



Coop Group Progress Report 2021

For people, animals and nature



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

Sustainable Products

Coop has been a very important partner for over 30 years. We would like to see more bold steps in the future, especially in the area of living incomes for smallholder families and workers.

Renato Isella, Managing Director, Max Havelaar Foundation

Sustainable Products



WWF expects Coop to be strongly committed to combating climate change, adopting ambitious supply-chain targets, implementing specific measures, and transparently communicating results.

Thomas Vellacott, CEO, WWF Switzerland

Climate and the environment



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

Climate and the environment

I expect my training at Coop to give me an insight into a variety of areas, as well as the best possible preparation for my final exams and my future career.

Samantja Di Gilio, Coop City apprentice

Employees and social commitment



It is important to me for Coop to take responsibility in society – for our employees, for our cooperative members and for the people of Switzerland.

Petra Joerg, Member of the Coop Board of Directors

Employees and social commitment

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Foreword by Philipp Wyss, Chairman of the Coop Group Executive Committee

Sustainability is a part of everyday life throughout the Coop Group. It is integral to our business activities and, since 1973, has been strategically enshrined in our Articles of Association and Corporate Profile.

This progress report illustrates the Coop Group's performance each year in sustainability. In this report, you will find detailed information about progress towards our targets and the status of projects implemented in all three pillars of sustainability.

A special highlight for me was the adoption of our new, comprehensive sustainability strategy for the years 2022-2026. As a sustainability pioneer, we will continue to fulfil our responsibility consistently and across the whole Coop group in the future within the framework of the three pillars "sustainable product ranges", "environmental and climate protection" and "employees and social commitment". We already have the broadest sustainable product range and were able to increase our sales of sustainable products in the Coop Group to 5.9 billion and sales of organic products to 2.1 billion last year.

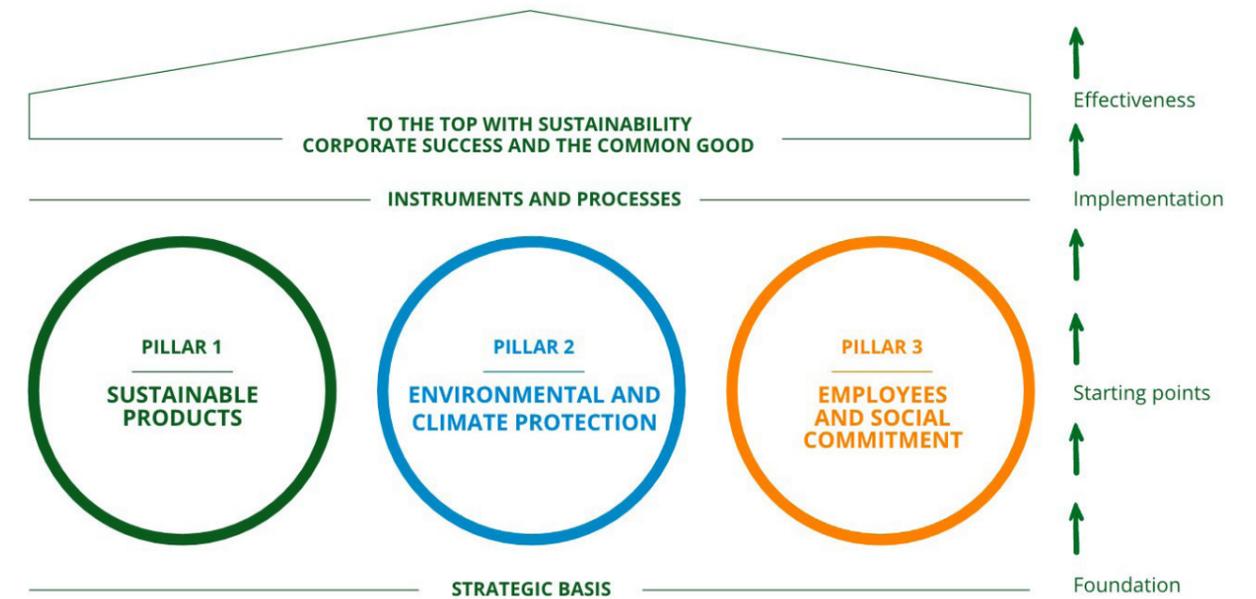
This means that we remain the undisputed number 1 in Switzerland in sustainability. This benefits everyone: people, animals, and the environment.

We continue to move forward into the future with a drive for action!

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. Accordingly, sustainability is incorporated into all relevant strategies of the Coop Group through our strategic concept, which we revised in 2021.



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

To strengthen our contribution to sustainable development, we set ourselves new ambitious and concrete sustainability targets within these topic areas every five years and communicate our efforts, progress, and challenges transparently each year. The targets apply to our three business units Retail, Production and Wholesale, considering the respective market.



We always take an outside-in approach to our goal-setting process and, through dialogue with external stakeholders, we also incorporate society's needs, scientific findings and global requirements. The multi-year targets are also aligned with the Sustainable Development Goals and we report on our progress in accordance with the international standard for sustainability communication of the Global Reporting Initiative (GRI).

To ensure the effectiveness and credibility of our targets and measures, we are committed to implementing internationally recognized sustainability standards and guidelines. Our strategic priorities are reviewed annually, and newly identified; relevant issues are incorporated in the next goal-setting process.

The 2014 to 2020 target period was extended by one year due to the Corona pandemic and ended in 2021. On the following pages, you will find the final report on the target period for our 26 targets, which are divided into our three pillars and seven overarching target areas. Last year, a new sustainability strategy with revised multi-year targets for 2022-2026 was developed and approved.

Stand 2021



SUSTAINABILITY SALES

To promote sales of sustainable products, we pursue the overriding objective of steadily increasing our sustainability sales year on year. At the same time, we want to offer the broadest range of sustainable products and remain the undisputed number 1 in sustainability. By offering around 16,500 sustainable products in 2021, we were once again able to surpass our record result of last year by generating CHF 5.8 billion in sales.

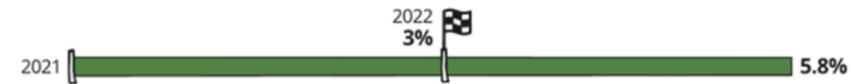
RETAIL: We are increasing the percentage of sustainability sales to 26%



PRODUCTION: We are increasing the percentage of sustainability sales to 26.8%



WHOLESALE: We are increasing the percentage of sustainability sales to 3%



Management structure and organization of Sustainability department

The Coop Group, which has a cooperative structure, is managed by a Board of Directors which has ten members. The Coop Group's operational management is undertaken by a seven-strong Executive Committee. From May 2021, the Chairman of the Board of Directors is Joos Sutter; at the same time, Philipp Wyss will become Chairman of the Executive Committee.

Strategies, targets and missions are adopted by the Executive Committee. Coop's Sustainability Team is responsible for reviewing target attainment and ensuring the necessary operational aspects are in place. They maintain regular dialogue with sustainability officers in the three business areas Retail, Production and Wholesale.

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 key issues we incorporate these global goals in our strategies and spheres of action, contributing to their achievement in the private sector.

BIG INFLUENCE

8 DECENT WORK AND ECONOMIC GROWTH



- ⇒ ORGANIC
- ⇒ FAIR-TRADE
- ⇒ CRITICAL RAW MATERIALS
- ⇒ BRAND RANGE

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



- ⇒ ORGANIC
- ⇒ FAIR-TRADE
- ⇒ REGIONALITY
- ⇒ NON-FOOD
- ⇒ TRANSPARENCY
- ⇒ CRITICAL RAW MATERIALS
- ⇒ ANIMAL WELFARE
- ⇒ BRAND RANGE

RELEVANT INFLUENCE

2 ZERO HUNGER



- ⇒ ORGANIC
- ⇒ FAIR-TRADE
- ⇒ CRITICAL RAW MATERIALS
- ⇒ BRAND RANGE

10 REDUCED INEQUALITIES



- ⇒ FAIR-TRADE
- ⇒ REGIONALITY
- ⇒ SOCIETY

13 CLIMATE ACTION



- ⇒ NON-FOOD
- ⇒ ENERGY/CO₂
- ⇒ CONSTRUCTION
- ⇒ MOBILITY/LOGISTICS
- ⇒ SOCIETY

14 LIFE BELOW WATER



- ⇒ ORGANIC
- ⇒ CRITICAL RAW MATERIALS
- ⇒ BRAND RANGE

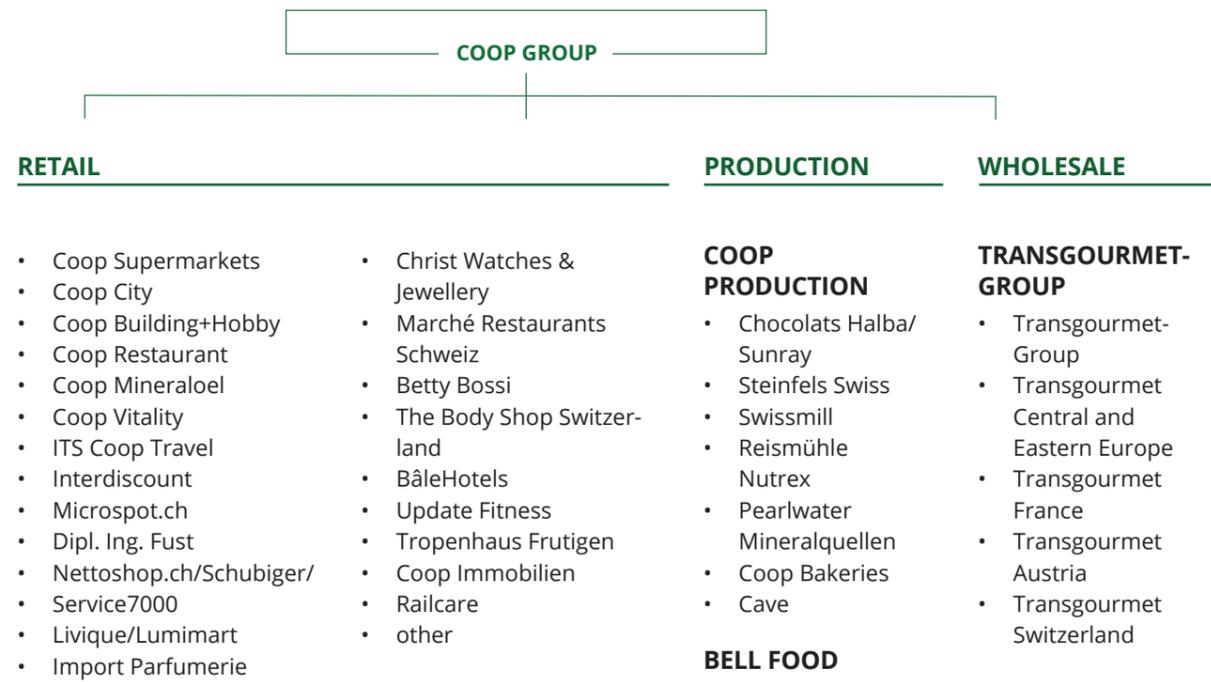
15 LIFE ON LAND



- ⇒ NON-FOOD
- ⇒ CRITICAL RAW MATERIALS
- ⇒ BRAND RANGE
- ⇒ PACKAGING
- ⇒ SOCIETY

Coop and its stakeholders

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.



