

# **Groupe Casino and the United Nations Global Compact**

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## **2011 Communication on Progress**





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Chairman and Chief Executive Officer, Groupe Casino

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## **Message from Jean-Charles Naouri,** *Chairman and Chief Executive Officer, Groupe Casino*

*As part of our commitment to the United Nations Global Compact, Groupe Casino's approach has taken on new scope, in particular with the creation of a Corporate Social Responsibility Department. It is responsible for more effectively integrating CSR issues and guiding CSR policy in all our businesses and in all countries in which we have operations and also, for example, deploying the Group Ethical Charter.*

*Built around nine guiding principles, the Charter explicitly reaffirms Casino's commitment to upholding and promoting, within its sphere of influence, the inalienable values set forth in the Universal Declaration of Human Rights and the eight core conventions identified by the International Labour Organisation. Groupe Casino is therefore especially committed to supporting constructive social dialogue and also combatting all forms of discrimination in our host countries.*

*As we believe it is important to maintain regular contact with stakeholders, we are focusing the present Communication on Progress report on the different initiatives being undertaken by the Group and its subsidiaries to promote equal opportunity and support our suppliers' development.*

*Lastly, we want to reaffirm our resolve to pursuing continuous improvement within the framework of the Global Compact, in which we have proudly participated since 19 October 2009.*

**Jean-Charles Naouri**

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## **Principles in action**

*Stepping up its commitment to the United Nations Global Compact, signed in 2009, Groupe Casino has created a Corporate Social Responsibility Department to more effectively integrate CSR issues and guide its CSR policy in all our businesses and all countries in which we operate.*

*The Group's CSR initiatives are fully consistent with the Global Compact's 10 principles. The goal is to more effectively align our actions in all our host countries, while ensuring that local issues and challenges are adequately addressed. The following table provides a summary of the main progress that has been made since our last Communication on Progress report in 2010. A table of our compliance with Global Compact principles is also available in the 2010 Annual and Corporate Social Responsibility Report.*

## Principles of the Global Compact

## Existing programmes within the Group

## 2011 achievements

### HUMAN RIGHTS

- 1 - Businesses should support and respect the protection of internationally proclaimed human rights within their sphere of influence; and
- 2 - make sure that they are not complicit in human rights abuses.

Human resources guidelines and policies in all Group subsidiaries comply with international conventions pertaining to human rights.

The Group supports the Global Social Compliance Programme (GSCP) and has been a member, since its launch, of the Social Clause Initiative sponsored by France's Retail Trades Federation (FCD).

Every year, Casino conducts social audits of suppliers at risk in emerging markets to ensure they meet the requirements of its supplier ethics charter, which refers explicitly to the principles of the Universal Declaration of Human Rights and the core conventions of the International Labour Organisation.

The Group is a founding member of Entreprises pour les Droits de l'Homme (EDH), whose mission is to support companies in integrating the Universal Declaration of Human Rights in their operations.

Casino's relationships with its suppliers — mainly small and medium-sized companies — are based on trust and long-term partnerships focused on economic and social development.

The Group's various foundations are involved in programmes aimed at helping disadvantaged people to improve their lives, especially underprivileged children and disadvantaged youth.

### Social ethics compliance programme

In 2011, Casino drew up a new Group Ethical Charter reaffirming its commitment to the inalienable values of the Universal Declaration of Human Rights and the eight core conventions of the International Labour Organisation. Throughout the year, the Group has been presenting the Charter to all employees in the host countries. In 2010, Casino conducted 95 social audits in China, Bangladesh, Vietnam, Thailand and Pakistan, including 7 audits of second-tier subcontractors. It plans to carry out 100 audits in 2011. In addition, Casino France has decided that, beginning with the 2011 winter/fall collection, it will no longer use sandblasting for its private-label jeans, which are sold in Casino supermarkets and hypermarkets.

Casino helped put together and implement a training module aimed at sensitising employees to human rights issues. The module was validated by around 15 managers before being deployed. Commitment No. 7 of the Group's new Ethical Charter expressly mentions Casino's supplier commitments.

→ To find out more, see pages 15/19

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## Principles in action

### Principles of the Global Compact

### Existing programmes within the Group

### 2011 achievements

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#### LABOUR

- 3 - Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- 4 - the elimination of all forms of forced and compulsory labour;
- 5 - the effective abolition of child labour; and
- 6 - the elimination of discrimination in respect of employment and occupation.

In all its host countries, the Group complies with prevailing local legislation with regard to working standards. Subsidiaries also comply with the conventions of the International Labour Organisation covering subjects considered as fundamental principles and rights at work. These include the abolition of child labour and the elimination of discrimination in the workplace.

The principle of non-discrimination is integrated into the human resources policies of all Casino units.

Groupe Casino believes good social dialogue is essential. Every year, it negotiates company agreements that seek to address employee concerns. In France, an agreement on workplace health and safety signed in 2010 included the launch of a psychosocial risk prevention programme and the creation of an action plan. The new Ethical Charter expressly mentions the need for the Group and employees to “Respect human dignity” (Commitment No.4) and “Support an effective social dialogue” (Commitment No. 6). In international markets, and depending on local circumstances, Group employee programmes offer benefits that are above the national average, especially in terms of compensation, educational assistance, vocational training and housing.

Efforts to combat discrimination and promote equal opportunity resulted in the hiring of over 3,000 young people and 1,700 interns from disadvantaged neighbourhoods in France between 2008 and 2011.

