

GRI* Table 2010

Sect. No.	Sub-Sect. No.	Indicator C = CORE A = ADD	Performance Indicator	Status°	Page in Report / direct answer	Principle of the UNGC
1. Strat	egy and Analys	sis				
l	1		Statement from the most senior decision-maker of the organization (e.g., CEO, chair, or equivalent senior posi- tion) position) about the relevance of sustainability to the organization and its strategy	yes	Sustainability Report 4-5, 8-10	
l	2		Description of key impacts, risks, and opportunities.	yes	Sustainability Report 8-10, 25-26 Annual Report 83-84	8
2. Orga	nizational Prof	file				
2	1		Name of the organization.	yes	Annual Report Cover	
	2		Primary brands, products, and/or services.	yes	Annual Report Cover, 10-16	
2	3		Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	yes	Annual Report 58-61, 106-107	
2	4		Location of organization's headquarters.	yes	Annual Report 106-107	
2	5		Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	yes	Annual Report 99-100 Sustainability Report 26-29	
2	6		Nature of ownership and legal form.	yes	Annual Report 53	
2	7		Markets served (including geographic breakdown, sec- tors served, and types of customers/beneficiaries).	yes	Annual Report 65, 99-100	
2	8		 Scale of the reporting organization, including: Number of employees Net sales (for private sector organizations) or net revenues (for public sector organizations) Total capitalization broken down in terms of debt and equity (for private sector organizations) Quantity of products or services provided 	yes	Annual Report Cover	
2	9		 Significant changes during the reporting period regarding size, structure, or ownership, including: The location of, or changes in operations, including facility openings, closings, and expansions Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations) 	yes	Annual Report 82-83 www.coop.ch/medien (Medienkonferenzen / Bilanzme- dienkonferenz 2010 / Dokumenta- tion zum Download, page 18-21)	
2	10		Awards received in the reporting period.	yes	Annual Report 13, 25	
. Repo	ort Parameters					
Repo	ort Profile					
}	1		Reporting period (e.g., fiscal/calendar year) for informa- tion provided.	yes	Sustainability Report Cover	
}	2		Date of most recent previous report (if any).	yes	Sustainability Report Cover	
}	3		Reporting cycle (annual, biennial, etc.)	yes	Sustainability Report Cover	
3	4		Contact point for questions regarding the report or its contents.	yes	Sustainability Report 67 Annual Report Cover	
			* The GRI (Global Reporting Initiative) is an international organi: tion drawing up generally recognized guidelines for sustainabil reporting. This overview shows where the present report gives information on GRI criteria.		Status: Information available: yes Information partly available: (y Not relevant to the Coop: irrele Information missing: no	



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Repo	rt Scope and B	oundary				
3	5		 Process for defining report content, including: Determining materiality Prioritizing topics within the report Identifying stakeholders the organization expects to use the report 	yes	Sustainability Report Cover, 5, 10-12	
3	6		Boundary of the report (e.g., countries, divisions, subsi- diaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	yes	Boundary of the Sustainability Report: Sustainability Report Cover; Deviations: footnotes 55-56, 58-59	
					Boundary of the Annual Report: Annual Report 99-100	
3	7		State any specific limitations on the scope or boundary of the report (see completeness principle for explana- tion of scope).	yes	Sustainability Report Cover	
3	8		Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	yes	Annual Report 82-83	
3	9		Data measurement techniques and the bases of calcu- lations, including assumptions and techniques under- lying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	(yes)	Sustainability Report 55-56 (footnotes) www.coop.ch/report (Sustainability Report 2009, 37)	
3	10		Explanation of the effect of any re-statements of infor- mation provided in earlier reports, and the reasons for such re-statement (e.g.,mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	yes	Annual Report 82-83	
3	11		Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	yes	Sustainability Report 55-56	
GRI C	ontext Index					
3	12		 Table identifying the location of the Standard Disclosures in the report: Strategy and Analysis 1.1 – 1.2 Organizational Profile 2.1 – 2.10 Report Parameters 3.1 – 3.13 Governance, Commitments, and Engagement 4.1 – 4.17 Disclosure of Management Approach, per category Core Performance Indicators Any GRI Additional Indicators that were included Any GRI Sector Supplement Indicators included in the report 	yes	www.coop.ch/gri-ungc	
Assu	rance					
3	13		Policy and current practice with regard to seeking external assurance for the report	yes	Annual Report 55, 57	