PROFILE

List of activities

- Supermarkets
- Food formats
- Non-food specialist formats

Own-label sustainability brands

- Naturaplan
- Naturafarm
- Oecoplan
- Naturaline bio&fair
- Naturaline Cosmetics
- Pro Montagna
- Ünique
- Miini Region
- Karma

- Solidarité

Head Office

Basel

Customers

End consumers

Size (no. of employees)
48 605

Sustainability sales

CHF 4,834 million

PROFILE

List of activities

Processing and production of foods, cleaning agents, cosmetic products

Head Office

Basel

Customers

Retail, food service, food industry

Size (no. of employees)
28 633

Sustainability sales

CHF 1,530 million

PROFILE

List of activities

Abhol- und Belieferungsgrosshandel
Cash & Carry

Own-label sustainability brands

- Natura
- Natürlich für uns
- Vonatur
- Origine (Good, Better, Best)
- Premium
- Economy

Head Office

Basel

Customers

Catering, hotels

Size (no. of employees)
13 587

Sustainability sales

CHF 315 million

Our Stakeholder engagement

At the Coop Stakeholder Forum in 2021, we evaluated together our new sustainability strategy as well as the multi-year targets 2022-2026. We will include the proposals for measures in the individual topics in our planning and provide transparent information about our decisions and resolutions at the next stakeholder forum in November 2022.

For 2022, our next Business Partner Conference is planned, the aim of which is drive forward sustainable innovations with our business partners.

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



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	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

Our partners

To fulfil our responsibility along the value chain, we are committed to long-term, trust-based partnerships and members of various associations.

PILLAR 1

Sustainable products

RELEVANCE

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

UNCOMPROMISINGLY ORGANIC



Coop is the most expert provider of particularly sustainable ranges.



RELEVANCE

Organic agriculture is considerate of people, animals, and the environment. By relying on robust, non-GM varieties, varied crop rotation and dispensing with chemical-synthetic pesticides, growth regulators and hormones, as well as protecting the climate it helps preserve biodiversity and soil fertility. Smaller numbers, more space in the barn and access to the outdoors increase animal welfare. Therefore, we keep expanding our organic range every year, with the aim of promoting environmentally friendly cultivation, encouraging consumers to make more environmentally conscious decisions and, through sustainable production, protecting our natural resources - the earth, water, and air.

DETAILHANDEL

Our Target

We are expanding our position as a leading supplier of organic products in the Swiss retail sector and, in 2021 will generate turnover of CHF 1630 million from organic products.

Fill-level meter: CHF million



Accepted standards: Bio Suisse bud label, organic bud label, Naturaplan, Demeter, EU organic logo, BioRe

Our Target has been achieved.

To meet the strong demand for high-quality organic products, we further expanded our range in 2021 and increased our organic sales by a further 4.5%.

Measures

- Constant expansion of the organic and Demeter range
- Active marketing of our own-label organic brand Naturaplan and Naturaline
- Promotion of organic agriculture through various Fund projects and actions
- Partnership with the Research Institute for Organic Agriculture (FiBL)
- Strategic partnership with Bio Suisse since 1993

Strong inner drive in 2021

- **Action 395:** Delicious organic coffee in our restaurants: organic coffee, milk, cream and sugar
- **Action 397:** All organic breads now made from 100% Swiss grains
- **New Fund project:** Setting up a bud-certified palm oil value chain
- **New Fund project:** Organic chickpeas, broad beans and peas from Switzerland
- **New Fund project:** Resilience of Swiss organic aquacultures
- **New Fund project:** Bio Suisse Fairtrade-certified coconut oil for our chocolate

HIGHLIGHTS OF 2021

85% of our organic sales from Naturaplan products

1/3 of our Fairtrade and Bio Suisse bananas are now Demeter quality

Coop Fund: Investment of more than CHF 4 million in organic seed research

PRODUCTION

Our Target

We are increasing sales of organic products to CHF 323 million.

Fill-level meter: CHF million



Accepted standards: Organic bud label, Demeter, BioRe, EU organic logo

Our Target has been achieved.

Measures

- Ongoing switch to, and greater use of organically-produced raw materials
- Promotion of organic agriculture through various Fund projects and actions at the production stage

Strong inner drive in 2021

- SWISSMILL – **Action 397**: All organic breads now made from 100% Swiss grains
- REISMÜHLE NUTREX – extended Fund project: Increasing the profitability of organic fairtrade rice from India and Thailand
- HALBA – New Fund project: Bio Suisse Fairtrade-certified coconut oil and dynamic agroforestry-based production on the Côte d'Ivoire
- HALBA – New Fund project: Bio Suisse Fairtrade-certified cashews and mangos from dynamic agroforestry-based production in collaboration with Gebana
- HALBA – Extension of Fund project: Climate protection project involving dynamic agroforestry-based production of organic and fairtrade cocoa in Ecuador

HIGHLIGHTS OF 2021

SWISSMILL: over 58,000 tonnes of organic and IP SUISSE grains processed

BELL FOOD GROUP (Hilcona): tofu switched to 100% Swiss organic soya

BELL FOOD GROUP (Hubers/Süttag): 31% increase in sales of organic poultry products

WHOLESALE

Target

We are increasing turnover of organic products to CHF 82.3 million.

Fill-level meter: CHF million



Accepted standards: Organic bud label, Demeter, BioRe, EU organic logo

Our Target has been achieved.

Measures

- Ongoing expansion of our range of organic products (organic bud label, EU organic logo)
- Promotion and expansion of the newly-launched Natura own-label organic brand with country-specific and international products
- TRANSGOURMET ÖSTERREICH – Expansion and promotion of its own-label organic brand “natürlich für uns”
-

Strong inner drive in 2021

- TRANSGOURMET GERMANY – New Fund project: Support for businesses switching to organic

HIGHLIGHTS OF 2021

Launch of new own-label organic brand NATURA

TRANSGOURMET ROMANIA: 1200 Organic products

TRANSGOURMET SWITZERLAND: over 200 new NATURA products

SDGs



FAIRTRADE FOCUS ON FAIRNESS



Coop is the most expert provider of particularly sustainable ranges.



RELEVANCE

We scrutinize processes: the cultivation of raw materials, processing, trade. To combat poverty and ensure appropriate manufacturing conditions, we have been partnering with Max Havelaar since 1992. The Fairtrade label designates sustainably cultivated fairtrade products from developing countries and emerging markets. Minimum prices guarantee higher and stable incomes, and the Fairtrade premium supports the creation and expansion of local infrastructures, safety or health projects, education and training as well as quality improvements. Long-term trade relationships 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.

RETAIL

Our Target

We are increasing sales of products bearing the Fairtrade Max Havelaar label by a factor of 2.7 (compared with 2012).

Fill-level meter: CHF million



Accepted standards: all Max Havelaar labels

Our Target has been achieved.

We are the world's largest supplier of Fairtrade products

Measures

- Promotion of fairly produced and traded products with social added value
- Addition of more Fairtrade products and Fairtrade Sourced Ingredients (FSI) to the range
- Partnership with Max Havelaar since 1992
- Promotion of the development of the mountain regions through our own-label brand Pro Montagna: a contribution from each product sold goes to the Coop Aid for Mountain Regions Sponsorship Programme.
- Promotion of fairtrade textiles and cosmetics through our own-label brand Naturaline

Strong inner drive in 2021

- **Action 391:** Living wages and income for employees of our fairtrade banana producers
- **Action 402:** Direct supply chain for organic fairtrade coffee from Honduras with living wages
- **New Fund project:** Bio Suisse Fairtrade-certified coconut oil for our chocolate
- **New Fund project:** Climate protection project involving dynamic agro-forestry-based production of organic and fairtrade cocoa in Ecuador

HIGHLIGHTS OF 2021

Anniversary: 30 years of partnership with Fairtrade Max Havelaar

More than 1,330 fairtrade products in our ranges

20 years of fair roses (Action 27)

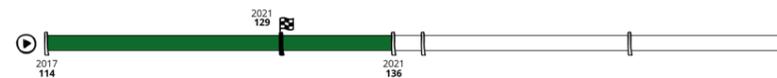
CHF 1 million donated by Coop Pro Montagna to the Coop Mountain Areas Sponsorship Programme

PRODUCTION

Our Target

We are quadrupling turnover of products bearing the Fairtrade label to CHF 129 million (compared with 2012).

Fill-level meter: CHF million



Accepted standards: Fairtrade Max Havelaar

Our Target has been achieved.

Measures

- Steadily increasing the use of fairly produced and traded raw materials and products with social added value
- Ongoing switch to, and expansion of the range of Fairtrade products and Fairtrade Sourced Ingredients (FSI)

Strong inner drive in 2021

- **New Action 402:** Direct supply chain for organic fairtrade coffee from Honduras with living wages
- REISMÜHLE NUTREX – extended Fund project: Increasing the profitability of organic fairtrade rice from India and Thailand
- HALBA - New Fund project: Bio Suisse Fairtrade-certified coconut oil for our chocolate
- HALBA - New Fund project: Climate protection project involving dynamic agroforestry-based production of organic and fairtrade cocoa in Ecuador

HIGHLIGHTS OF 2021

BELL FOOD GROUP (Bell Switzerland): Fairtrade tuna added to the product range

HALBA: 100% Fairtrade-certified cocoa beans and cocoa butter, 97% Fairtrade-certified mangos, 100% Fairtrade-certified quinoa, 71% Fairtrade-certified cashews

WHOLESALE

Our Target

We are increasing turnover of products with social added value to CHF 40 million

Fill-level meter: CHF million



Accepted standards: Fairtrade Max Havelaar, UTZ, Rainforest Alliance

Our Target has been achieved.