→ To find out more, see pages 12/13

## Principles of the Global Compact

## Existing programmes within the Group

## 2011 achievements

### ENVIRONMENT

- 7 - Businesses should support a precautionary approach to environmental challenges;
- 8 - undertake initiatives to promote greater environmental responsibility; and
- 9 - encourage the development and diffusion of environmentally friendly technologies.

In all its host countries, Groupe Casino deploys environmental protection policies adapted to local situations by taking part in initiatives to combat global warming or protect biodiversity.

The Group's main initiatives involved improving energy efficiency on its sites, reducing the impact of transport and more effectively sorting waste. In 2010, Casino France reduced its energy use (in Casino stores, head offices and warehouses) by 3.7% compared with the previous year. During the year, Casino also began building eight new photovoltaic power plants representing installed capacity of 18 MWp. In the area of freight transport, Casino France has substantially reduced distances travelled. Freight transport distances were reduced by more than 12 million kilometres in 2010 and over 60,000 additional palettes were shipped by rail. Regarding sustainable building practices, Casino subsidiary Mercialis developed the first environmental label for its shopping centres during the year. The «V» label is awarded by an independent outside organisation to those centres that demonstrate a commitment to both sustainable building practices and social responsibility. As of 1 June 2011, five shopping centres had been awarded the label. Libertad in Argentina and Big C in Vietnam inaugurated their first environmentally friendly stores that reduce energy and water use while optimizing waste sorting.

In June 2008, Casino introduced a carbon index of its products. At present, the index applies to more than 630 Casino-brand products sold in its 8,000 sales outlets in France. The project is part of a broader environmental labelling measure initiated by the French government. In addition, a goal has been set for year-end 2011 of reducing packaging by a total of more than 3,700 tonnes.

Easydis, Casino's logistics subsidiary, has launched its Citygreen programme to reduce the environmental impact of transport by using new types of quiet, environmentally friendly delivery trucks that reduce annual CO<sub>2</sub> emissions by 19 tonnes per vehicle. A total of 200 trucks will be in use by 2013.

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## Principles in action

### Principles of the Global Compact

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#### ANTI-CORRUPTION

10 - Businesses should work against corruption in all its forms, including extortion and bribery.

### Existing programmes within the Group

The Group's major subsidiaries – in particular Casino France, Monoprix, Big C in Thailand, Big C in Vietnam, Grupo Éxito in Colombia and Libertad in Argentina – have adopted rules of professional conduct or ethics charters that formalize their commitments to combatting corruption. The Group's internal control unit is responsible for raising awareness among employees and for preventing, detecting and managing these risks in all subsidiaries.

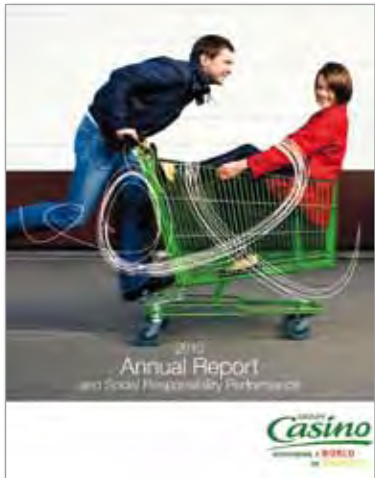
### 2011 achievements

The Internal Audit Department has set up working groups to harmonize procedures and build awareness among subsidiaries in France and elsewhere on all corruption-related issues. An employee awareness module was developed to support this project. In Colombia, Grupo Éxito trained 34 managers in ways of combatting fraud and corruption.

Commitment 2 of the Group Ethical Charter states the Casino “prohibits any form of corruption or financial malfeasance.”

→ For more information: [www.almacenesexito.com](http://www.almacenesexito.com) and [www.grupopaadeacucar.com.br](http://www.grupopaadeacucar.com.br)





**More information is available  
at [www.groupe-casino.fr](http://www.groupe-casino.fr)  
[www.groupe-casino-rapportannuel2010.fr](http://www.groupe-casino-rapportannuel2010.fr)**

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# ***Focus on combating discrimination and promoting equal opportunity***

*Principle no. 6.*



*For nearly 20 years, Groupe Casino has been involved in combatting all forms of discrimination and in promoting equal opportunity.*

*Its assertive commitment to fighting discrimination is based on a powerful culture of dialogue and social innovation, agreements with employee representatives and quantitative objectives.*

*As proof of its commitment, Casino was the first retail company to obtain France's Diversity Label, awarded in 2009 by AFNOR, a French certification organisation.*

*In line with the new Group Ethical Charter, Casino has reaffirmed its commitment to combatting all forms of discrimination for any reason and to ensuring access to employment and professional development opportunities for team members based solely on their abilities. The Group also seeks to make training more easily available to all employees.*

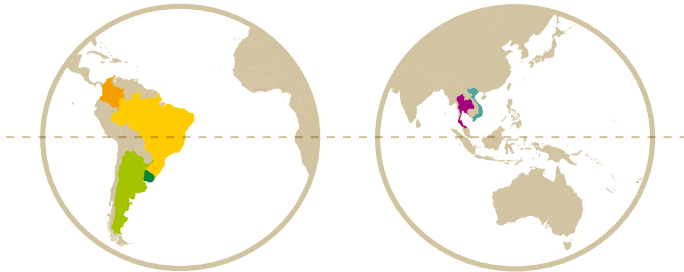
*These principles have led to quantitative commitments, such as Casino France's pledge to hire 180 disabled employees and 180 disabled interns over the 2011-2013 period.*

*Similar initiatives tailored to local situations are being pursued outside France. Many of them involve job-training programmes for underprivileged youth to provide them with career possibilities and ensure equal opportunity in the Group's host countries.*

*The initiatives described on the following pages provide insight into the types of programme deployed and the results obtained.*

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## Overview of measures deployed within the Group in 2011



### Argentina (*Libertad*)

#### • Recent key initiatives:

- The Escuela de Hipermercado training centre was created to develop employee skills, transmit expertise and attract high-potential people into the organisation.
- As part of the Libertad in Action programme, initiatives were launched in 2010 to enable 1,800 secondary school students to learn more about the business world.
- An educational programme was deployed in partnership with Junior Achievement, an international NGO, to allow high school and university students to demonstrate their entrepreneurial skills and capabilities.

