

GRI* / UNGC** Index 2011

| Sect. No. | Sub-Sect. No. | Indicator C = CORE A = ADD | Performance Indicator | Status ^o | Page in Report / direct answer | Principle of the UNGC |
|----------------------------------|------------------|----------------------------------|--|---------------------|---|-----------------------------|
| 1. Strategy and Analysis | | | | | | |
| 1 | 1 | | Statement from the most senior decisionmaker of the organization (e.g., CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy. | yes | Sustainability Report 5, 8–12 | |
| 1 | 2 | | Description of key impacts, risks, and opportunities. | yes | Annual Report 66 Sustainability Report 8–12, 32 | 8 |
| 2. Organizational Profile | | | | | | |
| 2 | 1 | | Name of the organization. | yes | Annual Report Cover | |
| 2 | 2 | | Primary brands, products, and/or services. | yes | Annual Report Cover, 21 | |
| 2 | 3 | | Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures. | yes | Annual Report 56–60, 105–107 | |
| 2 | 4 | | Location of organization's headquarters. | yes | Annual Report 105–107 | |
| 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 105–107 Sustainability Report 33–36 | |
| 2 | 6 | | Nature of ownership and legal form. | yes | Annual Report 51–55 | |
| 2 | 7 | | Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries). | yes | Annual Report 69, 105–107 | |
| 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 66 www.coop.ch/medien (Medienkonferenzen / Bilanzmedienkonferenz 2011 / Dokumentation zum Download) | |
| 2 | 10 | | Awards received in the reporting period. | yes | Sustainability Report 7 | |
| 3. Report Parameters | | | | | | |
| Report Profile | | | | | | |
| 3 | 1 | | Reporting period (e.g., fiscal/calendar year) for information provided. | yes | Sustainability Report Cover | |
| 3 | 2 | | Date of most recent previous report (if any). | yes | Sustainability Report Cover | |
| 3 | 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 72 Annual Report Cover | |

* This overview shows where the Annual and Sustainability Report of the Coop Group and the Coop Websites give information on GRI (Global Reporting Initiative) criteria.

** This overview shows where the Annual and Sustainability Report of the Coop Group and the Coop Websites give information on the ten universally accepted UNGC (UN Global Compact) principles in the areas of human rights, labor, environment and anti-corruption.

^o Status: Information available: yes
Information partly available: (yes)
Not relevant to the Coop: irrelevant / none
Information missing: no

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| Report Scope and Boundary | | | | | | |
| 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, 11–12 | |
| 3 | 6 | | Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance. | yes | Boundary of the Sustainability Report: Sustainability Report Cover; Deviations: footnotes 66–71 Boundary of the Annual Report: Annual Report 105–107 | |
| 3 | 7 | | State any specific limitations on the scope or boundary of the report. | 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 88–90 | |
| 3 | 9 | | Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. | yes | Sustainability Report 66–71 (footnotes) www.coop.ch/report (Sustainability Report 2009, 37) | |
| 3 | 10 | | Explanation of the effect of any re-statements of information 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 88–90 | |
| 3 | 11 | | Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report. | yes | Sustainability Report 66–71 | |
| GRI Context 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 | |
| Assurance | | | | | | |
| 3 | 13 | | Policy and current practice with regard to seeking external assurance for the report. | yes | Annual Report 54, 55 | |
| 4. Governance, Commitments, Engagement | | | | | | |
| Governance | | | | | | |
| 4 | 1 | | Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight. | yes | Annual Report 51–55 Sustainability Report 6 www.coop.ch/principles (Strategy and organization / Internal organization of sustainability) | |
| 4 | 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 52 | |