Measures

- Promotion of fairly produced and traded products with social added value
- Ongoing process of switching the range to Fairtrade products
- TRANSGOURMET SWITZERLAND: cooperation with Fairtrade Max Havelaar

HIGHLIGHTS OF 2021

TRANSGOURMET GERMANY: Support for the Fairtrade campaign "Fair Week"

SDGs



TRULY REGIONAL



Coop is the most expert provider of particularly sustainable ranges



RELEVANCE

Regional products boost regional value creation and promote structurally weak regions. We offer attractive sales opportunities to smaller, artisanal producers in particular. In so doing, we promote 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. Therefore, we would like to offer you a seasonal range of authentic flavours for every region.

RETAIL

Our Target

We are increasing turnover of regional products to CHF 500 million

Fill-level meter: CHF million



Accepted standards: Miini Region (incl. Bio-Regio), Pro Montagna, Swiss Parks, AOP/IGP, Marchio Ticino

Our target has not been achieved.

The target will no longer apply in the new multi-year target period 2022-2026. We share our stakeholders' view that, despite many advantages, regional products are not automatically more sustainable than those produced outside the respective region. We will of course continue investing in promoting structurally weak regions and, in particular, pursuing our commitment to Swiss mountain regions.

Measures

- The bulk of our investments are channelled to Swiss service providers and producers.
- Swiss partners and increase in sales of Swiss products
- Promotion of our own-label brands Miini Region and Pro Montagna

Strong inner drive in 2021

- **Action 397:** All organic breads now made from 100% Swiss grains
- **New Fund project:** Organic chickpeas, broad beans and peas from Switzerland
- **Extended Fund project:** Savurando - Delightful walks in Swiss parks

HIGHLIGHTS OF 2021

88.7% of our delivery sales volume is channelled to producers and suppliers from Switzerland

CHF 300,000 from the Swiss National Day "Weggen" campaign by the Coop Mountain Areas Sponsorship Programme to renovate the organic alpine dairy in Vals

Launch of Pro Montagna organic goat meat packs

15 years of Pro Montagna

PRODUCTION

Our Target

We promote the use of Swiss raw materials.

Please note: At the Bell Food Group AG, the target only includes Swiss companies.



Our Target has been achieved.

Measures

- Ongoing product range expansion and switch to Swiss raw materials
- Greater cooperation with regional partners and suppliers

Strong inner drive in 2021

- SWISSMILL – **Action 397**: All organic breads now made from 100% Swiss grains

WHAT % IS CHANNELLED TO PRODUCERS AND SUPPLIERS FROM SWITZERLAND?

HALBA: 48%

STEINFELS SWISS: 63%

REISMÜHLE NUTREX: 16%

SWISSMILL: 70%

BELL FOOD GROUP (Bell Switzerland): 89%

WHOLESALE

Our Target

We offer our customers an expert range of regional and local products.



Our Target has been achieved.

As the Transgourmet Group, we provide important impetus for regional consumption in restaurants and contract catering.

Measures

- Expansion of and active advertising for the regional range specific to each country
- Closer cooperation with local suppliers
- Diversification of local range of fruit and vegetables
- Promotion of our own-label brand Origine/Ursprung/Vonatur: each product is backed by a product and producer history.

Strong inner drive in 2021

- TRANSGOURMET GERMANY: **New Fund project**: Support for businesses switching to organic in Germany

HIGHLIGHTS OF 2021

TRANSGOURMET SWITZERLAND: over 1,800 regional products

TG GERMANY: “What does regionality mean to our customers?” study

TG POLAND: 17 new, local suppliers and over 140 new regional products

SDGs



NON-FOOD IN HARMONY WITH PEOPLE AND NATURE



Coop is the most expert provider of particularly sustainable ranges.



RELEVANCE

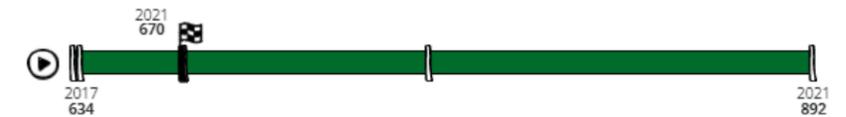
Our retail range includes a large number of non-food products: from clothes, laundry detergents and wood for crafts, to electronic appliances. Many of these raw materials are cultivated and processed in countries with heightened social and environmental risks. To also ensure responsible product and transparent supply chains for this part of our range, we have developed our own Oecoplan quality label and the own-label brand Naturaline bio & fair for textiles as well as Naturaline Swiss Cosmetics. By continually expanding our range of own-label products produced according to environmentally-friendly and socially acceptable standards, we support sustainable consumer decisions in the non-food segment.

RETAIL

Our Target

We are increasing turnover of environmentally friendly products in the non-food segment to CHF 670 million.

Fill-level meter: CHF million



Accepted standards: Oecoplan, Naturaline, FSC, Blue Angel, EU Ecolabel, Natrue, BDIH, Ecocert, Cosmos, Topten, Natureplus, Solidarité

Our target has been exceeded.

We are particularly pleased with these figures. They underline the growing customer demand for environmentally friendly products, including in the non-food range.

Measures

- Promotion and expansion of the range with our sustainable own-label brands: Oecoplan, Naturaline Swiss Cosmetics, Naturaline bio & fair
- Partnership with the WWF and cooperation with the establishment of Oecoplan in 1989
- Due to social and environmental challenges in production, the raw materials wood, palm oil and cotton are treated as critical raw materials and we subject them to more intense scrutiny.

Strong inner drive in 2021

- **Action 399:** 50 environmentally friendly alternatives to pest control at Building + Hobby
- **New Fund project:** Life cycle assessments for all fibres used in Naturaline textiles
- **Extended Fund project:** Organic cotton from India and Tanzania for Naturaline textiles (training for farmers in organic agriculture, quality assurance in the value chain, seed development)

HIGHLIGHTS OF 2021

Lumimart: 96.6% of sales from efficient lighting (efficiency class A or higher)

100% peat-free compost and potted organic seedlings

86.3% of the cotton in our clothing and home textiles is certified

91.4% of our wood and paper products come from sustainable sources

SDGs



VISIBLE TRANSPARENCY



Coop has transparent product chains that take account of people, animals and the environment.



RELEVANCE

We want to know where our products come from and the conditions in which they were produced. The more complex the value chains, the harder it is to know them at every level and ensure compliance with sustainability standards. To boost transparency and traceability along the entire production and supply chain, we continually analyse our existing supply chains and adapt them to new insights. To enable our customers to make transparent buying decisions, 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 honestly on our targets and whether we have achieved them.

HIGHLIGHTS OF 2021

Publication of policy paper: our stance on current and socially relevant sustainability issues

Audited according to social standards (BSCI or equivalent):

- food processors: 87%
- non-food product processors: 89%
- food importers: 95%
- non-food product importers: 85%

Product recalls in 2021:

- 24 (19 food-5 non-food)

RETAIL

Our Target

We create transparency/traceability of own-label brands beyond the production and supply chain.



Our Target has been achieved .

In our new target period, we are focussing on 100% traceability for all critical raw materials for our entire own-label range.

Measures in production and processing

- Promotion of transparency and traceability through continual risk screening and monitoring as well as effective optimization of product chains
- Ensuring traceability for Coop own-label brands up to at least the last value-adding processing stage and, for critical raw materials, right back to primary production
- Critical raw materials: compliance with sustainable minimum and animal welfare standards
- Non-food and processed products: auditing of suppliers for social standards in risk countries (amfori BSCI)
- Our Guideline on Sustainable Sourcing: applies to all our business partners as well as suppliers of own-label brands AND third-party brands
- Our Code of Conduct prohibits any form of exploitation, extortion, bribery or corruption
- Annual mapping projects: Analysis of the entire supply chain of high-risk products

Measures at the sales outlet

- Our Labelling Guideline: guarantees transparent and clear product labelling, certifications with sustainability standards for conscious consumer decisions
- Own-label brands Naturaplan and Naturafarm Poulet: traceability back to the farm, with ID code/name of producer on the packaging
- Own-label brand Naturaline bio & fair: traceability through numerical code beyond production stages
-

Strong inner drive in 2021

- **New Action 401:** Creating transparency in our own-label products
- **Mapping project:** Analysis of the entire tea value chain (from the field to our supermarkets)

PRODUCTION

Our Target

We are able to transparently illustrate the product chain for all products and trace products through each production stage.



Our Target has been achieved.

Transparency to the first stage of value-added processing is assured for all our raw materials. However, we repeatedly encounter challenges ensuring traceability to the origin, so the issue of transparency features even more prominently in the new multi-year targets, with specific quantitative targets.

Measures

- Promotion of transparency and traceability through effective optimization of the product chains
- For critical raw materials: compliance with sustainable minimum standards, traceability back to primary production, compliance with animal welfare standards
-

Strong inner drive in 2021

- HALBA – **New Fund project:** Digitalization of the supply chain for cocoa to ensure greater transparency in Honduras
- HALBA – **Mapping project:** Analysis of the entire hazelnut supply chain in Turkey
- HALBA – **New Fund project:** Safeguarding long-term, transparent and direct supply of sustainably produced cashew nuts and dried mangos from Burkina Faso
- HALBA – **New Fund project:** Purchasing project for Bio Suisse Fairtrade-certified coconut oil from the Côte d'Ivoire as a substitute for palm oil in chocolate fillings

HIGHLIGHTS OF 2021

65% of all manufacturing companies have been audited for social standards (BSCI or equivalent).

REISMÜHLE NUTREX: guaranteed traceability of all raw materials to the manufacturing companies

BELL FOOD GROUP: making preparations for comprehensive data collection from 2022 onwards to fulfil the multi-year targets and the supply chain law

WHOLESALE

Our Target

We are able to transparently illustrate the product chain for own-label products and trace products through each production stage.