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l. Gove	rnance, Comm	itments, Engag	gement			
Gove	rnance					
1	1		Governance structure of the organization, including committees under the highest governance body res- ponsible for specific tasks, such as setting strategy or organizational oversight.	yes	Annual Report 53-57 Sustainability Report 6 www.coop.ch/principles (Strategy and organization / Internal organization of sustainability)	
	2		Indicate whether the Chair of the highest governance body is also an executive officer. (and, if so, their function within the organization's management and the reasons for this arrangement)	yes	Annual Report 54	
ļ	3		For organizations that have a unitary board structure, state the number of members of the highest gover- nance body that are independent and/or non-executive members.	yes	Annual Report 54-55	
ļ	4		Mechanisms for shareholders and employees to provide recommendations or direction to the highest gover- nance body.	yes	Annual Report 57 www.coop.ch/organe (Genossenschaft / Statuten)	
1	5		Linkage between compensation for members of the highest governance body, senior managers, and exe- cutives (including departure arrangements), and the organization's performance (including social and envi- ronmental performance).	yes	Annual Report 57	
ļ	6		Processes in place for the highest governance body to ensure conflicts of interest are avoided.	yes	Annual Report 55	
1	7		Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, envi- ronmental, and social topics.	yes	Annual Report 53-55	
1	8		Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	yes	Sustainability Report 5, 8-9 www.coop.ch/principles (Guidelines / Business principles)	
ļ	9		Procedures of the highest governance body for oversee- ing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	yes	Sustainability Report 9-10	
ļ	10		Processes for evaluating the highest governance body's own performance, particularly with respect to econo- mic, environmental, and social performance.	yes	Annual Report 55	
Com	mitments to Ex	ternal Initiativ	res			
ļ	11		Explanation of whether and how the precautionary approach or principle is addressed by the organization.	yes	Sustainability Report 8-9, 25-26	7
ļ	12		Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	yes	Annual Report throughout the text Sustainability Report 22-23, 28, 65-66	
4	13		 Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: Has positions in governance bodies Participates in projects or committees Provides substantive funding beyond routine membership dues Views membership as strategic 	yes	Sustainability Report 5, 29-30 www.coop.ch/stakeholder	



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Stak	eholder-Engag	ement				
1	14		List of stakeholder groups engaged by the organization.	yes	Sustainability Report 11-12, 25-26 www.coop.ch/stakeholder	
4	15		Basis for identification and selection of stakeholders with whom to engage.	yes	Sustainability Report Cover, 11-12	
l	16		Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	yes	www.coop.ch/stakeholder	
ļ	17		Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	yes	Sustainability Report 11-12, 25-26 www.coop.ch/stakeholder	
j. Discl	osures on Man	agement Appr	oach			
5	DMA EC		Disclosure on Management Approach EC	yes	Sustainability Report 8-9, 13-14	
ō	DMA EN		Disclosure on Management Approach EN	yes	Sustainability Report 8-9, 13-16, 53 www.coop.ch/principles	7, 8, 9
j	DMA LA		Disclosure on Management Approach LA	yes	Annual Report 44-45 Sustainability Report 8-9, 14, 48 www.coop.ch/arbeitgeber www.coop.ch/principles	3, 6
ō	DMA HR		Disclosure on Management Approach HR	yes	Sustainability Report 26-30, 67 www.coop.ch/principles (Guidelines)	1, 2, 4, 5, 6
ō	DMA SO		Disclosure on Management Approach SO	yes	Sustainability Report 15, 61-63	10
5	DMA PR		Disclosure on Management Approach PR	yes	Sustainability Report 16, 18 www.coop.ch/principles (Quality assurance)	
Perfo	ormance Indica	tors > Econom	ic			
Aspe	ct: Economic Pe	rformance				
5	EC1	С	Direct economic value generated and distributed, including revenues, operating costs, employee compen- sation, donations and other community investments, retained earnings, and payments to capital providers and governments.	yes	Annual Report 69	
ō	EC2	С	Financial implications and other risks and opportu- nities for the organization's activities due to climate change.	yes	Sustainability Report 28, 53, 63	7, 8
5	EC3	С	Coverage of the organization's defined benefit plan obligations.	yes	www.coop.ch/arbeitgeber (Gesamtarbeitsvertrag)	
5	EC4	С	Significant financial assistance received from govern- ment.	yes	Sustainability Report 14-15, 54 www.coop.ch/co2-vision www.coop.ch/energiesparen	