### Brazil (*Grupo Pão de Açúcar*)

#### • Recent key initiatives:

- In recent years, Grupo Pão de Açúcar has conducted a training program in partnership with Rio de Janeiro State's Ministries of Education, Fishing, and Supply and the Centre for Dairy Product Cooperatives. The partnership has enabled the creation of a specialised training centre that provides underprivileged young people with general education classes as well as technical training in food industry professions. Recognized by industry professionals, the training should lead to long-term employment opportunities for 600 young programme graduates between now and 2013.
- In 2011, Grupo Pão de Açúcar introduced a special program for pregnant women intended to help them find the right work/life balance. Through the programme, pregnant women can extend their maternity leave by two months beyond the legally required minimum. This means that GPA employees are entitled to six months' leave instead of the usual four months.



### **Colombia (Grupo Éxito)**

**• Recent key initiatives:**

- In 2010, more than 360 people were involved in a programme to help the needy, an increase of 10.3% over the previous year. The programme focuses on hiring, training and supporting people in difficulty, in particular former soldiers who face problems entering the working world.
- In 2010, a total of 229,661 hours of training were provided, twice as many as in 2009.
- A training programme was deployed enabling young Groupe Exito managers to work in Group subsidiaries in other countries.
- A tool for assessing and tracking accusations of discrimination was implemented. Moreover, the code of internal conduct reaffirms the company's commitment to fighting discrimination in the workplace.

### **Thailand (BTG C)**

**• Major recent initiatives:**

- Every year some 2,500 young people receive financial aid through a scholarship programme.
- Programmes were developed to build schools in rural areas with the dual objective of helping people in remote areas overcome their sense of isolation and enabling young people who live outside urban areas to obtain an education.

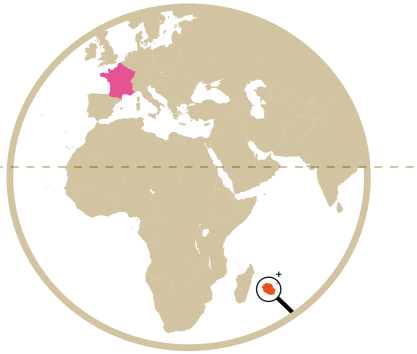
### **Vietnam (BTG C)**

**• Most recent key initiative:**

- A partnership was signed with Hoa Sua training centre in Hanoi to support disadvantaged young people by providing them with vocational training as bakers, pastry chefs and caterers.

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## Overview of measures deployed within the Group in 2011



Casino has signed the government's Charter to Promote Civic Service



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### France

#### • Recent key initiatives:

- Franprix and Leader Price signed the diversity charter.
- The Charter to Promote Civic Service within the company was signed. The French government's Civic Service programme enables young people to volunteer for public interest projects led by non-profit organisations, for periods ranging from 6 to 12 months. Casino is committed to promoting this programme both within and outside the Group.
- Casino also partners Le Réseau, a non-profit organization that creates ties between companies and schools in disadvantaged neighbourhoods with the goal of helping young people to learn more about various trades. In all, 21 Group sites are involved in this initiative. At year-end 2010, Casino had crossed the 10% disabled employee threshold with a rate of 10.07% in facilities covered by the Handipacte agreement, thus surpassing the target set in the agreement. For the 2006-2010 period, Casino hired 520 disabled persons (compared with a target of 300) and provided internships to 418 others (versus a target of 350).
- An agreement was signed with labour unions to hire 500 older people for the 2010-2012 period.

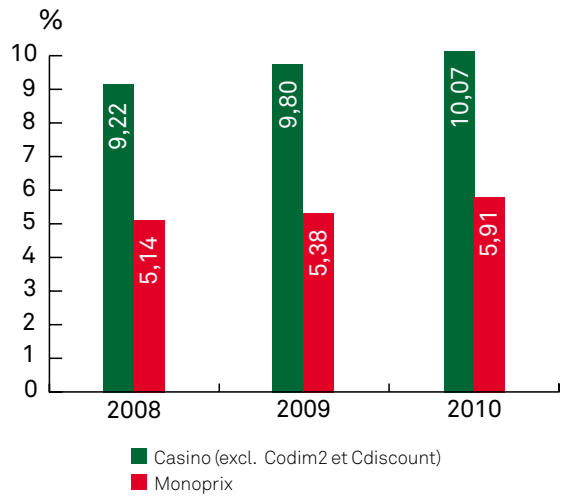
- **Next steps:** On 1 January 2011, Casino renewed the Handipacte agreement with employee representatives for a three-year period. In particular, the agreement calls for hiring 180 handicapped persons, hosting 180 disabled interns, making company facilities as well as Internet and intranet services more handicapped accessible, and launching a pilot programme whereby the Group will partially finance special modifications to cars belonging to the spouse or child of an employee certified as disabled.

#### Réunion (Vindemia)

- **Most recent key initiative:** A programme was launched to support 150 young people from disadvantaged neighbourhoods during the 2009-2012 period.