Our Target has been achieved.

We have planned more projects in the coming year, and the issue of transparency will feature even more prominently in the new multi-year targets, with specific quantitative targets.

Measures

- Expanding and promoting our own-label brand Origine/Ursprung/Vonatur: guaranteed traceability back to the producer
- Ongoing expansion of data collection, including product origin
- For critical raw materials: compliance with sustainable minimum standards, traceability back to primary production, compliance with animal welfare standards

HIGHLIGHTS OF 2021

TRANSGOURMET GERMANY: making preparations for comprehensive data collection from 2022 onwards to fulfil the multi-year targets and the supply chain law

TRANSGOURMET ROMANIA: new guideline for product transparency across all production stages

TRANSGOURMET ÖSTERREICH: over 200 VONATUR products in the range

SDGs

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



17 PARTNERSHIPS FOR THE GOALS



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



FOCUS ON RAW MATERIALS



Coop has transparent product chains that take account of people, animals and the environment.



RELEVANCE

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. As the Coop Group, we want to consistently enforce sustainable minimum standards in primary production, in order to minimize our negative impacts. We focus on countries of origin where there is an increased risk of violations of social and environmental standards.

RETAIL

Our Target 1

We secure sustainable purchasing over the long term for key raw materials.

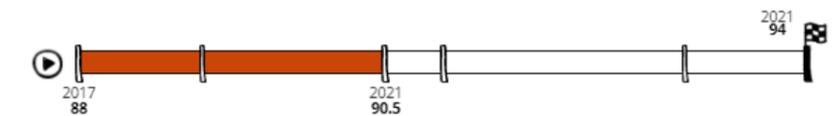


Our Target has been achieved.

Our Target 2

We apply at least sustainable minimum standards to 93.3% of critical raw materials used in our own-label brands.

Fill-level meter: in %



Our target has not been achieved.

- We implemented projects and made improvements for almost all our raw materials identified as critical (Raw Materials Road Map). Due, however, to the difficult procurement situation, the targets set for 2021 could not be met. In the new target period, we have widened our scope and added coconut, almonds, and cashews to the list of critical raw materials.

Measures

- Systematically implementing sustainable minimum standards for critical raw materials in primary production.
- Fair, long-term and trusting business relationships
- Commitment to the ongoing development of sustainable minimum standards through active involvement in appropriate committees (go to our Memberships)
- Partnerships with the WWF, Max Havelaar and Bio Suisse of many years' standing
- Guideline on Sustainable Sourcing: applies to all of our business partners as well as suppliers of own-label brands and third-party brands.
- Our Code of Conduct: prohibits any form of exploitation, extortion, bribery or corruption

Strong inner drive in 2021

- Action 397:** All organic breads now made from 100% Swiss grains
- New Fund project:** Setting up a bud-certified palm oil value chain
- New Fund project:** Resilience of Swiss organic aquacultures
- New Fund project:** Safeguarding long-term, transparent and direct supply of sustainably produced cashew nuts and dried mangos from Burkina Faso

HIGHLIGHTS OF 2021

1st place on the WWF Palm Oil Scorecard rating

1st place for Halba in the Chocolate Scorecard rating

Prix Garantie teas are now UTZ/Rainforest Alliance-certified

100% of our coffee range is certified sustainable

HIGHLIGHTS OF 2021

HALBA: 1st place in the Chocolate Scorecard rating

HALBA: 50% of pulses/seeds from Europe

STEINFELS SWISS: 100% certified palm oil (RSPO)

BELL FOOD GROUP (Bell Switzerland): Renewal of seafood agreement with the WWF

BELL FOOD GROUP (Hilcona): Tofu switched to 100% Swiss organic soya

BELL FOOD GROUP (Hubers/Süttag): 31% increase in sales of organic poultry products

PRODUCTION

Our Target 1

We secure sustainable purchasing over the long term for key raw materials.



Our Target 2

Wir setzen bei 95% unserer kritischen Rohstoffe nachhaltige Mindeststandards um.

Fill-level meter: in %



Please note: Please note: Not all our manufacturing companies use the same raw materials. Therefore, this target applies to the sourcing volume for:

- BELL FOOD GROUP AG (BELL SWITZERLAND) meat, dairy products, eggs, fruit and vegetables, fish and seafood, palm oil
- COOP BAKERIES dairy products, eggs, fruit and vegetables, cocoa, hazelnuts, palm oil
- HALBA dairy products, cocoa, hazelnuts, fruit and vegetables
- REISMÜHLE NUTREX rice
- STEINFELS SWISS palm oil
- SWISSMILL dairy products

Our targets have both been achieved.

Measures

- Systematically implementing sustainable minimum standards for critical raw materials in primary production.
- Fair, long-term and trusting business relationships

Strong inner drive in 2021

- REISMÜHLE NUTREX – **extended Fund project:** Increasing the profitability of organic fairtrade rice from India and Thailand
- HALBA – **New Fund project:** Climate protection project involving dynamic agroforestry-based production of organic and fairtrade cocoa in Ecuador
- HALBA – **New Fund project:** Safeguarding long-term, transparent and direct supply of sustainably produced cashew nuts and dried mangos from Burkina Faso

HIGHLIGHTS OF 2021

Launch of Transgourmet own-label organic brand Natura

TRANSGOURMET GERMANY: palm oil in cakes and tarts switched to sunflower oil

TRANSGOURMET POLAND: launch of own sustainability guideline

TRANSGOURMET ROMANIA: 10% of critical raw materials used are certified to minimum sustainability standards

WHOLESALE

Our Target

We promote sustainability standards for the critical raw materials used in our own-label brands.



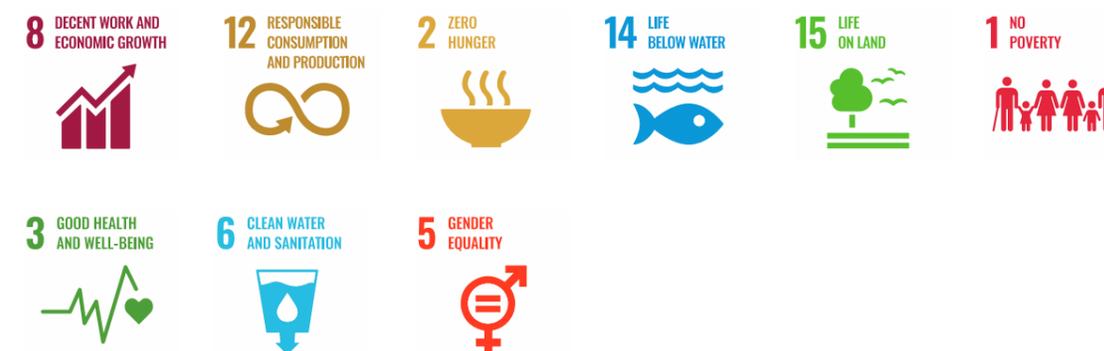
Our target has not been achieved.

In the new multi-year target period 2022–2026, all national subsidiaries will focus more intensely on critical raw materials and adopt quantitative targets to make their ranges more sustainable.

Measures

- Systematically implementing sustainable minimum standards for critical raw materials in primary production.
- Fair, long-term and trusting business relationships

SDGs



BETTER ANIMAL WELFARE



Coop has transparent product chains that take account of people, animals and the environment.



RELEVANCE

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.

RETAIL

Our Target

We implement more rigorous animal welfare standards for our entire meat, dairy, and egg range (satisfying Swiss legislation as a minimum) and promote innovative solutions to improve commercial livestock husbandry.

Please note: We insist on observance of minimum animal welfare standards for all our animal raw materials (Raw Materials Road Map).



Our Target has been achieved.

A group-wide animal welfare strategy was drawn up in 2021 and communicated at the start of 2022. A group-wide animal welfare strategy was drawn up in 2021 and communicated at the start of 2022.

Measures

- Promotion and implementation of more stringent animal welfare standards in the meat, milk and eggs range
- Guideline on Sustainable Sourcing: ban on hormones and growth promoters that are prohibited in Switzerland, and on preventive antibiotic use throughout the range
- No-go list for the whole Coop Group
- long-term partnership with Swiss Animal Protection (SAP)
- promotion and marketing of our animal welfare own-label brands: Naturaplan and Naturafarm
- Coop animal welfare programmes: free-range geese, PAS rabbits and PAS chicken Switzerland, PAS and ROEL turkeys Switzerland, pasture grazing for horses
- Flagship projects: grassland pigs, mountain pigs, dual-purpose chickens, Original Simmentaler, Natura-Beef (rearing calves with their own or foster mothers)

HIGHLIGHTS OF 2021

10% of our food sales from products with added value from an animal welfare perspective

Launch of animal welfare strategy for the whole Coop Group

Eggs and meat from "Happy Cockerel" initiative

100% of veal from suckler cow husbandry (Naturaveal)

Pro Montagna goat meat packs

Animal welfare meets biodiversity: the Coop Naturafarm and IP Suisse standards merged for pigs

100% Swiss milk in the range

PRODUCTION

HIGHLIGHTS OF 2021

BELL FOOD GROUP AG (Bell Switzerland): 30.5% of meat and meat products have an animal welfare label

HALBA: 100% of eggs KAG free range-certified, 100% of milk from Switzerland

BELL FOOD GROUP AG (Bell Switzerland): 100% suckler cow husbandry of veal for Coop own-label brand Naturafarm

BELL FOOD GROUP (Hubers/Süttag): 31% increase in sales of organic poultry products

BELL FOOD GROUP (Bell Germany): own-label brand Gourmet Naturel awarded the label of animal welfare association Gesellschaft zur Förderung des Tierwohl in der Nutztierhaltung mbH

Our Target

We ensure that the animal raw materials used (meat, dairy, eggs) originate from humane animal husbandry.



Our Target has been achieved.

An animal welfare strategy for the whole group was drawn up in 2021.

Measures

- Promoting enhanced animal welfare standards for animal raw materials
- Ongoing process of switching the range to raw materials produced using organic or access-to-range and free-range methods
- No-go list for the whole Coop Group
- BELL FOOD GROUP AG – annual audits of slaughterhouses by independent inspection bodies, founder and committed supporter of the Verein Original Simmentaler to promote Simmental

WHOLESALE

Our Target

We are mindful of animal welfare throughout our range and create a distinctive profile in selected ranges.



