

**GRI\* / UNGC\*\* Index 2014 - GRI Application Level A**

<b>Sect. No.</b>	<b>Sub-Sect. No.</b>	<b>Indicator C = CORE A = ADD</b>	<b>Performance Indicator</b>	<b>Status<sup>°</sup></b>	<b>Page in Report / direct answer</b>	<b>Principle of the UNGC</b>
<b>1. Strategy and Analysis</b>						
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 4–9	
1	2		Description of key impacts, risks, and opportunities.	yes	Annual Report 8–11, 62–63 Sustainability Report 4–9	8
<b>2. Organizational Profile</b>						
2	1		Name of the organization.	yes	Annual Report Cover	
2	2		Primary brands, products, and / or services.	yes	Annual Report Cover, 20–26	
2	3		Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	yes	Annual Report 14–17, 48–56, 92, 94–96	
2	4		Location of organization's headquarters.	yes	Annual Report 94, 96–98	
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 92, 94–96 Sustainability Report 18–25	
2	6		Nature of ownership and legal form.	yes	Annual Report 48–57	
2	7		Markets served (including geographic breakdown, sectors served, and types of customers / beneficiaries).	yes	Annual Report 60, 91–93	
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 <a href="http://www.coop.ch/medien">www.coop.ch/medien</a>	
2	10		Awards received in the reporting period.	yes	<a href="http://www.coop.ch/awards">www.coop.ch/awards</a>	

\* 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.

<sup>°</sup> Status: Information available: yes  
Information partly available: (yes)  
Not relevant to Coop: irrelevant / none  
Information missing: no

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<b>3. Report Parameters</b>						
<b>Report Profile</b>						
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	Annual Report Cover	
<b>Report Scope and Boundary</b>						
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, 4–9, 12–17 Multi-year targets have also been defined for 2014–2020 by the Coop Group's Executive Committee ( <a href="http://www.coop.ch/report">www.coop.ch/report</a> 2013, 9–13)	
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 42–47  Boundary of the Annual Report: Annual Report 93–94	
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 79–82	
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 42–47 (footnotes)	
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 78–80	
3	11		Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	yes	Sustainability Report 42–47	
<b>GRI Context Index</b>						
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	<a href="http://www.coop.ch/gri-ungc-en">www.coop.ch/gri-ungc-en</a>	
<b>Assurance</b>						
3	13		Policy and current practice with regard to seeking external assurance for the report.	yes	Annual Report 52–54	

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<b>4. Governance, Commitments, Engagement</b>						
<b>Governance</b>						
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 48–57 Sustainability Report 7 <a href="http://www.coop.ch/principles">www.coop.ch/principles</a>	
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 49, 54	
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 49, 54	
4	4		Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	yes	Annual Report 51, 59 <a href="http://www.coop.ch/organe">www.coop.ch/organe</a> (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 56 Sustainability Report 9	
4	6		Processes in place for the highest governance body to ensure conflicts of interest are avoided.	yes	Annual Report 53, 57	
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 52 <a href="http://www.coop.ch/organe">www.coop.ch/organe</a> (Statuten)	
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 4–9 <a href="http://www.coop.ch/guidelines">www.coop.ch/guidelines</a> <a href="http://www.coop.ch/principles">www.coop.ch/principles</a>	
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 6–9	
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	
<b>Commitments to External Initiatives</b>						
4	11		Explanation of whether and how the precautionary approach or principle is addressed by the organization.	yes	Annual Report 53–54 Sustainability Report 6–9	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 7–9, 12–14, 16–19, 22–25, 27, 31–37, 42, 47	

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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 4–5, 7–9, 12–13, 16–17, 18, 22–25, 32, 37, 39 <a href="http://www.coop.ch/memberships">www.coop.ch/memberships</a>	
<b>Stakeholder Engagement</b>						
4	14		List of stakeholder groups engaged by the organization.	yes	<a href="http://www.coop.ch/stakeholder">www.coop.ch/stakeholder</a>	
4	15		Basis for identification and selection of stakeholders with whom to engage.	yes	Sustainability Report Cover, 7–8	
4	16		Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	yes	<a href="http://www.coop.ch/stakeholder">www.coop.ch/stakeholder</a>	
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 7–8, 16–17 <a href="http://www.coop.ch/stakeholder">www.coop.ch/stakeholder</a>	
<b>Performance Indicators &gt; Economic</b>						
<b>Aspect: Economic Performance</b>						
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 66–67, 70, 74–75, 77	
5	EC2	C	Financial implications and other risks and opportunities for the organization's activities due to climate change.	yes	Sustainability Report 6, 8, 12, 14–15, 24	7, 8
5	EC3	C	Coverage of the organization's defined benefit plan obligations.	yes	Annual Report 45 Coop parent company, Fust, Bell Schweiz: 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. Betty Bossi: Affiliated to the Ringier Group's staff pension fund. Pension provisions exceed the legal minimum. Employer contributions 2014: CHF 967 199; employee contributions 2014: CHF 581 931 The Body Shop Switzerland AG: Employees are insured with Allianz Suisse. Pension fund contributions are paid half each by employees and The Body Shop. Bell International Germany: EUR 223 000 contributions to pension fund and support fund - deferred compensation. Selgros Germany: EUR 232 600 employer subsidy paid to the Hamburger Pensionskasse, EUR 28 900 survivor's pension. The following applies to the remaining companies: rules specific to the regional laws.	