Rate of disabled employees



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# ***Focus on supporting our suppliers' development***

*Principles no. 1, 2 and 8.*





*Casino's relationships with its suppliers have always been based on trust, respect for individuals and constructive dialogue, with a view to long-term cooperation.*

*Wherever the Group operates, it is committed to upholding human rights and promoting stable partner relations, which foster innovation, progress and improved performance for all. The Group Ethical Charter spells out its major commitments concerning the protection of human and employee rights across the supply chain.*

*Social audits in at-risk host countries are carried out in line with the supplier ethical charter and Casino's membership in the Social Clause Initiative working group sponsored by France's Retail Trades Federation (FCD).*

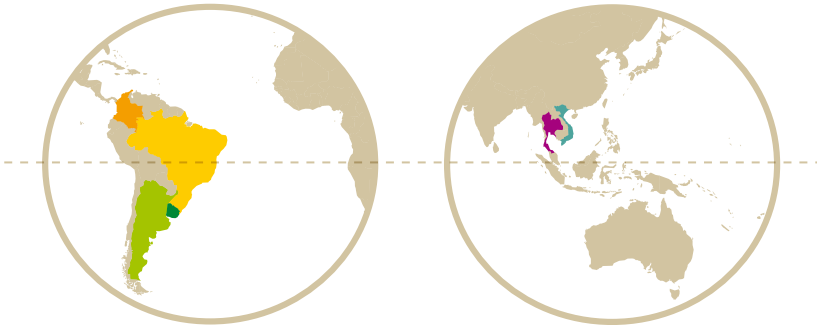
*In 2010, social audits were carried out of 95 suppliers and 4 second-tier subcontractors in at-risk countries. Further audits are being pursued in 2011, focusing more specifically on the denim sector.*

*In addition, Casino has demonstrated its commitment to supporting small and mid-sized companies through various partnerships that take into account the local economic realities of its host countries. The initiatives include sustainable agriculture with the Terre & Saveur brand in France and the TAEQ brand in Brazil, new product development with biodegradable organic espresso capsules and the sharing of best practices in the area of sustainable agriculture through support of Thai organic rice producers, etc.*

*The following examples illustrate this collaborative work and the variety of actions undertaken.*

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## **A few recent achievements** within the Group



### **Argentina (Libertad)**

- Partnerships were created with small and mid-sized companies in Cordoba, Chaco and Santa Fe provinces to improve production and working conditions for farm families. The project concerns over 60 local producers.

### **Brazil (GPA)**

- The TAEQ private label was developed to support the conversion of small producers to environmentally responsible agriculture.
- In 2010, GPA set up in-store packaging collection stations as part of the Green Cycle initiative.
- TAEQ labelled its products with messages inciting customers to bring back their paper and cardboard packaging as a part of a campaign to broaden awareness of correct recycling practices.
- GPA distributes 150 products made by 56 traditional producer organizations, to which it grants privileged payment terms.

### **Colombia (Grupo Exito)**

- An awards programme was launched to recognize the best suppliers in different sectors, including a best small-and-midsize-enterprise award and a sustainable development award.
- 90% of suppliers are Colombian.
- The TAEQ range was extended and comprises 99 products.
- All farms producing fruit, vegetables and grains for the TAEQ brand have been audited.



### **Thailand ('Big C')**

- In response to severe flooding that affected the entire country, Big C decided to provide the local population with financial support. In addition, a partnership was set up with the Chaipattana Foundation to help rice growers adopt new, more environmentally friendly techniques that improve the quality of their harvest. High quality rice grains were distributed to the producers, who were also trained in ecological rice culture practices that help preserve biodiversity. Financial assistance was part of the initiative. Under this programme, an estimated 2,000 tonnes of rice will be produced each year and sold in Big C stores under the Pat Pat brand.

### **Vietnam ('Big C')**

- A guide was distributed that encourages small farmers to adopt better agricultural practices so that they can find new outlets for their products.
- A fruit and vegetable collection centre was set up in partnership with local producers to improve shipping practices.
- Training was provided to Mekong Delta fishers to improve their fishing practices.

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## **A few recent achievements** *within the Group*



### **France**

- Partnerships in two new sectors – sheep and beef – were developed under the Terre & Saveur brand. Terre & Saveur ensures that local producers who choose to adopt sustainable agricultural practices will have permanent outlets for their products.
- A new, select range of 77 Leader Price products was launched to support small, regional producers.
- The small and midsize enterprise pact was signed in 2010. The only signatory from the mass retail sector, Casino pledged alongside 30 other large public and private companies to support the growth, efficiency and influence of small and midsize businesses.

### **• Réunion (Vindémia)**

Communication campaigns were set up through local media to encourage people in Réunion to act as responsible consumers of local products that emit fewer greenhouse gases.