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Aspe	ct: Market Prese	ence				
ō	EC5	A	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	yes	Annual Report 44-45	6
5	EC6	С	Policy, practices, and proportion of spending on local- ly-based suppliers at significant locations of operation.	yes	Sustainability Report 18-19 www.coop.ch/principles www.coop.ch/naturaplan (Regionale Bio-Produkte)	
5	EC7	C	Procedures for local hiring and proportion of senior management hired from the local community at signifi- cant locations of operation.	no	Reason for omission: Not material because, out of a total of 53 559 Coop employees, only 2 991 work abroad, of which only a small number are Swiss.	
Aspe	ct: Indirect Eco	onomic Impact	S			
5	EC8	C	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	yes	Sustainability Report 63-65	
5	EC9	A	Understanding and describing significant indirect eco- nomic impacts, including the extent of impacts.	yes	Sustainability Report 62-64	
Perfo	ormance Indica	tors > Environ	ment			
Aspe	ct: Materials					
5	EN1	С	Materials used by weight or volume.	no	Reason for omission: Not available, although a project looking into packaging (weight, volume) is underway; information will be reported in 2012.	8
ō	EN2	С	Percentage of materials used that are recycled input materials.	yes	Sustainability Report 13, 59-60 www.coop.ch/report (Sustainability Report 2009, 12) Where possible, Coop opts for recycled materials in its range: over 50% of the paper range is made of recycled paper, while carrier bags and mineral water bottles are made entirely of recy- cled PET.	8,9
Aspe	ct: Energy					
5	EN3	С	Direct energy consumption by primary energy source.	yes	Sustainability Report 55-56	8
ō	EN4	С	Indirect energy consumption by primary source.	yes	Sustainability Report 55-56	
j	EN5	A	Energy saved due to conservation and efficiency impro- vements.	yes	Sustainability Report 54-57	8, 9
5	EN6	A	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives	yes	Sustainability Report 19-20, 54-55	8, 9
5	EN7	A	Initiatives to reduce indirect energy consumption and reductions achieved.	yes	Sustainability Report 18-19	8, 9



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Aspe	ct: Water					
5	EN8	С	Total water withdrawal by source.	yes	Sustainability Report 56 As the respective municipality has jurisdiction over water sup- plies, Coop sources 100% of the water required directly from the municipalities.	8
5	EN9	A	Water sources significantly affected by withdrawal of water.	none		
5	EN10	A	Percentage and total volume of water recycled and reused.	irrelevant		
Aspe	ct: Biodiversity	/				
5	EN11	С	Location and size of land owned, leased, managed in, or adyescent to, protected areas and areas of high bio- diversity value outside protected areas.	none	Not relevant for Coop because sales outlets and production facilities are located only on land earmarked for this purpose in spatial planning.	
5	EN12	C	Description of significant impacts of activities, pro- ducts, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	yes	Sustainability Report 28-30, 63	8
5	EN13	A	Habitats protected or restored.	none		
5	EN14	A	Strategies, current actions, and future plans for mana- ging impacts on biodiversity.	yes	Sustainability Report 62 www.coop.ch/report (Sustainability Report 2009, 10)	8
5	EN15	A	Number of IUCN Red List species and national conser- vation list species with habitats in areas affected by operations, by level of extinction risk.	none		
Aspe	ct: Emission, E	ffluents and W	laste			
5	EN16	С	Total direct and indirect greenhouse gas emissions by weight.	yes	Sustainability Report 54, 56	8
5	EN17	С	Other relevant indirect greenhouse gas emissions by weight.	yes	Sustainability Report 19, 56	8
5	EN18	A	Initiatives to reduce greenhouse gas emissions and reductions achieved.	yes	Sustainability Report 14-15, 54-57	8, 9
5	EN19	С	Emissions of ozone-depleting substances by weight.	no	Reason for omission: Not material because Coop only uses modern refrigerants such as R-404A or CO_2 and these are non- ozone depleting.	
5	EN20	С	NOx, SOx, and other significant air emissions by type and weight.	no	The feasibility of recording further significant air emissions is being examined. The first data for transport by truck were recor- ded in a test phase.	
ō	EN21	С	Total water discharge by quality and destination.	yes	Sustainability Report 56	
					In accordance with Swiss legisla- tion, all waste water goes into the public sewage system.	
5	EN22	С	Total weight of waste by type and disposal method.	yes	Sustainability Report 59-60	8
5	EN23	С	Total number and volume of significant spills.	yes	There were no unplanned releases in the reporting period.	