Our Target has been achieved.

An animal welfare strategy for the whole group was drawn up in 2021. We remain committed to humanely produced raw materials of animal origin and, in the new multi-year target period 2022-2026, will pay even more attention to these animal-based raw materials with quantitative targets.

Measures

- Promotion and implementation of higher animal welfare standards in the meat, milk and egg range
- range being switched to raw materials produced using organic or access-to-range and free-range methods
- Launch of new Transgourmet own-label brand Natura, with organically produced raw materials of animal origin
- No-go list for the whole Coop Group
- Own brand Origine/Vonatur with guaranteed traceability back to the producer, many products with added animal welfare value (suckler cow husbandry, free-range, organic) as well as Natura (organic standard).

Strong inner drive in 2021

- TRANSGOURMET FRANCE – Launch of animal welfare projects for eggs and chicken

HIGHLIGHTS OF 2021

TRANSGOURMET GERMANY: delisting of all battery farm eggs in egg products

TRANSGOURMET ROMANIA: increase in sales of eggs and milk from organic agricultural methods: +20% and for meat: +8.1

Launch of new international brand "Plant-based"

SDGs



PACKAGING: REUSE, REDUCE, RECYCLE



Coop has transparent product chains that take account of people, animals and the environment.



RELEVANCE

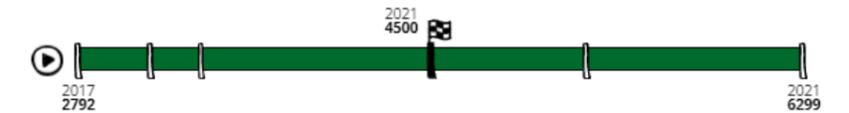
The manufacture and disposal of packaging can have a negative environmental impact. To save resources and avoid waste, we are continually reducing and optimizing our packaging material according to the 3R principle (Reduce, Reuse, Recycle). As part of this, when conducting the life-cycle assessment we must take account not just of the material, but also the packaging in conjunction with its functions and the influence on shelf life, contamination, or damage to the product. If necessary, to protect the product and preserve quality, we use more environmentally friendly materials or recycled materials. This enables to save not only on resources, but also a lot of energy that is used in manufacture, transport, and disposal.

RETAIL

Our Target

We are reducing and optimizing our packaging material by 4,500 tonnes (compared with 2012).

Fill-level meter: Tonnes



Our Target has been achieved.

Last year, we reduced (16.4%) or optimized (83.6%) our packaging material by around 1037 tonnes. According to our Packaging Roadmap we will reduce plastics by 20% by 2026.

Measures

- Reduction in our packaging material along the entire value chain
- Expansion of range of unpackaged products
- Closure of cycles by reusing reusable materials
- Optimization of our packaging material by using innovative packaging options with an equivalent or better life-cycle assessment
- Ban on bioplastics
- Switch from paper and cardboard packaging to recycled or FSC material (Forest Stewardship Council (FSC) certified products from sustainable forestry)
- Promotion of packaging recycling with recycling stations at sales outlets
- No printed till receipts and promotion of shopping with a multi-bag (multi-purpose bag made from FSC cellulose – Action no. 352)
- Partnerships in the circular economy

Strong inner drive in 2021

- **Action 393:** New unpackaged and reusable solutions in stores and in restaurants

HIGHLIGHTS OF 2021

56 projects implemented to reduce packaging and plastics

Cooked Naturaplan eggs now packaged in cardboard

Filling stations for mineral water, beer, laundry and dish-washing detergents, basic foods

Switching packaging of: raclette cheese (-2.7t of plastic), organic salads (-15t of plastic), herbs (-63t of plastic), meat (-76t of plastic), bananas (-14t of plastic)

400 tonnes of fossil-based plastics replaced with recycled materials in plant pots sold by Building + Hobby

PRODUKTION

Our Target

We are reducing and optimizing our packaging material by 2,700 tonnes compared with 2012 (end packaging and repackaging, end packaging is the priority).

Fill-level meter: Tonnes



Our Target has been achieved.

Measures

- Reduction in our packaging material along the entire value chain (particularly cling film and corrugated cardboard)
- Optimization of our packaging material by using innovative packaging options with an equivalent or better life-cycle assessment

HIGHLIGHTS OF 2021

BELL FOOD GROUP (Bell Switzerland): FlatSkin packaging for fresh meat = reducing plastic in packaging by around 60%

BELL FOOD GROUP (Hubers/Süttag): start made on switching secondary packaging to IFCO containers

BELL FOOD GROUP (Bell Germany): innovation project with interleaving spray system (replacing plastic with an ultra-fine, sprayed layer of organic vegetable oil)

WHOLESALE

Our Target

We analyse the relevant packaging volumes that we are able to influence and set reduction and optimization targets on that basis.

✗ NOT FULLFILLED

Our target has not been achieved.

In the new multi-year target period 2022-2026, we are pursuing quantitative reduction and optimization targets for our packaging.

Measures

- Use of sustainable packaging and reusable solutions, plastic-free where possible
- Ongoing review of product packaging to identify potential improvements
- Switch to open sale for fruit and vegetables

Strong inner drive in 2021

- **TRANSGOURMET GERMANY – New Fund project:** Development of a comprehensive plastics and packaging strategy

HIGHLIGHTS OF 2021

TRANSGOURMET GERMANY: total packaging volume -2% year-on-year

TRANSGOURMET POLAND: 60% of plastic shopping bags replaced with paper bags

TRANSGOURMET GERMANY: trials of sustainable packaging alternatives for fresh fish and meat

SDGs

15 LIFE ON LAND



CLEAR STANDARDS IN BRANDED RANGE TOO



Coop has transparent product chains that take account of people, animals and the environment.



RELEVANCE

We believe our own-label brands offer by far the greatest scope for action. In order to help make the entire food industry more sustainable in the long run, we also require our brand manufacturers to comply with customary, or their own sustainability standards.

HIGHLIGHTS OF 2021

Coffee

- Percentage of coffee that meets sustainability standard (brands): 9.1%
- Accepted standards: Fairtrade, Bio Suisse, EU organic logo, UTZ, Rainforest Alliance

Cocoa

- Percentage of cocoa that meets sustainability standard (brands): 14.9%
- Accepted standards: Fairtrade, Bio Suisse, EU organic logo, UTZ, Rainforest Alliance

Palm oil

- Percentage of physically sustainable palm oil in food (brands): 81%
- Accepted standards: RSPO IP, RSPO Segregated, RSPO Mass Balance, Bio Suisse

RETAIL

Our Target

We also require brand manufacturers to comply with customary sustainability standards or their own, adequate sustainability standards.

✗ NOT FULLILLED

Our target has not been achieved.

However, our influence and scope remains greatest where own-label brands are concerned. The next Green Business Partner Conference is planned for 2022.

Measures

- Guideline on Sustainable Sourcing: applies to all of our business partners as well as suppliers of own-label brands AND third-party brands
- Definition of internal targets for critical raw materials in branded goods (coffee, cocoa, palm oil, peat)
- Multi-year targets for the critical raw materials "fish and seafood" and "wood and paper" also for the brand range
- Launch of branded products bearing the bud label under our own-label brand Naturaplan
- Organisation of the Stakeholder Forum and the Green Business Partner Conference

SDGs



Pillar 2

Environment and climate protection

RELEVANCE

To reduce CO₂ emissions, we are continually cutting back our energy consumption, relying on renewable energy sources and investing in sustainable mobility and logistics solutions. The use of the latest standards for sustainable buildings and a targeted waste and recycling management system also ensure that we use natural resources sparingly.

REDUCING ENERGY CONSUMPTION



Coop is significantly reducing its own energy consumption and protecting the climate by systematically reducing CO₂ emissions



RELEVANCE

As its concentration increases in the atmosphere, the greenhouse gas CO₂ is leading to permanent global warming, disrupting the balance of our ecosystem. To minimize our impact on climate change, each year we record our CO₂ footprint and identify the measures needed to further reduce our energy consumption. We offset emissions from business trips, coop.ch delivery trips, air freight and business vehicles through climate protection projects along our own supply chain. We also continually increase the use of renewable energy sources.

RETAIL

Target 1

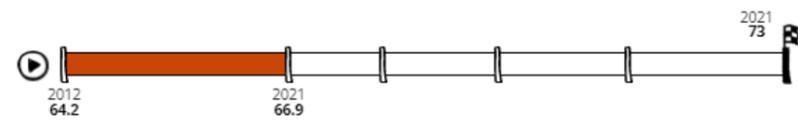
We are reducing energy consumption in absolute terms by 8.6% compared with 2012.

✓ FULFILLED

Target 2

We are increasing the percentage of renewable energy sources to 72.7%.

Fill-level meter: in %



Target 3

We are reducing CO₂ emissions in absolute terms by 19.2% compared with 2012.

✓ FULFILLED

Our Targets 1 and 3 have been achieved.

We were able to keep our energy consumption at a constant low level of 1,016 megawatt hours and our CO₂e emissions at 84,718 metric tons in 2021. As less biodiesel was available on the market, we have adjusted our target for switching to renewable energy sources.