# Environmental roadmap





## OUR RECORD IN 2010

- Objective met
- Project underway
- ◐ Project near completion
- Objective not met

Objective	Target date	Status	Principal accomplishments
<b>Energy efficiency [Principles 8 and 9 of the UN Global Compact]</b>			
Reduce energy consumption per sq.m by 2.5% annually	2010	●	<p>Energy consumption per sq.m fell by an average of 3.7% at stores in France between 2009 and 2010</p> <p>A campaign to improve cooling efficiency was undertaken at 45 supermarkets, and all hypermarket and supermarket personnel received training in the issue</p> <p>Lids were installed on island freezers at an additional 30 hypermarkets and 50 supermarkets in 2010, with average energy savings of 2%</p> <p>Shelf lighting in refrigerated display cases was eliminated in all hypermarkets and supermarkets and at 46 convenience stores</p> <p>Twilight switches for exterior warehouse lighting were installed at 80% of sites</p> <p>Lighting on outdoor signage was enhanced at all Casino Restauration sites</p>

## Environmental roadmap

Objective	Target date	Status	Principal accomplishments
<b>Refrigerants [Principles 8 and 9 of the UN Global Compact]</b>			
Reduce greenhouse-gas emissions attributable to refrigeration systems by 5% annually	2010	●	Continued improvements were made in refrigerant maintenance and containment Leakage rates fell by 50% at Easydis warehouses, by 15% at Géant Casino hypermarkets, and by 5% at Casino supermarkets between 2009 and 2010
Gradually eliminate CFCs and HCFCs from all refrigeration systems	2015	●	75 refrigeration systems modified in 2010 to replace CFCs and HCFCs with HFC gases that are less hazardous to the environment (36 supermarkets, 39 hypermarkets)
Gradually eliminate refrigeration units that cannot be retrofitted: 74 installations in supermarkets and 17 installations in hypermarkets replaced in 2010	2010-2015	●	81 systems eliminated in supermarkets and 21 in hypermarkets
<b>Reduction of transport impact [Principles 8 and 9 of the UN Global Compact]</b>			
Continue efforts to replace the fleet so that 100% of Easydis vehicles meet the Euro 5 emissions standard	2011	●	70% of the fleet was Euro 5-compliant at the end of 2010 The Citygreen logo for clean, quiet vehicles was introduced and extended to 14 vehicles at the end of 2010
Ensure that more than 50% of all non-EU imports are transported via alternatives to roads (rail, sea, river)	2010	○	29% of non-EU imports delivered by rail (461 containers) or river (373 containers) in 2010 Industrial action at the Port of Marseille delayed plans to expand barge transport via the Rhône river
Reduce greenhouse-gas emissions attributable to transport by 2% annually	2020	●	Greenhouse-gas emissions from downstream transport of goods fell by 1.8% between 2009 and 2010 Over 12 million km of travel was eliminated in 2010 through better logistics, with 14,328 metric tonnes of CO <sub>2</sub> prevented

Objective	Target date	Status	Principal accomplishments
<b>Waste management [Principle 8 of the UN Global Compact]</b>			
Continue our use of sorting in order to reduce the volume of our mixed operating waste by 20%	2011		<p>A special procedure was established in hypermarkets to improve sorting of cardboard and plastics</p> <p>Best practices for improving the sorting of cardboard and plastics in supermarkets have been disseminated and communicated</p> <p>The sorting rate improved by 5% in supermarkets and 2% in hypermarkets between the first and third quarters of 2010</p> <p>Implementation of reverse logistics was continued at seven warehouses: 8,349.6 metric tonnes of waste collected from hypermarkets and supermarkets</p>
Finalise the adoption of cardboard waste collection agreements at all supermarkets	2010		<p>Contracts were consolidated and contract terms were renegotiated in order to improve collection and reprocessing rates for cardboard and plastics</p>
Test programmes for sorting fermentable waste at 18 pilot supermarkets	2010		<p>A tender process for establishing a fermentable waste collection system has been finalised with the list of eligible stores (deployment under way at 44 hypermarkets, or 40% of the total)</p> <p>A model agreement has been established for collection of food products by zoos and local breeders</p>
Implement sorting of fermentable waste at 50 pilot restaurant sites	2010		<p>A sorting process has been established at 50 restaurants (38% of the total). 277 metric tonnes of fermentable waste were recovered in 2010</p>
<b>Water management [Principles 8 and 9 of the UN Global Compact]</b>			
Test the installation of a UV water treatment system so as to eliminate virtually all chemical treatment products	2010		<p>Test postponed to 2011</p> <p>Wastewater discharge agreements established at 15 hypermarkets</p>

## Environmental roadmap

Objective	Target date	Status	Principal accomplishments
<b>Sustainable construction [Principle 8 and 9 of the UN Global Compact]</b>			
Prepare a new guide to “structural deconstruction, recycling and enhanced use of excavation/backfill”	2010	●	Guide completed in late 2010
Begin a technology watch on the following topics: - wood construction - environmental enhancement of parking areas - electric vehicle charging equipment - facilities for natural lighting	2010	●	Studies have been conducted on wood construction, the environmental enhancement of parking areas, electric vehicle charging equipment, and facilities for natural lighting
Begin construction of new solar power plants totalling 18 MWp in capacity at 10 shopping centres in southern France, to be connected to the grid in 2011	2010-2011	●	Eight new power plants were connected in 2010; nine were in operation at the end of 2010, for total installed capacity of 18 MWp  Construction began on nine new power plants in southern France that will be connected to the grid in 2011
<b>Environmental performance of our products [Principle 8 of the UN Global Compact]</b>			
Move ahead with packaging improvement initiatives to obtain cumulative savings of 2,500 metric tonnes of materials	2010	●	Packaging for 291 products was enhanced in 2010: cumulative savings of 3,024 metric tonnes achieved since 2006