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5	EC4	C	Significant financial assistance received from government.	yes	Sustainability Report 30 Bell Germany: EUR 200 000 Grant / subsidy from the German government's special «Energy and Climate Fund» for measures relating to refrigerating and air conditioning systems in Edwecht. France: EUR 5 500 Agefiph (a French agency that funds employees with a disability). EUR 113 700 reimbursement of top-up amounts in the case of semi-retirement. EUR 65 600 salary reimbursements for voluntary work (e.g. fire brigade), trainees who are difficult to place and severely disabled people. No other significant funding was received during the year under review.	
<b>Aspect: Market Presence</b>						
5	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	C	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	yes	Sustainability Report 10, 12, 19, 22–23, 25 <a href="http://www.coop.ch/principles">www.coop.ch/principles</a> <a href="http://www.coop.ch/naturaplan">www.coop.ch/naturaplan</a> (Philosophie / Frisch aus der Region) <a href="http://www.coop.ch/promontagna">www.coop.ch/promontagna</a>	
5	EC7	C	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.	yes	Regional recruiting by the individual facilities.	
<b>Aspect: Indirect Economic Impacts</b>						
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 37–40	
5	EC9	A	Understanding and describing significant indirect economic impacts, including the extent of impacts.	yes	Annual Report 8–9, 11, 13, 20–22, 26	
<b>Performance Indicators &gt; Environment</b>						
<b>Aspect: Materials</b>						
5	EN1	C	Materials used by weight or volume.	yes	Sustainability Report 12–15, 25, 31, 43	8
5	EN2	C	Percentage of materials used that are recycled input materials.	yes	Sustainability Report 25, 31, 45	8, 9
<b>Aspect: Energy</b>						
5	EN3	C	Direct energy consumption by primary energy source.	yes	Sustainability Report 44–45 <a href="http://www.coop.ch/renewable-energy">www.coop.ch/renewable-energy</a>	8
5	EN4	C	Indirect energy consumption by primary source.	yes	Sustainability Report 44	
5	EN5	A	Energy saved due to conservation and efficiency improvements.	yes	Sustainability Report 25–27, 30, 44	8, 9

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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 6, 8, 14–15, 25–31, 44	8, 9
5	EN7	A	Initiatives to reduce indirect energy consumption and reductions achieved.	yes	Sustainability Report 26–31	8, 9
<b>Aspect: Water</b>						
5	EN8	C	Total water withdrawal by source.	yes	Sustainability Report 45	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.	irrelevant		
5	EN10	A	Percentage and total volume of water recycled and reused.	(yes)	www.coop.ch/water	
<b>Aspect: Biodiversity</b>						
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 12–13, 19, 22–24	8
5	EN13	A	Habitats protected or restored.	irrelevant		
5	EN14	A	Strategies, current actions, and future plans for managing impacts on biodiversity.	yes	Sustainability Report 37–39	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.	irrelevant	Reason: Not relevant for Coop because sales outlets and production facilities are located only on land earmarked for this purpose in spatial planning.	
<b>Aspect: Emissions, Effluents, and Waste</b>						
5	EN16	C	Total direct and indirect greenhouse gas emissions by weight.	yes	Sustainability Report 44	8
5	EN17	C	Other relevant indirect greenhouse gas emissions by weight.	yes	Sustainability Report 44	8
5	EN18	A	Initiatives to reduce greenhouse gas emissions and reductions achieved.	yes	Sustainability Report 6, 8, 14–15, 23, 26–31, 44	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 <sub>2</sub> and these are non-ozone depleting.	
5	EN20	C	NO, SO, and other significant air emissions by type and weight.	(yes)	NOx emissions: 50 644 kg PM emissions: 876 kg  SOx for Coop trucks is not material.	

