and celebrated another anniversary of Naturaplan with Bio Suisse.

At the Coop Stakeholder Forum in November 2023, we discussed transparency and traceability with our stakeholders. We will include the concrete proposals for measures in our planning. At the next Stakeholder Forum in autumn 2024, we will provide transparent information about our decisions and resolutions.

In 2023 we also held a business partners meeting to discuss the Coop Group climate strategy, which Coop supermarket business partners were invited to attend. The format for this will be adapted in 2024, and meetings will be held with business partners involved in other Coop Group areas.

Our manufacturing companies and the Transgourmet Group are also in constant dialogue with public bodies, associations and organizations as well as employees, customers and suppliers. 



ISSUES AND CONCERNS OF OUR KEY STAKEHOLDERS

[GRI 2-29]



OUR ADDITIONAL COMMUNICATION CHANNELS



Producers



regular personal meetings, meetings with cooperatives, constant dialogue via various communication channels and platforms



identifying challenges in production/product chain = potential for improvement

Employees

personal and regular meetings, trainings, e-learnings, dialogue on committees digital, interactive internal communication

feedback on actions, ideas for further engagement, needs and interests of customers

Customers

digital media, print media, Coop member press, customer service, direct customer con-tact in sales outlets

identifying social needs, scientific findings and global requirements early on

Partners

regular personal meetings, constant sharing of expertise via various communication channels and platform meetings, conferences

recognition of commitment to sustainability among the general public, identifying trends early on, driving forward innovations together

Society

Sustainability Progress Report, “Actions, not words”, awareness and research projects, sponsorship events

exemplifying, relaying and promoting values, working environment, attractiveness as an employer

GRI INDEX

The Coop Group is an internationally active cooperative based in Basel. The countries the Coop Group Cooperative operates in can be viewed in the Annual Report of the Coop Group. On this website, you will find the Coop Group's annual Sustainability Report for the 2023 financial year (1.1.2023 to 31.12.2023). ^[GRI 2-1, 2-3]

In it, the Coop Group Cooperative reports in line with the GRI Standards for the period 1 January 2023 to 31 December 2023. An abridged version of this report has been available online since 22 March 2024 and a full version has been available online since 10 June 2024 ^[GRI 1]. It replaces last year's report, which was published on 6 June 2023. The report contains detailed information about our sustainability commitment and the degree of attainment of the Coop Group's multi-year targets for sustainability, broken down into its three business areas Retail, Production, and Wholesale. For selected indicators of

the German version of this report, an external audit was conducted by KPMG. ^[GRI 2-3, 2-5]

➡ [The audit report can be consulted here.](#)

If you have questions about sustainability at Coop or about this report, please contact:

Coop.ch

Marc Muntwyler

Head of Sustainability/Business Policy

Tel.: +41 61 336 69 77

Email: Nachhaltigkeit@coop.ch

Head office | Thiersteinallee 12

P.O. Box 2550 | 4002 Basel

NON-REPORTED GRI KEY INDICATORS

With the Sustainability Progress Report for the 2023 reporting year, we have collected and reported data in accordance with the GRI Standards for the first time. Some key figures for which no information is contained in the report are included in the GRI index in accordance with GRI requirements, including the reasons for omission. ^[GRI 1]

GRI-Index	Title	Page	Link/Chapter/Information
GRI 1	Foundation 2021		
GRI 2	General Disclosures 2021		
2-1	Organizational details	page 179	GRI Index
2-2	Entities included in the organization’s sustainability reporting	page 6	Our strategy
2-3	Reporting period, frequency and contact point	page 179	GRI Index
2-4	Restatements of information	page 6	Our strategy
2-5	External assurance	page 179	GRI Index
2-6	Activities, value chain and other business relationships	page 7	Focus up to 2026
2-7	Employees	page 115	Additional explanations regarding data collection can be found in the body text.
2-8	Workers who are not employees	page 116	
2-9	Governance structure and composition	page 10	Management structure and organization
2-10	Nomination and selection of the highest governance body	page 10	Management structure and organization
2-11	Chair of the highest governance body	page 10	Management structure and organization
2-12	Role of the highest governance body in overseeing the management of impacts	page 10	Management structure and organization
2-13	Delegation of responsibility for managing impacts	page 10	Management structure and organization
2-14	Role of the highest governance body in sustainability reporting	page 10	Management structure and organization