## OUR NEXT STEPS

Objective	Target date
<b>Energy efficiency [Principles 8 and 9 of the UN Global Compact]</b>	
Reduce energy consumption per sq.m by 2.5% annually	2011
<b>Refrigerants [Principles 8 and 9 of the UN Global Compact]</b>	
Continue efforts to retrofit and replace refrigeration units in order to eliminate CFCs and HCFCs from these installations	2012
<b>Réduction of transport impact [Principles 8 and 9 of the UN Global Compact]</b>	
Continue development of the CityGreen project (200 PIEK-certified vehicles by the end of 2013)	2011-2013
Transfer 60,000 pallets from road to rail use as part of the Ecotrans association	2011
Reduce greenhouse-gas emissions attributable to transport by 2% annually	2020
<b>Waste management [Principle 8 of the UN Global Compact]</b>	
Continue efforts to improve the sorting of cardboard and plastics	2011
Finalise deployment of reverse logistics at the Grigny and Montélimar warehouses	2011
Continue implementation of fermentable waste sorting at eligible foodservice sites	2011
Begin selective sorting of waste at nine additional foodservice sites	2011
<b>Water management [Principles 8 and 9 of the UN Global Compact]</b>	
Test the installation of a UV water treatment system	2011

## Environmental roadmap

Objective	Target date
<b>Sustainable construction [Principles 8 and 9 of the UN Global Compact]</b>	
Prepare a guide to best practices in land consumption and biodiversity	2011
Continue deployment of construction site carbon assessments	2011
Incorporate the charter on “Construction sites with low environmental impact” into tender documents	
Connect to the grid the nine new solar plants constructed in 2010	2011
Continue awarding the Label V certification: 30 shopping centres certified within five years, i.e., six certifications per year	2011-2015
Prepare a guide to sustainable construction for R2C restaurants	2011
<b>Environmental performance of our products [Principles 8 and 9 of the UN Global Compact]</b>	
Obtain cumulative savings of 3,700 metric tonnes of materials	2011
Work on packaging ecodesign for the foodservice division	2011

# Workplace relations roadmap

## OUR RECORD IN 2010

- Objective met
- ◐ Project underway
- ◑ Project near completion
- Objective not met

Objective	Target date	Status	Principal accomplishments
<b>Workplace dialogue [Principle 1 of the UN Global Compact]</b>			
Sign a Group-wide agreement on workplace health and safety that includes the psychosocial risks action plan	2010	●	Agreement signed on 8 December 2010 to take effect on 1 January 2011
Sign a new Group-wide incentive-bonus agreement	2010	●	Agreement signed in May 2010 First meeting of the Tracking Committee held in October 2010, with a presentation on local incentive-bonus indicators
<b>Diversity [Principles 6 of the UN Global Compact]</b>			
Establish a special diversity report to appear as a supplement to the social report for Groupe Casino companies and subsidiaries	2010	●	2010 annual Diversity assessment prepared
Begin a study on religion in the workplace	2010	●	Study conducted at 25 sites A taskforce was established Recommendations were presented to executives and employee representatives A guide has been prepared that will be distributed to all managers in early 2010

## Workplace relations roadmap

Objective	Target date	Status	Principal accomplishments
Sign a new Handipacte accord for the period 2011-2013	2010	●	The fifth Handipacte accord was signed in December 2010 with employee representatives, pending approval by the DIRECCTE (Regional directorate for business, competition, consumer affairs, labour and employment)
<b>Workplace health and safety</b>			
Continue deployment of the "CAP Prévention" plan at the four remaining warehouses and at 40 Géant hypermarkets	2010	◐	The "CAP Prévention" plan was deployed at 100% of Easydis warehouses and 27 Géant hypermarkets
Continue work on the musculoskeletal disorders prevention plan undertaken in 2009	2010	◐	Easydis conducted testing at two warehouses
Continue work on the psychosocial risks prevention plan undertaken in November 2009: conduct analyses at pilot sites for subsequent joint drafting of an action plan to be deployed Group-wide	2010	●	An agreement method regarding the creation of a psychosocial risks prevention plan was signed by all seven trade unions on 22 January 2010 Diagnostic assessment conducted at 17 pilot sites
Prepare a status report and define priority action to be taken to reduce pallet height	2010	◐	A status report was prepared by Easydis with the Retail Trades Federation and the CNAMTS national employee health fund
<b>Skills development</b>			
Improve e-learning participation rates to include 50% of employees in France	2011	◐	Management/Communication/Effectiveness Training for managers: 6,663 managers registered for an average of 3.3 e-learning modules; of these, 1,017 (15.26%) logged on at least once with an average connection time of 24 minutes
Create special training offerings designed to support and develop the Managerial Attitudes and Behaviour programme	2010	●	12 Managerial Attitudes and Behaviour training modules were designed and pilot sessions were organised Human resource departments and training supervisors were notified of the training

Objective	Target date	Status	Principal accomplishments
Provide systematic training in Managerial Attitudes and Behaviour to all newly hired or promoted employees	2010	●	Five Managerial Attitudes and Behaviour training sessions were held for newly hired and promoted employees
Continue Managerial Attitudes and Behaviour training for managers in Vietnam	2010	●	Twenty training sessions were held regarding the annual Managerial Attitudes and Behaviour evaluation interview (459 participants)
Establish a comprehensive evaluation for 30 managers annually over three years	2012	◐	An Executive Development Programme (EDP) was established that includes a comprehensive evaluation  Fifteen executives took part in the EDP in 2010
Develop an HR initiative on validation of acquired experience	2011	◐	A working group was established that includes representatives from the various divisions, departments, and subsidiaries  The principal procedures were defined and validated and presented to the HR departments and training supervisors as well as the employee representative bodies
Promote the Individual Right to Training (DIF) programme and accept 10,000 applications in 2010	2010	●	10,945 applications were accepted; 8,000 employees received training between June and December