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5	EN24	A	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	yes	Sustainability Report 59-60	8
5	EN25	A	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affec- ted by the reporting organization's discharges of water and runoff.	none		
Aspe	ct: Products an	d Services				
5	EN26	С	Initiatives to mitigate environmental impacts of pro- ducts and services, and extent of impact mitigation.	yes	Sustainability Report 16, 18, 22-23	8, 9
5	EN27	С	Percentage of products sold and their packaging materials that are reclaimed by category	yes	Sustainability Report 59-60	8
Aspe	ct: Compliance	1				
5	EN28	C	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with envi- ronmental laws and regulations.	yes	The environmental laws and regu- lations were observed during the reporting period; there were no fines or sanctions.	
Aspe	ct: Transport					
5	EN29	A	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	yes	Sustainability Report 18-19, 56, 58	8
Aspe	ct: Overall					
5	EN30	A	Total environmental protection expenditures and investments by type.	no		
Perfo	ormance Indica	tors > Human	Rights			
Aspe	ct: Investment	and Procurem	ent Practices			
5	HR1	С	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	irrelevant	In the countries in which Coop operates, no human rights prob- lems were identified in the retail sector.	
5	HR2	С	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	yes	Sustainability Report 26	1, 2, 4, 5, 6
5	HR3	A	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	no		
Aspe	ct: Non-discrin	nination				
5	HR4	C	Total number of incidents of discrimination and actions taken.	yes	There were no cases of discrimina- tion and therefore no measures in this regard in the reporting period.	
Aspe	ct: Freedom of	Association ar	nd Collective Bargaining			
5	HR5	С	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights	yes	Sustainability Report 26	1, 3
Aspe	ct: Child Labor					
5	HR6	С	Operations identified as having significant risk for incidents of child labor, and measures taken to contri-	yes	Sustainability Report 26, 28-29	1, 5



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Aspe	ct: Forced and	Compulsory La	abor			
5	HR7	С	Operations identified as having significant risk for inci- dents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.	yes	Sustainability Report 26, 28-29	1, 4
Aspe	ct: Security Pra	actices				
5	HR8	A	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to opera- tions.	irrelevant		
Aspe	ct: Indigenous	Rights				
5	HR9	A	Total number of incidents of violations involving rights of indigenous people and actions taken.	none		
Perfo	ormance Indica	tors > Labor P	ractices & Decent Work			
Aspe	ct: Employmen	t				
5	LA1	С	Total workforce by employment type, employment con- tract, and region.	yes	Annual Report 70-71 Number of part-time workers in 2010: 9 305.	
5	LA2	С	Total number and rate of employee turnover by age group, gender, and region.	(yes)	Annual Report 70-71 A breakdown by age group, gen- der and region is not currently available; information will be reported in 2012.	6
5	LA3	A	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations	yes	Sustainability Report 48 www.coop.ch/arbeitgeber (Gesamtarbeitsvertrag)	6
Aspe	ct: Labor / Man	agement Relat	ions			
5	LA4	С	Percentage of employees covered by collective bargai- ning agreements.	yes	Annual Report 45 Sustainability Report 48	1, 3
5	LA5	C	Minimum notice period(s) regarding significant ope- rational changes, including whether it is specified in collective agreements.	yes	www.coop.ch/arbeitgeber (Gesamtarbeitsvertrag)	
Aspe	ct: Occupation	al Health and S	Safety			
5	LA6	A	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	no		
5	LA7	С	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	yes	Sustainability Report 51 Work-related illnesses: none; Workplace-related deaths: none; Working days lost owing to work- related accidents: 28 816.	
5	LA8	С	Education, training, counseling, prevention, and risk- control programs in place to assist workforce members, their families, or community members regarding serious diseases.	yes	www.coop.ch/report (Sustainability Report 2007, 45) www.coop.ch/nachhaltigkeit (Alle Themen / Mitarbeitende & Gesellschaft / Arbeitgeberin)	
5	LA9	A	Health and safety topics covered in formal agreements with trade unions.	yes	www.coop.ch/arbeitgeber (Gesamtarbeitsvertrag)	