GRI-Index	Title	Page	Link/Chapter/Information
2-15	Conflicts of interest	page 10	Management structure and organization , information: GRI 2-15bii and 2-15biv are not disclosed. GRI 2-15biii is not relevant for the Coop Group due to the lack of a shareholder structure.
2-16	Communication of critical concerns	page 10	Management structure and organization
2-17	Collective knowledge of the highest governance body	page 10	Management structure and organization
2-18	Evaluation of the performance of the highest governance body	page 10	Management structure and organization
2-19	Remuneration policies		Annual Report
2-20	Process to determine remuneration		Annual Report
2-21	Annual total compensation ratio		We are currently developing a process for Group-wide data collection of the information required for this GRI indicator.
2-22	Statement on sustainable development strategy	page 3	Foreword
2-23	Policy commitments		Principles and guidelines
2-24	Embedding policy commitments	page 10	Governance
2-25	Processes to remediate negative impacts	page 10	Governance
2-26	Mechanisms for seeking advice and raising concerns	page 10	Governance
2-27	Compliance with laws and regulations	page 16	
2-28	Membership associations		Memberships

GRI-Index	Title	Page	Link/Chapter/Information
2-29	Approach to stakeholder engagement	page 174	Coop and its stakeholders
		page 176	Our stakeholder engagement
		page 177	Issues and concerns of our key stakeholders
2-30	Collective bargaining agreements		Annual Report
GRI 201	Economic Performance 2016		
201-1	Direct economic value generated and distributed		Annual Report
201-2	Financial implications and other risks and opportunities due to climate change		Annual Report
201-3	Defined benefit plan obligations and other retirement plans		Annual Report
201-4	Financial assistance received from government	page 175	Tax concepts
GRI 202	Market Presence 2016		
202-1	Ratios of standard entry level wage by gender compared to local minimum wage		This GRI index is not relevant, which is why it is not reported on.
GRI 203	Indirect Economic Impacts 2016		
203-1	Infrastructure investments and services supported		We are currently developing a process for Group-wide data collection of the information required for this GRI indicator.
203-2	Significant indirect economic impacts		We are currently developing a process for Group-wide data collection of the information required for this GRI indicator.

GRI-Index	Title	Page	Link/Chapter/Information
GRI 207	Tax 2019		
207-1	Approach to tax	page 175	Tax concepts
207-2	Tax governance, control, and risk management	page 175	Tax concepts
207-3	Stakeholder engagement and management of concerns related to tax	page 175	Tax concepts
207-4	Country-by-country reporting		Annual Report
GRI 301	Materials 2016		
301-1	Materials used by weight or volume		This GRI index is not relevant, which is why it is not reported on.
301-2	Recycled input materials used		This GRI index is not relevant, which is why it is not reported on.
301-3	Reclaimed products and their packaging materials		This GRI index is not relevant, which is why it is not reported on.
GRI 407	Freedom of Association and Collective Bargaining 2016		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk		We are currently developing a process for Group-wide data collection of the information required for this GRI indicator.
GRI 408	Child Labor 2016		
408-1	Operations and suppliers at significant risk for incidents of child labor		We are currently developing a process for Group-wide data collection of the information required for this GRI indicator.

GRI-Index	Title	Page	Link/Chapter/Information
GRI 410	Security Practices 2016		
410-1	Security personnel trained in human rights policies or procedures		We are currently developing a process for Group-wide data collection of the information required for this GRI indicator.
GRI 411	Rights of Indigenous Peoples 2016		
411-1	Incidents of violations involving rights of indigenous peoples		We are currently developing a process for Group-wide data collection of the information required for this GRI indicator.
TOPICS AND MATERIAL TOPICS			
GRI 3	Material Topics 2021		
3-1	Process to determine material topics	page 8	Our material topics
3-2	List of material topics	page 8	Our material topics
TRANSPARENCY AND DUE DILIGENCE			
GRI 3	Material Topics 2021		
3-3	Management of material topics	page 14	Visible Transparency
GRI 308	Supplier Environmental Assessment 2016		
308-1	New suppliers that were screened using environmental criteria	page 16 page 19 page 20	
GRI 416	Customer Health and Safety 2016		
416-1	Assessment of the health and safety impacts of product and service categories	page 17	
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	page 17	

GRI-Index	Title	Page	Link/Chapter/Information
GRI 417	Marketing and Labeling 2016		
417-1	Requirements for product and service information and labeling	page 17	
417-2	Incidents of non-compliance concerning product and service information and labeling	page 18	
417-3	Incidents of non-compliance concerning marketing communications	page 18	
HUMAN RIGHTS AND WORKING CONDITIONS			
GRI 3	Material Topics 2021		
3-3	Management of material topics	page 21	Fair trade focussing on people
GRI 414	Supplier Social Assessment 2016		
414-1	New suppliers that were screened using social criteria	page 22 page 24 page 26	
414-2	Negative social impacts in the supply chain and actions taken	page 22 page 24 page 26	
RAW MATERIALS			
GRI 3	Material Topics 2021		
3-3	Management of material topics	page 27	Focus on raw materials
GRI 308	Supplier Environmental Assessment 2016		
308-2	Negative environmental impacts in the supply chain and actions taken	page 28 page 30 page 31	