## OUR NEXT STEPS

Objective	Target date
<b>Workplace dialogue [Principle 1 of the UN Global Compact]</b>	
Sign a Group agreement on gender equality in the workplace	2011
Present the preliminary results from the Group-wide agreement on older employees to the trade unions	2011
Repeat the employee engagement survey among executives in France Conduct new employee engagement surveys among executives in other Group countries	2011-2013
Conduct a study on telecommuting	2011

## Workplace relations roadmap

Objective	Target date
<b>Diversity [Principle 6 of the UN Global Compact]</b>	
Distribute the Guide on Religious Diversity to managers and human resource liaisons	2011
Conduct a second anti-discrimination test campaign	2011
Maintain the Group's commitments regarding the "Espoir Banlieues" Plan for underprivileged city suburbs	2011
Establish an in-house professional network designed for female executives	2011
Initiate a discussion on discrimination relating to sexual orientation	2011
Hire 180 disabled persons over the period 2011-2013	2011-2013
Host 180 disabled interns over the period 2011-2013	2011-2013
Establish a communications plan regarding the new Handipacte accord	2011
<b>Workplace health and safety</b>	
Continue deployment of the "CAP Prévention" plan at 31 Géant hypermarkets	2011
Establish a musculoskeletal disorders prevention plan adapted to supermarkets and hypermarkets in collaboration with the Rhône-Alpes Occupational Health and Pension Insurance Fund (CARSAT)	2011
Implement the Group-wide action plan on the prevention of psychosocial risks	2011
Implement identified actions for reducing pallet height	2011
Establish a road safety action plan	2011
Establish an annual day devoted to workplace safety	2011
<b>Skills development</b>	
Increase the number of e-learning hours by 25% over 2010	2011
Continue deployment of training in Managerial Attitudes and Behaviour	2011
Provide support for 20 Validation of Acquired Experience applications and 60 professional qualification certifications	2011
Repeat the campaign to encourage 10,000 applications for the Individual Right to Training programme	2011
Provide support for the Group's international expansion: organise the ADEO MANAGEMENT workshop in partnership with HEC Business School	2011

# Community roadmap

## OUR RECORD IN 2010

- Objective met
- ◐ Project underway
- ◑ Project near completion
- Objective not met

Objective	Target date	Status	Principal accomplishments
<b>Responsible consumption [Principle 8 of the UN Global Compact]</b>			
Continue to expand the Casino Carbon Index by applying it to 600 Casino food products	2010	●	By the end of 2010 the Carbon Index had been applied to 626 products sold in Group stores The Carbon Index was improved on 15 items, representing a reduction in CO2 of 26.6 metric tonnes
Maintain efforts to reduce the number of products made from exotic wood and ensure that all such products sold bear the FSC label	2010	●	The number of garden furniture products made from exotic wood fell from 17 to 12. All products are FSC-certified
Expand the number of household items and health and beauty aids awarded the European Union Ecolabel by creating nine new products in 2010	2010	○	Two new products bearing the European Union Ecolabel were introduced instead of nine
Expand the number of products carrying the PEFC label in self-service general household merchandise	2010	●	59 paper products were PEFC-certified at the end of 2010, compared to 40 in 2010
Introduce more than sixty new Casino Bio products	2010	●	77 new Casino Bio food products were introduced

## Community roadmap

Objective	Target date	Status	Principal accomplishments
Expand the selection of organic products in the foodservice division	2010		Events on organic food were held at over three-fourths of R2C corporate restaurants 158 organic products were offered in corporate restaurants in 2010, compared to 40 in 2009
Expand the line of Casino Bio cosmetics	2010		One new product was introduced in 2010
<b>Product quality and safety [Principle 7 of the UN Global Compact]</b>			
Establish the France Quality Policy Committee	2010		The Committee will be established in 2011
<b>Nutrition</b>			
Appoint a nutritional health science committee tasked with establishing guidelines for defining the Group's nutritional health policy	2010		The Committee is comprised of four experts and a moderator Topics studied in 2010: hydrogenated fats and fatty acids (trans fats), reductions in additives, consumption data
Continue steps to improve the nutritional content of products	2010		The nutritional content of 154 products was improved in 2010 (for a total of 905 products by end-year), in addition to five products in the foodservice division
Introduce a new line of products that address health and wellness concerns	2010		A line of gluten-free Casino products was introduced in partnership with the French Gluten Intolerance Association (AFDIAG) A new "Casino Bien Pour Vous" line was introduced in response to specific consumer demand for health and fitness products
Continue to deploy the new nutritional labelling on Casino products	2010		91% of private-label products carry the nutritional labelling
Remove palm oil from 200 Casino products	2010		Palm oil eliminated from 204 Casino products A "No palm oil" logo, visible on the front of the product, was created to identify reformulated products. At the end of 2010, 72 products in stores carried the "No palm oil" label 12 products in the foodservice division were reformulated



Objective	Target date	Status	Principal accomplishments
<b>Supplier relations</b>			
Continue SME immersion sessions among buyers and managers	2011	●	Eight buyers and product managers took part in SME immersion sessions
Organise a new showcase for SMEs on the topic of innovation	2010	●	The Innovation showroom organised in cooperation with the Fédération des Entreprises et Entrepreneurs de France attracted some 100 participants An EMCD Innovation Day was held: 50 submissions were received from manufacturers and seven innovative products are being developed
<b>Social and ethical affairs [Principles 1, 2, 3, 4, 5 and 10 of the UN Global Compact]</b>			
Implement the new version of the Social Clause Initiative audit grid	2010	●	95 social audits were conducted using the new audit grid at supplier sites in sensitive countries (China, Bangladesh, Vietnam, Thailand, Pakistan), including four audits of tier-two contractors
Finalise a corporate human rights awareness training module in accordance with Companies for Human Rights (EDH)	2010	●	As part of EDH, Casino helped to develop the human rights awareness training module Five Casino managers tested the module in 2010
<b>Social responsibility</b>			
Expand actions taken in partnership with food banks, including donations by stores, and continue to mobilise employees to volunteer their participation in the national food bank collection	2010	●	Stores mobilised on behalf of France's annual food bank collection drive: 1,700 metric tonnes of products were collected The Community Action Holiday was established on an experimental basis: 58 employees donated hours totalling 138 days; 15 volunteers provided 70 days of work on behalf of food banks
Launch the corporate foundation: implement initial projects	2010	●	An initial campaign, "Overcoming isolation among hospitalised children", was carried out in three regions with a partner organisation