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| 4 | 3 | | For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members. | yes | Annual Report 52–53 | |
| 4 | 4 | | Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body. | yes | Annual Report 52 www.coop.ch/organe (Genossenschaft / Statuten) | |
| 4 | 5 | | Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance). | yes | Annual Report 55 | |
| 4 | 6 | | Processes in place for the highest governance body to ensure conflicts of interest are avoided. | yes | Annual Report 53 | |
| 4 | 7 | | Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics. | yes | Annual Report 51–53 | |
| 4 | 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, 8–10 www.coop.ch/principles (Guidelines / Business principles) | |
| 4 | 9 | | Procedures of the highest governance body for overseeing 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 | |
| 4 | 10 | | Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance. | yes | Annual Report 53–54 | |
| Commitments to External Initiatives | | | | | | |
| 4 | 11 | | Explanation of whether and how the precautionary approach or principle is addressed by the organization. | yes | Sustainability Report 8–10, 20–22 7 | |
| 4 | 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 20–21, 34–36, 38–39, 42–43, 58–59, 72 | |
| 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, 34–36 www.coop.ch/stakeholder | |
| Stakeholder Engagement | | | | | | |
| 4 | 14 | | List of stakeholder groups engaged by the organization. | yes | Sustainability Report 10–11 www.coop.ch/stakeholder | |
| 4 | 15 | | Basis for identification and selection of stakeholders with whom to engage. | yes | Sustainability Report Cover, 10–11 | |
| 4 | 16 | | Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group. | yes | www.coop.ch/stakeholder | |
| 4 | 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 10–11 www.coop.ch/stakeholder | |

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| Performance Indicators > Economic | | | | | | |
| Aspect: Economic Performance | | | | | | |
| 5 | EC1 | C | Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments. | yes | Annual Report 74 | |
| 5 | EC2 | C | Financial implications and other risks and opportunities for the organization's activities due to climate change. | yes | Sustainability Report 33, 35–36, 37, 42–43 | 7, 8 |
| 5 | EC3 | C | Coverage of the organization's defined benefit plan obligations. | yes | Employees are insured with the CPV/CAP Coop Pension Fund against the financial consequences of old age, invalidity and death. Coop pays two thirds of the pension fund contributions. | |
| 5 | EC4 | C | Significant financial assistance received from government. | yes | Sustainability Report 22 www.coop.ch/co2-vision www.coop.ch/energiesparen www.prokilowatt.ch | |
| Aspect: Market Presence | | | | | | |
| 5 | EC5 | A | Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation. | yes | Annual Report 49 | 6 |
| 5 | EC6 | C | Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation. | yes | www.coop.ch/report (Sustainability Report 2010, 18–19) www.coop.ch/principles www.coop.ch/naturaplan (Philosophie / Frisch aus der Region) www.coop.ch/promontagna | |
| 5 | EC7 | C | Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation. | yes | Regional roots and recruiting by the individual facilities. | |
| Aspect: Indirect Economic Impacts | | | | | | |
| 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 58–59 | |
| 5 | EC9 | A | Understanding and describing significant indirect economic impacts, including the extent of impacts. | yes | Annual Report 22 | |
| Performance Indicators > Environment | | | | | | |
| Aspect: Materials | | | | | | |
| 5 | EN1 | C | Materials used by weight or volume. | yes | Sustainability Report 24–25 40 000 tonnes of packaging material for Coop own-label brands. | 8 |
| 5 | EN2 | C | Percentage of materials used that are recycled input materials. | yes | Sustainability Report 16, 41–42 Where possible, Coop uses recycled materials in its range: 54% of the paper range is made of recycled paper, the lifelong carrier bags available in supermarkets are made of 100% recycled PET and Coop own-label brand mineral water bottles are made of 20% recycled PET. | 8, 9 |