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Aspe	ct: Training and	d Education				
5	LA10	С	Average hours of training per year per employee by employee category.	yes	Sustainability Report 51	
5	LA11	A	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	yes	Sustainability Report 49-52	
5	LA12	A	Percentage of employees receiving regular performance and career development reviews.	yes	Annual Report 44-45	
Aspe	ct: Diversity an	id Equal Oppoi	tunity			
5	LA13	C	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	yes	Annual Report 54-56, 71 Sustainability Report 51	1, 6
5	LA14	С	Ratio of basic salary of men to women by employee category.	no	Reason of omission: proprietary business data	1, 6
Perfo	ormance Indica	tors > Product	Responsibility			
Aspe	ct: Customer H	ealth and Safe	ty			
5	PR1	С	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	yes	www.coop.ch/report (Sustainability Report 2009, 50) www.coop.ch/principles (Quality assurance)	
5	PR2	A	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	none		
Aspe	ct: Product and	Service Label	ing			
5	PR3	C	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	yes	www.coop.ch/foodprofil www.coop.ch/principles (Guidelines)	8
5	PR4	A	Total number of incidents of non-compliance with regu- lations and voluntary codes concerning product and service information and labeling, by type of outcomes.	no		
5	PR5	A	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	yes	Annual Report 22	
Aspe	ct: Marketing C	communication	15			
5	PR6	С	Programs for adherence to laws, standards, and volun- tary codes related to marketing communications, inclu- ding advertising, promotion, and sponsorship.	no	Reason for omission: Not material because Swiss laws already set narrow limits in terms of what constitutes ethically impeccable and "honest" adver- tising. Therefore, Coop has not usually set down in writing any rules over and above those laws.	
5	PR7	A	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	no		
Aspe	ct: Customer P	rivacy				
5	PR8	A	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	no		



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Aspe	ct: Compliance	2				
5	PR9	С	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	yes	The laws and regulations were observed during the reporting period; there were no fines or sanctions.	
Perfo	ormance Indica	tors > Society				
Aspe	ct: Community	,				
5	S01	С	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of ope- rations on communities, including entering, operating, and exiting.	yes	Coop does not have any such programmes, as the relevant areas are covered in full by Swiss legislation.	
Aspe	ct: Corruption					
5	S02	C	Percentage and total number of business units analy- zed for risks related to corruption.	no	Reason for omission: Not material because the coun- tries in which Coop operates achieved good results in the Transparency International Cor- ruption Index.	
5	S03	С	Percentage of employees trained in organization's anti- corruption policies and procedures.	yes	www.coop.ch/principles (Guidelines / Business principles) The principles apply to all Coop employees.	
5	S04	С	Actions taken in response to incidents of corruption.	yes	There were no cases of corruption and therefore no measures in this regard in the reporting period.	10
Aspe	ct: Public Polic	;y				
5	S05	С	Public policy positions and participation in public poli- cy development and lobbying.	yes	Annual Report 8-9 Sustainability Report 29-30 www.coop.ch/stakeholder	10
5	S06	A	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	none		10
Aspe	ct: Anti-Compe	etitive Behavio	r			
5	S07	A	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	none		10
Aspe	ct: Compliance	2				
5	S08	С	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	yes	The laws and regulations were observed during the reporting period; there were no fines or sanctions.	