## Community roadmap

### OUR NEXT STEPS

Objective	Target date
<b>Responsible consumption [Principle 8 of the UN Global Compact]</b>	
Apply the Carbon Index to a cumulative total of 700 Casino food products	2011
Improve the Carbon Index on 20 items	
Introduce 40 new Casino Bio food products	2011
Continue to highlight organic products in the foodservice division	2011
Introduce 10 new Casino Bio cosmetics products	2011
Expand the number of clothing products made from organic cotton	2011
<b>Product quality and safety [Principle 7 of the UN Global Compact]</b>	
Develop a computerised system for exchanging technical data with suppliers of raw materials to the foodservice division	2011
Obtain International Food Standard (IFS) certification for all warehouses	2011
<b>Nutrition</b>	
Continue the Group's study of topics to be addressed in an enhanced health and nutrition policy	2011
Continue to improve the nutritional quality of the raw materials and recipes used in the foodservice division	2011
Continue to expand the Casino Bien Pour Vous product line	2011
Join the Roundtable on Sustainable Palm Oil (RSPO)	2011
Maintain efforts to remove palm oil from Casino food products with an objective of elimination from all products by 2012	2011
Eliminate the use of palm oil in the Group's restaurants	2011

<b>Objective</b>	<b>Target date</b>
<b>Supplier relations</b>	
Support innovation and competitiveness among SMEs, notably through the “Targeting Growth” and “SME Pact” programmes	2012
Continue holding the Innovation Day events and increase the number of partners	2011
<b>Social and ethical affairs [Principles 1, 2, 3, 4, and 5 of the UN Global Compact]</b>	
Conduct 100 social audits in China, Vietnam, Thailand, Bangladesh, India, and North Africa	2011
Continue audits of sub-subcontractors	
Begin a campaign of special audits in the denim industry	
Provide for deployment of the Group Ethics Charter (drafted in 2010 and completed in early 2011)	2011
<b>Anti-corruption [Principle 10 of the UN Global Compact]</b>	
Monitor the implementation of anti-corruption action plans at all entities where such plans were adopted in 2010	2011
Continue the corruption awareness training and the workshops that were begun in 2010 in order to encompass activities generating more than half of the Group’s revenue	2011
<b>Social responsibility</b>	
Continue efforts of behalf of France’s food banks	2011
Prepare an assessment of the “Community Action Holiday” pilot project	
Develop new projects through the Casino Corporate Foundation to promote access to culture among disadvantaged children	2011

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## Contacts

The purpose of this report is to promote discussion and measure progress. If you would like to obtain more information about Groupe Casino and its Corporate Social Responsibility and Sustainable Development policies or to share your comments or observations, you can contact:

### **Director of Corporate Social Responsibility**

Matthieu Riché  
Director of Corporate Social Responsibility  
Phone: +33 (0)1 53 70 51 26  
mriche@groupe-casino.fr

Gilbert Delahaye  
Director of Intra-Group CSR Projects  
Phone: +33 (0)4 77 45 34 67  
gdelahaye@groupe-casino.fr

### **For more information:**

Groupe Casino corporate website: [www.groupe-casino.fr](http://www.groupe-casino.fr)  
[www.groupe-casino-rapportannuel2010.fr](http://www.groupe-casino-rapportannuel2010.fr)  
Information about Casino products: [www.produits-casino.fr](http://www.produits-casino.fr)

Banner websites:

[www.geant.fr](http://www.geant.fr)  
[www.supercasino.fr](http://www.supercasino.fr)  
[www.casino-proximite.fr](http://www.casino-proximite.fr)  
[www.casino-cafeteria.fr](http://www.casino-cafeteria.fr)  
[www.leader-price-int.com](http://www.leader-price-int.com)  
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Argentina: [www.libertardsa.com.ar](http://www.libertardsa.com.ar)  
Brazil: [www.grupopaodeacucar.com.br](http://www.grupopaodeacucar.com.br)  
Colombia: [www.almacenesexito.com](http://www.almacenesexito.com)  
Thailand: [www.bigc.co.th](http://www.bigc.co.th)  
Uruguay: [www.disco.com.uy](http://www.disco.com.uy) et [www.devoto.com.uy](http://www.devoto.com.uy)  
Vietnam: [www.bigc.com.vn](http://www.bigc.com.vn)

### **Groupe Casino**

1, esplanade de France  
42008 Saint-Étienne Cedex 2  
Phone: 04 77 45 31 31 – Fax: 04 77 45 38 38



**Groupe Casino** B.P. 306 - 1, esplanade de France - F-42008 Saint-Étienne cedex 2  
Phone: +33 (0)4 77 45 31 31 - Fax: +33 (0)4 77 45 38 38 - [www.groupe-casino.fr](http://www.groupe-casino.fr)