GRI-Index	Title	Page	Link/Chapter/Information
SUSTAINABLE PRODUCTS			
GRI 3	Material Topics 2021		
3-3	Management of material topics	page 32	Protecting resources for future generations
DEFORESTATION AND CONVERSION			
GRI 3	Material Topics 2021		
3-3	Management of material topics	page 37	Combating deforestation and conversion
BIODIVERSITY			
GRI 3	Material Topics 2021		
3-3	Management of material topics	page 41	Working for biodiversity
GRI 304	Biodiversity 2016		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas		We are currently developing a process for Group-wide data collection of the information required for this GRI indicator.
304-2	Significant impacts of activities, products and services on biodiversity		We are currently developing a process for Group-wide data collection of the information required for this GRI indicator.
304-3	Habitats protected or restored		We are currently developing a process for Group-wide data collection of the information required for this GRI indicator.

GRI-Index	Title	Page	Link/Chapter/Information
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations		We are currently developing a process for Group-wide data collection of the information required for this GRI indicator.
ORGANIC AGRICULTURE			
GRI 3	Material Topics 2021		
3-3	Management of material topics	page 45	Organic from the outset
WATER USAGE			
GRI 3	Material Topics 2021		
3-3	Management of material topics	page 50	Reducing water in crop cultivation
EMISSIONS IN THE SUPPLY CHAIN			
GRI 3	Material Topics 2021		
3-3	Management of material topics	page 54	Emissions in the supply chain
GRI 305	Emissions 2016		
305-3	Other indirect (Scope 3) GHG emissions	page 56	
SOIL HEALTH			
GRI 3	Material Topics 2021		
3-3	Management of material topics	page 59	Soil health

GRI-Index	Title	Page	Link/Chapter/Information
FISHING AND MARINE PROTECTION			
GRI 3	Material Topics 2021		
3-3	Management of material topics	page 63	Sustainable fishing and protecting the oceans
ANIMAL WELFARE			
GRI 3	Material Topics 2021		
3-3	Management of material topics	page 67	Better animal welfare
ENERGY CONSUMPTION			
GRI 3	Material Topics 2021		
3-3	Management of material topics	page 73	Reducing energy consumption
GRI 302	Energy 2016		
302-1	Energy consumption within the organization	page 74	
302-2	Energy consumption outside of the organization		We are currently developing a process for Group-wide data collection of the information required for this GRI indicator.
302-3	Energy intensity	page 75	
302-4	Reduction of energy consumption	page 75	
302-5	Reductions in energy requirements of products and services		We are currently developing a process for Group-wide data collection of the information required for this GRI indicator.

GRI-Index	Title	Page	Link/Chapter/Information
OPERATIONAL EMISSIONS			
GRI 3	Material Topics 2021		
3-3	Management of material topics	page 78	Operational emissions
GRI 305	Emissions 2016		
305-1	Direct (Scope 1) GHG emissions	page 79	
305-2	Energy indirect (Scope 2) GHG emissions	page 80	
305-4	GHG emissions intensity	page 80	
305-5	Reduction of GHG emissions	page 80	
305-6	Emissions of ozone-depleting substances (ODS)		We are currently developing a process for Group-wide data collection of the information required for this GRI indicator.
305-7	Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions		We are currently developing a process for Group-wide data collection of the information required for this GRI indicator.
TRANSPORTATION			
	Management of the topic	page 85	Environmentally friendly freight
CIRCULAR ECONOMY			
GRI 3	Material Topics 2021		
3-3	Management of material topics	page 90	Closing material cycles
GRI 306	Waste 2020		
306-1	Waste generation and significant waste-related impacts	page 91 page 95 page 98	

GRI-Index	Title	Page	Link/Chapter/Information
306-2	Management of significant waste-related impacts	page 91	
306-3	Waste generated	page 92 page 95 page 98	
306-4	Waste diverted from disposal	page 93 page 96 page 99	
306-5	Waste directed to disposal	page 93 page 96 page 99	
PLASTIC AND PACKAGING			
GRI 3	Material Topics 2021		
3-3	Management of material topics	page 101	Optimizing packaging, reducing plastic
WATER CONSUMPTION			
GRI 3	Material Topics 2021		
3-3	Management of material topics	page 107	Reducing water consumption
GRI 303	Water and Effluents 2018		
303-1	Interactions with water as a shared resource	page 108	
303-2	Management of water discharge-related impacts	page 108	
303-3	Water withdrawal	page 109 page 110 page 111	
303-4	Water discharge	page 109 page 110 page 111	
303-5	Water consumption	page 109	