HIGHLIGHTS OF 2021

Science based targets initiative (SBTi)- Commitment by the Coop Group

Ban on air freight for herbs between May and September

Saving through active shift to rail - Railcare: saving over 13 million road kilometres

Direct greenhouse gas emissions (Scope 1): 74,171 tonnes of CO₂

Indirect greenhouse gas emissions (Scope 2): 7,617 tonnes of CO₂

Measures

- Consideration for climate protection in the manufacture and transport of products
- Sustainability standards in mobility and logistics and building management
- Use of natural refrigerants such as CO₂ and ammonia in supermarkets (Action 94)
- Installation of closed refrigerating units and use of waste heat from cooling equipment
- Low-CO₂ energy generation
- Renewable energy sources to generate heat
- Offsetting through climate protection projects to the Gold standard (the world's most stringent offsetting standard)
- Less air freight
- 100% CO₂-neutral textiles in the Naturaline Textiles own-label brand
- Zero peat in composts to preserve moorland
- Founding member of WWF Climate Savers and now a Climate Partner of the WWF

Strong inner drive in 2021

- **Action 396:** Over 100 new e-charging stations at our stores by 2023
- 10 ongoing climate protection projects in partnership with the WWF
- 1 ongoing climate protection project with the Fair Recycling Foundation

HIGHLIGHTS OF 2021

STEINFELS, REISMÜHLE NUTREX: 100% renewable energy

HALBA- 100% CO₂-neutral production

BELL FOOD GROUP (Hilcona): "Climate-Friendly Food" initiative for climate-friendly menus in public food service businesses

BELL FOOD GROUP (Bell Switzerland): Switzerland's first high-pressure heat pump put into use to reduce emissions

BELL FOOD GROUP (Bell Spain): new photovoltaic systems in Azuaga, Fuensalida and Casarrubios

Direct greenhouse gas emissions (Scope 1): 64,299 tonnes of CO₂

Indirect greenhouse gas emissions by energy suppliers (Scope 2): 33,250 tonnes of CO₂

PRODUCTION

Target 1

We are reducing energy consumption in absolute terms by 7% compared with 2015



Target 2

We are increasing the percentage of renewable energy sources to 60%.

Fill-level meter: in %



Target 3

We are reducing CO₂ emissions in absolute terms by 21.2% compared with 2015.



Our targets have all been exceeded.

Although energy consumption increased slightly compared to the previous year due to an increase in production to 612,540 megawatt hours, we were able to reduce CO₂e emissions to 70,014 metric tons through various changes to renewable energies.

Measures

- Energy consumption analyses to identify scope for optimization in processing, and appropriate measures
- 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)
- Sustainability standards in mobility and logistics and building management
- Installation of closed refrigerating units and use of waste heat from cooling equipment
- Low-CO₂ electricity generation and optimization of the electricity mix

HIGHLIGHTS OF 2021

Direct greenhouse gas emissions (Scope 1): 118,800 tonnes of CO₂

Indirect greenhouse gas emissions by energy suppliers (Scope 2): 86,680 tonnes of CO₂

WHOLESALE

Target 1

We are reducing specific energy consumption (heat/electricity) at our sales outlets in Western Europe by 5.3% per m² ...

Fill-level meter: MWh



... and in Eastern Europe by 1.3% (compared with 2015) .



Target 2

We are reducing specific energy consumption in deliveries by 20.4% per tonne of goods delivered (compared with 2015).



Target 3

In the cash & carry business, we are reducing specific CO₂ emissions per m² by 5.7% in Western Europe ...

Fill-level meter: MWh



... and in Eastern Europe by 6.0% (compared with 2015).



Target 4

We are reducing specific CO2 emissions in deliveries by 18.8% per tonne of goods delivered (compared with 2015).

✗ NOT FULLFILLED

We were able to further reduce both energy consumption and CO₂ emissions at our sales outlets and exceed the final targets. Due to the pandemic, however, fewer goods were delivered overall. The inefficient use of delivery route capacity left us unable to meet the targets for deliveries.

Measures

- General reduction in CO₂ emissions
- Sustainability standards in mobility and logistics and building management
- Installation of closed refrigerating units and use of waste heat from cooling equipment
- Low-CO₂ energy generation
- Renewable energy sources to generate heat
- Pilot projects using energy measurement systems
- Optimization of the electricity mix to lower CO₂ emissions

SDGs

13 CLIMATE ACTION



7 AFFORDABLE AND CLEAN ENERGY



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



CLOSING LOOPS



Coop is reducing and optimizing specific use of materials and substances and waste.



RELEVANCE

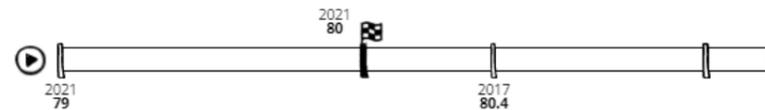
Avoiding, rather than causing waste: we are committed to the responsible use of resources and to reducing the amount of waste we generate. Through targeted waste management and the concept of the circular economy, we are continually minimizing and optimizing our use of materials and substances and closing product cycles by reusing raw materials while also saving costs. Thus, the food waste and leftovers from restaurants that occur despite all our efforts are fermented into biogas, and the digestate is used as fresh compost and liquid fertilizer for agriculture. To reduce the amount of waste generated at home by our customers, we are constantly working on using fewer packaging materials and switching to the most environmentally sound alternatives.

RETAIL

Our Target

We are increasing the quota of reusable materials to 80%.

Fill-level meter: in %



Our target has not been achieved.

In total, we produced 135,270 tonnes of waste last year. 78.4% of that total was either recycled or used as fuel. The remaining 21.6% was disposed of as household waste, bulky waste or building rubble in landfills for inert materials.

Measures

- Monthly recording of clean materials separately collected and recycled at sales outlets. Each point of sale has a disposal concept specific to it and the sales format involved.
- Specific disposal concept in each sales outlet and sales format
- 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, reparability, modularity) and increase in recycling rate
- Organic waste is transformed into animal feed, biogas, biodiesel for our trucks, and the digestate into compost and liquid fertilizer for agriculture
- Commitment to Swiss Recycling's circular economy platform and to the "Design for Recycling Alliance".
- Cooperation with various partners in the area of waste and recycling
- Guideline on secondary packaging
- Recycling stations at our sales outlets, facility to return various materials
- Commitment to combating litter in partnership with IGSU Interest Group for a Clean Environment

Strong inner drive in 2021

- Hire and repair service for machines and appliances at Coop Building + Hobby and Fust
- **Action 366:** Utilizing milling by-products to close material cycles
- **Fund project:** Worm composting in cascading use: first industrial worm composting in Switzerland, to make use of residual materials from mushroom production and milling by-products to manufacture fertilizers and substrate

HIGHLIGHTS OF 2021

Reusable: in total, we collect and recycle 25 different materials

Circular economy strategy concept agreed

Circular Economy Switzerland charter signed

PRODUCTION

Our Target

We are increasing the quota of reusable materials to 85%.

Fill-level meter: in %



Our Target has been achieved.

- In total, we produced 103,359 tonnes of waste last year. 86.6 % of that total was either recycled or used as fuel. The remaining 13.4% was disposed of as household waste, bulky waste or building rubble in landfills for inert materials.

Measures

- Analysis of industrial sidestreams at all manufacturing companies, waste occurring during the processing of raw materials.
- 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
- Guideline on secondary packaging

Strong inner drive in 2021

- SWISSMILL – **Action 366:** Utilizing milling by-products to close material cycles
- SWISSMILL – **Fund project:** first industrial worm composting in Switzerland, to make use of residual materials from mushroom production and milling by-products to manufacture fertilizers and substrate

HIGHLIGHTS OF 2021

BELL FOOD GROUP: 87% of waste is recycled

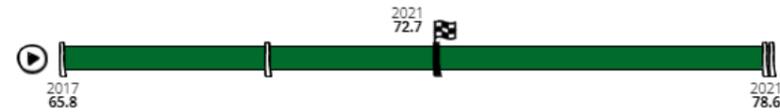
HALBA: 100% of cocoa shell waste is reused

WHOLESALE

Our Target

We are increasing the quota of reusable materials to 73.0%.

Fill-level meter: in %



Our Target has been achieved.

In total, we produced 52,676 tonnes of waste last year. 78.7% of that total was either recycled or used as fuel. The remaining 21.3% was disposed of as household waste, bulky waste or building rubble in landfills for inert materials.

Measures

- Recording of reusable materials separately collected and recycled
- Ongoing reduction in residual waste volume
- sparing use of resources
- promotion of their re-use through targeted waste management

HIGHLIGHTS OF 2021

TRANSGOURMET Germany: leading the way with a recycling rate of 92.5%

SDGs



CO₂e ROAD MAP



Coop has innovative and environmentally friendly mobility and logistics solutions.



RELEVANCE

A large proportion of CO₂ emissions comes from goods transport. We are committed to innovative and alternative fuels such as hydrogen, biodiesel from waste, or biogas. By shifting our goods transport in excess of 90 kilometres (= 1 trip from Zurich to Basel) to rail, we are further reducing the environmental impact of our logistics. We offset our air freight and business trips as well as coop.ch delivery trips. Furthermore, by basing our range around seasonal and regional products, we promote the purchase of products that have travelled shorter distances.

RETAIL

HIGHLIGHTS OF 2021

32.4% of our trucks are powered by carbon-neutral biodiesel from organic waste (such as frying oil from our restaurants)

Construction of 2 new hydrogen filling stations, in Crissier and Bern

Ban on air freight for herbs between May and September

Winner of the Lean & Green Award for greener transport

Our Target 1

For goods transport in excess of 90 km from the national distribution centres, we are switching from road to rail.



Our Target has been achieved.

For distances in excess of 90 km, we have been consistently transferred our goods transport from road to rail, enabling us to save over 13 million road kilometres last year.

Our Target 2

We are trialling and implementing innovative mobility solutions.



Our Target has been achieved.

We have successfully continued our pioneering work with the use of hydrogen in transport logistics.

Measures

- Greater efficiency in logistics, shifting goods transport to rail, promotion of innovative transport systems based on renewable energies
- Use of CO₂-neutral biodiesel from organic waste for our trucks (this might contain substances such as frying oil from our manufacturing companies and restaurants)
- Development and trialling of future-proof mobility systems by our rail company railCare AG
- Pioneer in hydrogen-fuelled mobility, founder of the H2 Mobility Association, construction of the first public hydrogen filling station
- Promotion of electromobility
- Cargo sous terrain (CST): switching goods transport underground – initiation and co-development of the project from the outset.

Strong inner drive in 2021

- **Action 396:** Over 100 new e-charging stations at our stores by 2023
- New Fund project: Tool to compare CO₂e emissions between rail and truck transport

WHOLESALE

Our Target

We are trialling and implementing innovative mobility solutions.



Our target has not been achieved, due to the pandemic.

Due to the pandemic and the associated restaurant closures, our delivery route capacity was badly under-utilized.