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| Aspect: Energy | | | | | | |
| 5 | EN3 | C | Direct energy consumption by primary energy source. | yes | Sustainability Report 67 | 8 |
| 5 | EN4 | C | Indirect energy consumption by primary source. | yes | Sustainability Report 67 | |
| 5 | EN5 | A | Energy saved due to conservation and efficiency improvements. | yes | Sustainability Report 67 | 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 16, 18, 20–22, 38–40 | 8, 9 |
| 5 | EN7 | A | Initiatives to reduce indirect energy consumption and reductions achieved. | yes | Sustainability Report 33, 40 | 8, 9 |
| Aspect: Water | | | | | | |
| 5 | EN8 | C | Total water withdrawal by source. | yes | Sustainability Report 68 | 8 |
| | | | | | As the respective municipality has jurisdiction over water supplies, Coop sources 100% of the water required directly from the municipalities. | |
| 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 | | |
| Aspect: Biodiversity | | | | | | |
| 5 | EN11 | C | Location and size of land owned, leased, managed in, or adyacent to, protected areas and areas of high biodiversity 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, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas. | yes | Sustainability Report 16–17, 35–36 | 8 |
| 5 | EN13 | A | Habitats protected or restored. | none | | |
| 5 | EN14 | A | Strategies, current actions, and future plans for managing impacts on biodiversity. | yes | Sustainability Report 55 | 8 |
| 5 | EN15 | A | Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk. | none | | |
| Aspect: Emissions, Effluents, and Waste | | | | | | |
| 5 | EN16 | C | Total direct and indirect greenhouse gas emissions by weight. | yes | Sustainability Report 68 | 8 |
| 5 | EN17 | C | Other relevant indirect greenhouse gas emissions by weight. | yes | Sustainability Report 66, 68 | 8 |
| 5 | EN18 | A | Initiatives to reduce greenhouse gas emissions and reductions achieved. | yes | Sustainability Report 16, 33, 40, 68 | 8, 9 |
| 5 | EN19 | C | 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 | C | NO, SO, and other significant air emissions by type and weight. | no | The feasibility of recording further significant air emissions is being examined. Coop will report on this indicator in 2013. | |

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| 5 | EN21 | C | Total water discharge by quality and destination. | yes | Sustainability Report 68 In accordance with Swiss legislation, all waste water goes into the public sewage system. | |
| 5 | EN22 | C | Total weight of waste by type and disposal method. | yes | Sustainability Report 69 | 8 |
| 5 | EN23 | C | Total number and volume of significant spills. | yes | There were no unplanned releases in the reporting period. | |
| 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 69 | 8 |
| 5 | EN25 | A | Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff. | none | | |
| Aspect: Products and Services | | | | | | |
| 5 | EN26 | C | Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation. | yes | Sustainability Report 16–17, 20–22, 35–36 | 8, 9 |
| 5 | EN27 | C | Percentage of products sold and their packaging materials that are reclaimed by category | yes | Sustainability Report 41–42 | 8 |
| Aspect: Compliance | | | | | | |
| 5 | EN28 | C | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations. | yes | The environmental laws and regulations were observed during the reporting period; there were no fines or sanctions. | |
| Aspect: 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 40–41, 66–68 | 8 |
| Aspect: Overall | | | | | | |
| 5 | EN30 | A | Total environmental protection expenditures and investments by type. | no | | |
| Performance Indicators > Labor Practices & Decent Work | | | | | | |
| Aspect: Employment | | | | | | |
| 5 | LA1 | C | Total workforce by employment type, employment contract, and region. | yes | Annual Report 75–77 Sustainability Report 70 Number of part-time workers in 2011: 23 142. | |
| 5 | LA2 | C | Total number and rate of employee turnover by age group, gender, and region. | yes | Annual Report 76 Sustainability Report 70 | 6 |
| 5 | LA3 | A | Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. | yes | Annual Report 49 Sustainability Report 48 www.coop.ch/arbeitsgeber (Gesamtarbeitsvertrag) | 6 |
| Aspect: Labor / Management Relations | | | | | | |
| 5 | LA4 | C | Percentage of employees covered by collective bargaining agreements. | yes | Annual Report 49 Sustainability Report 48 | 1, 3 |
| 5 | LA5 | C | Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements. | yes | www.coop.ch/arbeitsgeber (Gesamtarbeitsvertrag) | |