GRI-Index	Title	Page	Link/Chapter/Information
DIVERSITY AND EQUAL OPPORTUNITIES			
GRI 3	Material Topics 2021		
3-3	Management of material topics	page 113	Diversity truly multifaceted
GRI 2	General Disclosures 2021		
GRI 202	Market Presence 2016		
202-2	Proportion of senior management hired from the local community	page 116	
GRI 401	Employment 2016		
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	page 121	
401-3	Parental leave	page 117 page 119 page 122	
GRI 405	Diversity and Equal Opportunity 2016		
405-1	Diversity of governance bodies and employees	page 117 page 119 page 122	
405-2	Ratio of basic salary and remuneration of women to men	page 117 page 120 page 122	
EDUCATION AND TRAINING			
GRI 3	Material Topics 2021		
3-3	Management of material topics	page 124	Training and professional development effective talent

GRI-Index	Title	Page	Link/Chapter/Information
GRI 404	Training and Education 2016		
404-1	Average hours of training per year per employee	page 127 page 131 page 134	
404-2	Programs for upgrading employee skills and transition assistance programs	page 128 page 131 page 134	
404-3	Percentage of employees receiving regular performance and career development reviews	page 128 page 131 page 135	
OCCUPATIONAL HEALTH			
GRI 3	Material Topics 2021		
3-3	Management of material topics	page 137	Workplace health
GRI 401	Employment 2016		
401-1	New employee hires and employee turnover	page 139	
GRI 402	Labor/Management Relations 2016		
402-1	Minimum notice periods regarding operational changes	page 140	
GRI 403	Occupational Health and Safety 2018		
403-1	Occupational health and safety management system		We are currently developing a process for Group-wide data collection of the information required for this GRI indicator.
403-2	Hazard identification, risk assessment, and incident investigation	page 140 page 146 page 149	

GRI-Index	Title	Page	Link/Chapter/Information
403-3	Occupational health services		We are currently developing a process for Group-wide data collection of the information required for this GRI indicator.
403-4	Worker participation, consultation, and communication on occupational health and safety	page 141 page 147 page 150	
403-5	Worker training on occupational health and safety	page 141 page 147 page 150	
403-6	Promotion of worker health		We are currently developing a process for Group-wide data collection of the information required for this GRI indicator.
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	page 141 page 147 page 150	
403-8	Workers covered by an occupational health and safety management system		We are currently developing a process for Group-wide data collection of the information required for this GRI indicator.
403-9	Work-related injuries	page 141	Additional explanations regarding data collection can be found in the body text.
403-10	Work-related ill health	page 143	Additional explanations regarding data collection can be found in the body text.

GRI-Index	Title	Page	Link/Chapter/Information
GRI 406	Non-discrimination 2016		
406-1	Incidents of discrimination and corrective actions taken	page 118 page 120 page 123	
SUSTAINABLE CONSUMPTION			
GRI 3	Material Topics 2021		
3-3	Management of material topics	page 151	Sustainable consumption over the long term
COMMON GOOD			
GRI 3	Material Topics 2021		
3-3	Management of material topics	page 155	Partnerships for greater common good
SOCIETY			
GRI 3	Material Topics 2021		
3-3	Management of material topics	page 160	Charitable commitment to society
REGIONALITY AND TRADITION			
GRI 3	Material Topics 2021		
3-3	Management of material topics	page 164	Truly regional
COMPLIANCE AND STAKEHOLDER DIALOGUE			
GRI 3	Material Topics 2021		
3-3	Management of material topics	page 169	Partnership-based business relationships

GRI-Index	Title	Page	Link/Chapter/Information
GRI 204	Procurement Practices 2016		
204-1	Proportion of spending on local suppliers	page 165	
GRI 205	Anti-corruption 2016		
205-1	Operations assessed for risks related to corruption	page 170	
205-2	Communication and training about anti-corruption policies and procedures	page 170	
205-3	Confirmed incidents of corruption and actions taken	page 170	
GRI 206	Anti-competitive Behavior 2016		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	page 171	
GRI 409	Forced or Compulsory Labor 2016		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	page 171	
GRI 413	Local Communities 2016		
413-1	Operations with local community engagement, impact assessments, and development programs		We are currently developing a process for Group-wide data collection of the information required for this GRI indicator.
413-2	Operations with significant actual and potential negative impacts on local communities		We are currently developing a process for Group-wide data collection of the information required for this GRI indicator.
GRI 415	Public Policy 2016		
415-1	Political contributions	page 171	
GRI 418	Customer Privacy 2016		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	page 171	