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
- Trials of telematics, truck fleet being gradually switched

HIGHLIGHTS OF 2021

TRANSGOURMET SWITZERLAND: telematics successfully trialled and introduced

TRANSGOURMET SWITZERLAND: 1 new hydrogen-fuelled truck and 2 new electric trucks

TRANSGOURMET SWITZERLAND: used cooking oil taken back for free and recycled as biodiesel

TRANSGOURMET ÖSTERREICH: member of the Council for Sustainable Logistics

TRANSGOURMET GERMANY: 29 new natural gas-propelled trucks

SDGs

13 CLIMATE ACTION



BUILDING BLOCKS OF THE FUTURE



Coop is reducing and optimizing specific use of materials and substances and waste.



RELEVANCE

Buildings are among the biggest consumers of primary resources. By using sustainable construction methods, we are reducing CO₂ emissions and promoting the efficient use of energy while at the same time improving the quality of the work environment for our employees. Moreover, this approach reduces operating and maintenance costs. Therefore, we always plan and optimize our new builds and renovation work in our stores, warehouses and head offices according to environmental specifications and the Minergie standard. Technical innovations are being deployed to make our sales outlets increasingly resource-friendly and energy-efficient.

RETAIL

Our Target

We are developing a comprehensive "Sustainable Construction" concept and consistently implementing this in our new buildings and when renovating existing buildings.



Our Target has been achieved.

Going forward, we will continue equipping and converting our buildings with sustainable technologies, and will also take greater account of the landscaping concept.

Measures

- New builds and renovations: consistently to Minergie standard, LED technology for lighting, CO₂ as a refrigerant, installation of closed refrigerating units, use of waste heat from cooling equipment, fossil fuels no longer used for heating in new builds and renovations
- Use of solar power by steadily adding more photovoltaic units on our roofs
- Support for the Sustainable Construction Switzerland standard (SNBS)
- Use of recyclable building materials in properties, with focus on energy efficiency and renewable energies
- New focus on energy use, manufacturing processes and raw materials in construction materials and their recycling (direct influence on net zero emissions by 2050 target)

HIGHLIGHTS OF 2021

New photovoltaic units on Coop roofs: 16,500 m² (equivalent to around 3 football pitches)

100% LED lighting in supermarkets and Coop restaurants

HIGHLIGHTS OF
UND 2021

**TRANSGOURMET
FRANCE: 2 new build-
ings with LED lighting
= 10% electricity
saving, 2 new loca-
tions with refriger-
ants = 10-15% energy
saving**

WHOLESALE

Our Target

We take account of sustainability standards in our new buildings and when renovating existing buildings.

✘ NOT FULLFILLED

Our target has not been achieved.

We will intensify our focus on this issue over the next year and use sustainable technologies and construction standards in all new buildings and when renovating existing buildings.

Measures

- We will be consistently implementing further measures in new buildings and those undergoing renovation: Minergie standard, LED technology for lighting, CO₂ as a refrigerant, heat recovery, closed refrigerating units
- Expansion of photovoltaic units on our roofs

SDGs

13 CLIMATE ACTION



Pillar 3

Employees and social commitment

RELEVANCE

For our 95420 employees, we would like to be a progressive and fair employer, with diverse, attractive employment and career opportunities and consider the health and well-being of society to be part and parcel of sustainable development.

A WORLD FULL OF OPPORTUNITIES



Coop is a progressive and fair employer.



RELEVANCE

Sustainability means having a forward-looking mindset. Investing in tomorrow's specialists is a cornerstone of a company's success. As an exemplary and diverse provider of apprenticeships, we would like to give our trainees the best possible grounding for the world of work, in all areas. We are in no doubt that our efforts will repay themselves many times over.

RETAIL

HIGHLIGHTS OF 2021

"Sustainability in Training 2022+" concept updated: sustainability now integrated into all training measures

6 new basic training courses offered

Now 550 internal professional development and e-learning courses

Launch of our new "A heart for sustainability" course

2193 apprentices in the Coop business units

Success rate in final apprenticeship examinations: 97.4%

Continued employment rate after apprenticeship: 72.8%

Apprenticeship drop-out rate: 8.8%

Target 1

We are an exemplary provider of apprenticeships and make a vital contribution to professional training in the retail sector.



Target 2

We offer our employees access to an extensive, diverse continuing education programme and attractive career opportunities.



Our targets have both been achieved.

Measures

- Solid professional training as the basis for long-term career success
- Wide range of trainees, language placements, exchange programmes with partner firms, practical training placements for academically weak school leavers
- Regular performance and development reviews for all our employees
- Continual expansion of the Coop Campus: internal courses, leadership training courses, e-learning
- 2/6 days of training and professional development offered to employees each year under the collective employment agreement/at management level

PRODUCTION

Our Target

We are an exemplary provider of apprenticeships.

Please note: As Coop business units, our manufacturing companies benefit from the same employment conditions, so are covered under the sections on staff in Retail. The degree of achievement of this target relates only to the Bell Food Group AG.



Our Target has been achieved.

In another extremely challenging year due to covid, Bell Food Group has kept its business going and safeguarded jobs. We were particularly pleased by the increased demand for jobs at our companies and the greater esteem for careers in our sector.

Measures

- Promotion of basic training and dual training in all work areas
- Attendance at vocational training fairs
- Offering numerous training courses
- Regular performance reviews and professional development for all our employees

HIGHLIGHTS FROM THE BELL FOOD GROUP AG 2021

New record number of apprentices despite the pandemic: 157 apprentices (19 new) in 20 different professions

Continued employment rate for apprentices: 76.5%

Offering 20 different apprenticeship professions and 3 dual courses of study

1.83 training or professional development days taken up per employee

Super Griller: our apprentices get creative with sausage recipes - part of sales proceeds channelled back into training

WHOLESALE

Our Target

We are an exemplary provider of training.



Our Target has been achieved.

Despite the pandemic, we were able to run many events and workshops virtually. However, the number of training hours did decrease on average.

Measures

- Cooperation with vocational advancement centres, vocational colleges and training companies
- Promotion of dual training
- Attendance at vocational training fairs, careers information days in schools
- Expansion of training programme for apprentices, trainees and work placement students
- Increase in individual promotion and continued employment rate (talent management)
- Expansion of training run by trainee supervisors and of the range of courses
- Comprehensive seminar programme covering a wide range of subjects
- Additional offerings to handle the challenges presented by the crisis
- Transgourmet Campus: training platform with e-learning courses

HIGHLIGHTS OF 2021

TRANSGOURMET GERMANY: 32 dual students

TRANSGOURMET POLAND: 10,035 people participated in training

TRANSGOURMET ROMANIA: continued employment rate of 38%

TRANSGOURMET ÖSTERREICH: 42 courses offered in the online academy

TRANSGOURMET FRANCE: 40,342 training hours taken up

TRANSGOURMET SWITZERLAND: 58% of vacant management posts filled internally

SDGs

4 QUALITY EDUCATION



ATTRACTIVE EMPLOYER



Coop is a progressive and fair employer.



RELEVANCE

As we are committed to ensuring that our employees feel happy here, as well as exciting professional and career opportunities we also offer them a modern, dynamic work environment, flexible working time models, attractive pension solutions, diverse continuing education options and discounts within the Coop Group. Respect, appreciation and equal opportunities, along with a good work-life balance, are the hallmarks of our work environment. Nurturing and developing employees is essential to us, as motivated, well-trained teams are the foundation of our success. For this reason, we make targeted investments in talent management and ideally fill our managerial vacancies internally.

RETAIL

Our Target

We cultivate a culture of respect, appreciation and equal opportunities.

✓ PARTIALLY FULFILLED

Our Target has been achieved.

Sub-targets

- Coop strives for a proportion of women in management of 20% (ML 0-3)

2021	20.1%	2021	20%
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- Coop strives for a proportion of women in management of 40% (ML 4)

2021	44.5%	2021	40%
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- Percentage of employees with disabilities (Coop business units) of at least 1%

2021	1.62%	2021	1%
------	-------	------	----
- Turnover rate among monthly wage earners: 12.5%

2021	11.5%	2021	12.5%
------	-------	------	-------
- Turnover rate among hourly wage earners: 25%

2021	31.4%	2021	25%
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We have achieved our targets for promoting the proportion of women in upper management roles. Only the turnover rate among hourly wage earners remained higher than expected, owing to the pandemic.

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
- Systematic Occupational Health Management offered
- Work-life balance: Working hours: 41hour week, holidays: 5 weeks, apprentices: 6 weeks
- Maternity leave: 16 weeks from 3rd year of service (on full pay)
- 15 days of paternity leave to be taken within one year of birth

HIGHLIGHTS OF 2021

Minimum wage increased with effect from 1.1.2021

Share of managerial roles filled internally: 77%

Share of employees aged under 30: 26% and over 50: 30%

Coop passed the Fair Compensation 2021 audit

Individual pay negotiation of 0.8% introduced

"Job Integration" project: employment of around 150 people with disabilities

Employee turnover among women: 14%; men: 16.7%

PRODUCTION

Our Target

We cultivate a culture of respect, appreciation and equal opportunities.

Please note: As Coop business units, our manufacturing companies benefit from the same employment conditions, so are covered under the sections on staff in Retail. The degree of achievement of this target relates only to the Bell Food Group AG.



FULFILLED

Our Target has been achieved.

Greater esteem for careers in our sector was reflected in markedly higher demand for jobs at our companies.

Measures

- Safety of business activities and jobs
- Performance of equal pay analyses to eradicate inequalities
- Introduction of electronic time-keeping
- Occupational Health Management and safety at work

HIGHLIGHTS OF DER BELL FOOD GROUP AG 2021

Newly appointed employees: 2,872 (60% women, 40% men)

99 different nationalities

Women in management: 25.9%

Percentage of employees under 30 years of age: 17%, 31-50 years: 53%, over 50 years: 28%

WHOLESALE

Our Target

We cultivate a culture of respect, appreciation and equal opportunities.



FULFILLED

Our Target has been achieved

And, despite the pandemic, were able to implement measures at all national subsidiaries. Going forward, we will continue improving our employment conditions and imparting our values, because we are personally making a difference.