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| Aspect: Occupational Health and 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 | C | Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region. | yes | Sustainability Report 71 Work-related illnesses: none; Work-related deaths: none; Working days lost owing to work-related accidents and illnesses: 633 645. | |
| 5 | LA8 | C | Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases. | yes | Sustainability Report 48 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/arbeitsgeber (Gesamtarbeitsvertrag) | |
| Aspect: Training and Education | | | | | | |
| 5 | LA10 | C | Average hours of training per year per employee by employee category. | yes | Sustainability Report 71 | |
| 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 49–50 www.coop.ch/report (Sustainability Report 2010, 52) | |
| 5 | LA12 | A | Percentage of employees receiving regular performance and career development reviews. | yes | www.coop.ch/report (Sustainability Report 2010, 44–45) | |
| Aspect: Diversity and Equal Opportunity | | | | | | |
| 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 51–55 | 1, 6 |
| 5 | LA14 | C | Ratio of basic salary of men to women by employee category. | no | Reason of omission: proprietary business data | 1, 6 |
| Performance Indicators > Human Rights | | | | | | |
| Aspect: Investment and Procurement Practices | | | | | | |
| 5 | HR1 | C | Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening. | yes | In most countries in which Coop operates, no human rights problems were identified in the retail sector. In the remaining countries, the employment contract governs compliance with and implementation of human rights legislation. | |
| 5 | HR2 | C | Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken. | yes | Sustainability Report 32, 34–35 | 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 | | |
| Aspect: Non-discrimination | | | | | | |
| 5 | HR4 | C | Total number of incidents of discrimination and actions taken. | yes | There were no cases of discrimination and therefore no measures in this regard in the reporting period. | |

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| Aspect: Freedom of Association and Collective Bargaining | | | | | | |
| 5 | HR5 | C | 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 25–26, 34–35, 48 Continuous dialogue with the trade unions. | 1, 3 |
| Aspect: Child Labor | | | | | | |
| 5 | HR6 | C | Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor. | yes | Sustainability Report 22–23, 32–35 | 1, 5 |
| Aspect: Forced and Compulsory Labor | | | | | | |
| 5 | HR7 | C | Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor. | yes | Sustainability Report 22–23, 32–35 | 1, 4 |
| Aspect: Security Practices | | | | | | |
| 5 | HR8 | A | Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations. | irrelevant | | |
| Aspect: Indigenous Rights | | | | | | |
| 5 | HR9 | A | Total number of incidents of violations involving rights of indigenous people and actions taken. | none | | |
| Performance Indicators > Society | | | | | | |
| Aspect: Community | | | | | | |
| 5 | S01 | C | Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations 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. | |
| Aspect: Corruption | | | | | | |
| 5 | S02 | C | Percentage and total number of business units analyzed for risks related to corruption. | yes | Most countries in which Coop operates have good results in the Transparency International Corruption Index. At the facilities in the remaining countries, rules of conduct apply for all employees. These are governed by a system comprising laws and standards, and are complemented by guidelines on dealing with conflicts of interest and gifts. Compliance is checked by the internal auditors in the course of regular audits. | |
| 5 | S03 | C | 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 | C | 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 |
| Aspect: Public Policy | | | | | | |
| 5 | S05 | C | Public policy positions and participation in public policy development and lobbying. | yes | Annual Report 10–11 Sustainability Report 11, 24 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 |

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| Aspect: Anti-Competitive Behavior | | | | | | |
| 5 | S07 | A | Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes. | none | | 10 |
| Aspect: Compliance | | | | | | |
| 5 | S08 | C | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations. | yes | REWE Foodservice Germany: A fine of EUR 15 000 for contravening labour law. | |
| Performance Indicators > Product Responsibility | | | | | | |
| Aspect: Customer Health and Safety | | | | | | |
| 5 | PR1 | C | 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 | Annual Report 27–28 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 | | |
| Aspect: Product and Service Labeling | | | | | | |
| 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 | Sustainability Report 24 www.coop.ch/foodprofil www.coop.ch/principles | 8 |
| 5 | PR4 | A | Total number of incidents of non-compliance with regulations 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 20–21, 26 | |
| Aspect: Marketing Communications | | | | | | |
| 5 | PR6 | C | Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship. | yes | Swiss law already sets narrow limits in terms of what constitutes ethically impeccable and «honest» advertising. Coop has nonetheless released an additional Guideline on Product Advertising and Communication Aimed at Children. | |
| 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 | | |
| Aspect: Customer Privacy | | | | | | |
| 5 | PR8 | A | Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data. | no | | |
| Aspect: Compliance | | | | | | |
| 5 | PR9 | C | 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. | |