Measures

- Attractive employment conditions: Social benefits in the event of child-birth or marriage, special leave in crisis situations, enabling working from home
- Health and safety: individual health management systems specific to each national subsidiary
- Equal opportunities and diversity: raising employee awareness of justice issues with various training and e-learning sessions: gender equality, measures to ensure non-discrimination in recruitment

HIGHLIGHTS OF 2021

TRANSGOURMET ROMANIA: 34% of management positions occupied by women

TRANSGOURMET POLAND: proportion of women 58%

TRANSGOURMET ÖSTERREICH: flexible care for children aged 3 to 12 years, nationwide

TRANSGOURMET SWITZERLAND: certification of equal pay obtained for the whole company

TRANSGOURMET FRANCE: named Best Employer in the sector by "Capital" magazine

SOCIAL RESPONSIBILITY



Coop recognizes its social responsibility.



RELEVANCE

As a cooperative, we consider it our responsibility to play our part in the sustainable development of society. We focus our commitment on issues that are highly relevant to us and our stakeholders and to which we can make the biggest positive contribution. With the densest sales network in Switzerland, we seek to ensure the population is provided with basic supplies. We invest in quality-driven agriculture and, through our Coop Sustainability Fund, promote sustainable and healthy consumption. Coop Aid for Mountain Regions supports families and businesses in Switzerland's mountain regions and donates food to the various organizations. We have been working with the Swiss Red Cross for many years and have been an official partner since 2015. Each year, we invest around 16.85 million francs from our Coop Sustainability Fund in social and environmental areas in Switzerland and abroad, to promote innovation and raise public awareness of sustainable consumption.

RETAIL

Our Target 1

We operate a dense and extensive network of sales outlets, which extends to outlying areas.



FULFILLED

Our Target has been achieved.

Our decentralized network of 955 sales outlets proved invaluable to customers during the pandemic.

Our Target 2

We are the main marketing platform for quality-driven Swiss agriculture.



FULFILLED

Our Target has been achieved.

We are committed to the "Quality strategy for the Swiss farming and food industries" association's added value strategy. In the new multi-year target period 2022-2026, we will continue pursuing this target and promoting structurally weak regions.

Our Target 3

Within the framework of the Coop Sustainability Fund, each year we spend CHF 16.85 million on promoting innovations for sustainable consumption.



FULFILLED

Our Target has been achieved.

Since 2003, we have invested each year through the Coop Sustainability Fund in the implementation of national and international projects in our three business areas.

Our Target 4

Together with our stakeholders, we are committed to a sustainable and healthy lifestyle and make use of our communication tools to express that commitment.



FULFILLED

Our Target has been achieved.

Our annual "Day of good deeds" involving 100,000 volunteers and 43 hands-on activities was a resounding success. Through various social projects with the Swiss Red Cross, we support families in poverty and, through Fooby and Betty Bossi, provide inspiration with sustainable and healthy recipes.

HIGHLIGHTS OF 2021

Day of good deeds 2021

YES award: Coop sustainability award for school pupils

CHF 50,000 for emergency aid in India during the pandemic

Commitment to aid agencies brot für alle and fastenopfer: 50 centimes donated for each purchase of our fairtrade roses

Successful staging of the new Energie parcours at the Coop Kinderland open-air event

CHF 50,000 donation to the Autism association via our Fund

CHF 120,000 sponsorship for new agricultural museum in Burgrain

Food donations of 16.2 million plates to "Tischlein deck dich" and "Schweizer Tafel" food redistribution charities

Our Target 5

We are a partner in the initiative to reduce food waste in Switzerland.



Our Target has been achieved.

We are reducing and preventing food waste along our entire supply chain, donate foods to social organizations, and recycle organic waste as biogas and biodiesel. Unique provides a sales outlet for wonky vegetables in our supermarket.

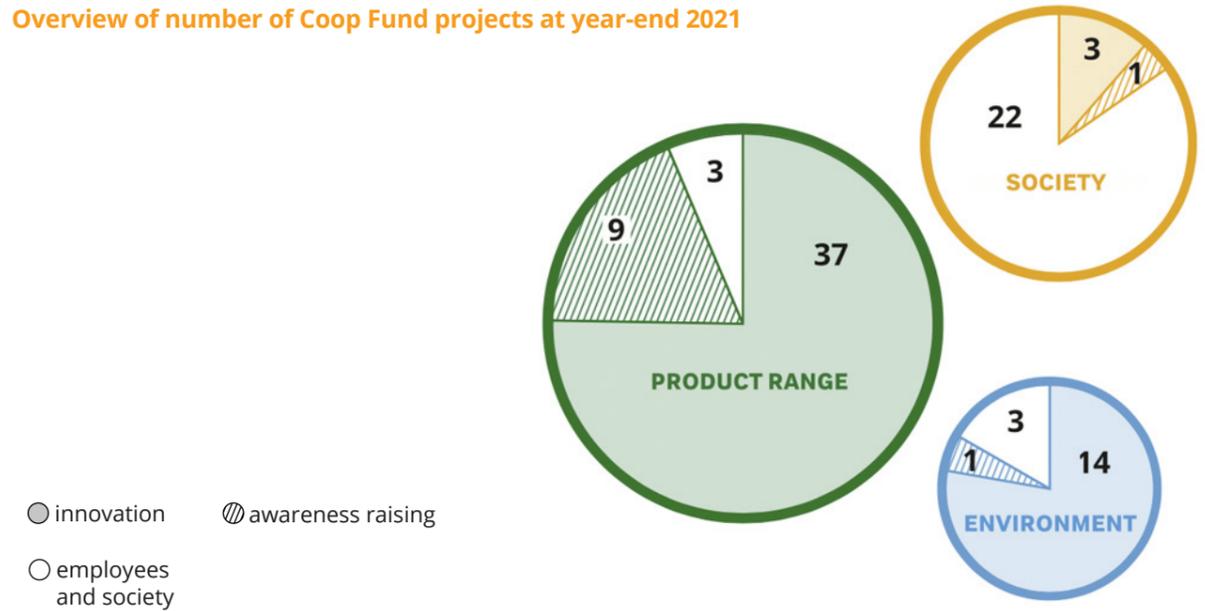
Strong inner drive in 2021

Coop Fund: CHF 16.8 million for 93 projects

	Sustainable products	Environment and climate protection	Employees and social commitment
Innovation projects	37	14	3
Awareness-raising projects	9	1	1
Employees/society projects	3	3	22

- Coop Mountain Areas Sponsorship Programme CHF 643,000 for mountain regions
- Additional contributions for social projects CHF 5,592,000
- **Action 400:** More food donations and further efforts to reduce food waste
- **Action 403:** Too Good To Go in Coop Restaurants, Coop to go, Karma, Fooby and Saponi-d'Italia stores

Overview of number of Coop Fund projects at year-end 2021



HIGHLIGHTS OF
2021

SWISSMILL: over 30% market shares

BELL FOOD GROUP: 22 manufacturing companies in Switzerland

BELL FOOD GROUP: expansion of Oensingen and Schaan locations

NUTREX: over 6 million people in Switzerland supplied with vinegar, 30.2% of raw materials from Switzerland

REISMÜHLE NUTREX: around 2.5 million people in Switzerland supplied with rice, approx. 50% of compulsory reserves, most sustainable rice supplier in Europe

HALBA: each Coop sales outlet in Switzerland sells around 1,000 of our products each day

PRODUCTION

Our Target 1

We make a vital contribution to providing the Swiss population with basic supplies.



FULFILLED

Our Target has been achieved.

To keep providing the Swiss public with basic supplies, we will remain committed in future to our own manufacturing companies and Swiss products.

Our Target 2

We are a major processing platform for quality-driven Swiss agriculture.



FULFILLED

Our Target has been achieved.

We are continually expanding our range of high-quality raw materials from Switzerland. Now, even our lentils are sourced from Switzerland.

Our Target 3

We use the opportunities presented by the Coop Sustainability Fund to promote innovations in the sphere of sustainable consumption.



FULFILLED

Our Target has been achieved.

We have launched and delivered various projects.

Our Target 4

In our production activities, we are careful to avoid over-production and to make the fullest use possible of all raw materials.



FULFILLED

Our Target has been achieved.

We have reduced, recycled or donated our food waste wherever possible. We are already planning further ways to optimize the use of organic raw materials, and recipe and process adjustments over the next year.

Strong inner drive in 2021

- SWISSMILL – **Action 397:** All organic breads now made from 100% Swiss grains
- SWISSMILL – **Fund project:** first industrial worm composting in Switzerland, to make use of residual materials from mushroom production and milling by-products to manufacture fertilizers and substrate

WHOLESALE

Our Target 1

We help ensure a safe, varied and reasonably-priced supply of food in catering and the social sphere.



FULFILLED

Our Target has been achieved.

We are continually expanding our range of own-label products (Economy, Vonatur, Natura), to ensure a wide range in all product groups.

Our Target 2

We provide a marketing platform for quality-driven Swiss agriculture.



FULFILLED

Our Target has been achieved.

By expanding the range with own-label brand Ursprung/Origine/Vonatur and Natura and with seasonal and regional products, we support quality-led farming.

Our Target 3

We use the opportunities presented by the Coop Sustainability Fund to promote innovations in the sphere of sustainable consumption.



NOT FULLFILLED

Our target has not been achieved.

It was not possible to implement Coop Fund projects at all national subsidiaries. In future, we will make greater use of the Coop Sustainability Fund and launch innovative projects at all national subsidiaries every year, in a targeted way.

Our Target 4

Together with our stakeholders, we are committed to sustainable and healthy nutrition, particularly in school catering.



FULFILLED

Our Target has been achieved.

As this means we can promote awareness of sustainability among our consumers of the future, we will continue our commitment going forward. As well as advice, support and training on sustainability, waste and food waste, this also entails the preparation of nutritionally optimized menus for schools

HIGHLIGHTS OF 2021

TRANSGOURMET SWITZERLAND: 100 tonnes of food went to charitable organizations

TRANSGOURMET GERMANY: 87 tonnes of food to social organizations

TRANSGOURMET POLAND: 12,720 Christmas packages for people in need and support for Christmas evening meal for 8,400 people (worth over EUR 100,000 in total)

TRANSGOURMET ROMANIA: 28,000 food portions delivered to staff at Covid hospitals

TRANSGOURMET FRANCE: 99.68% of food was sold or passed on to social organizations

Our Target 5

We support social organizations by donating food that is still safe for consumption to people in need



Our Target has been achieved.

We remain committed to long-term partnerships and regularly donating food to charities on an ongoing basis.

SDGs

Contact address

Contact

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