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5	EN21	C	Total water discharge by quality and destination.	yes	Sustainability Report 45  In accordance with Swiss legisla- tion, all waste water goes into the public sewage system.	
5	EN22	C	Total weight of waste by type and disposal method.	yes	Sustainability Report 44	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 45	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.	irrelevant		
<b>Aspect: Products and Services</b>						
5	EN26	C	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	yes	Sustainability Report 12–15, 18–25, 37–38	8, 9
5	EN27	C	Percentage of products sold and their packaging materials that are reclaimed by category	yes	Sustainability Report 12–14, 31	8
<b>Aspect: Compliance</b>						
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	No cases reported in 2014.	
<b>Aspect: Transport</b>						
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 30–31, 42–44	8
<b>Aspect: Overall</b>						
5	EN30	A	Total environmental protection expenditures and invest- ments by type.	no	Environmental protection measures form an integral part of Coop's business activities and investment principles. Coop does not under- take any environmental manage- ment that does not relate to its business activities.	
<b>Performance Indicators &gt; Labor Practices &amp; Decent Work</b>						
<b>Aspect: Employment</b>						
5	LA1	C	Total workforce by employment type, employment contract, and region.	(yes)	Annual Report 69–73 Sustainability Report 46–47  Number of part-time workers in 2014: 24 511 The proportion of employees on temporary contracts at Coop is very low and is not shown separately.	

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5	LA2	C	Total number and rate of employee turnover by age group, gender, and region.	yes	Annual Report 69–73 Sustainability Report 46–47	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 44–46 Sustainability Report 32–33 <a href="http://www.coop.ch/arbeitsgeber">www.coop.ch/arbeitsgeber</a> (Gesamtarbeitsvertrag)	6
<b>Aspect: Labor / Management Relations</b>						
5	LA4	C	Percentage of employees covered by collective bargaining agreements.	yes	Annual Report 44–46 Sustainability Report 34  Interdiscount: 99.7% Transgourmet Germany: 100% Fegro-Selgros Germany: 100% Selgros Cash & Carry SRL – Romania: 100% Transgourmet France: 100% Bell Schweiz AG: 100% Tropenhaus Frutigen AG: 30%	1, 3
5	LA5	C	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	yes	<a href="http://www.coop.ch/arbeitsgeber">www.coop.ch/arbeitsgeber</a> (Gesamtarbeitsvertrag)	
<b>Aspect: Occupational Health and Safety</b>						
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	Coop operates in countries that have high minimum standards for occupational health and safety. Employee co-determination takes place within the scope of legal regulations and covers the entire workforce.	
5	LA7	C	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	yes	Sustainability Report 47  Work-related illnesses: none; Work-related deaths: none	
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 32–33, 36 <a href="http://www.coop.ch/sustainability">www.coop.ch/sustainability</a> (Sustainability topics / Employees)	
5	LA9	A	Health and safety topics covered in formal agreements with trade unions.	yes	<a href="http://www.coop.ch/arbeitsgeber">www.coop.ch/arbeitsgeber</a> (Gesamtarbeitsvertrag)	
<b>Aspect: Training and Education</b>						
5	LA10	C	Average hours of training per year per employee by employee category.	yes	Sustainability Report 47	
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 31–33, 36	
5	LA12	A	Percentage of employees receiving regular performance and career development reviews.	yes	Annual staff appraisals for all employees covered by the collective employment agreement. Performance reviews for all management-level staff.	
<b>Aspect: Diversity and Equal Opportunity</b>						
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 48–56	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



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<b>Performance Indicators &gt; Human Rights</b>						
<b>Aspect: Investment and Procurement Practices</b>						
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 22–25, 43	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	Coop operates in countries that have high human rights standards. All buyers are given extensive training in human rights issues as part of BSCI training.	
<b>Aspect: Non-discrimination</b>						
5	HR4	C	Total number of incidents of discrimination and actions taken.	yes	No cases reported in 2014.	
<b>Aspect: Freedom of Association and Collective Bargaining</b>						
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 22–25  Continuous dialogue with the trade unions.	1, 3
<b>Aspect: Child Labor</b>						
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 22–25 <a href="http://www.coop.ch/report">www.coop.ch/report</a> (Sustainability Report 2013, 21)	1, 5
<b>Aspect: Forced and Compulsory Labor</b>						
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 7, 22–25 <a href="http://www.coop.ch/report">www.coop.ch/report</a> (Sustainability Report 2013, 21)	1, 4
<b>Aspect: Security Practices</b>						
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	Coop operates in countries that have high human rights standards.	
<b>Aspect: Indigenous Rights</b>						
5	HR9	A	Total number of incidents of violations involving rights of indigenous people and actions taken.	none		
<b>Performance Indicators &gt; Society</b>						
<b>Aspect: Community</b>						
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.	

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<b>Aspect: Corruption</b>						
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
<b>Aspect: Public Policy</b>						
5	S05	C	Public policy positions and participation in public policy development and lobbying.	yes	Annual Report 8–11 Sustainability Report 8–9, 16–17, 22, 24–25, 27, 32, 39 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	Coop does not make payments to politicians, parties or similar organizations.	10
<b>Aspect: Anti-Competitive Behavior</b>						
5	S07	A	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	yes	Bell Germany notice of fine dated 30.06.2014 relating to allegation of anti-competitive agreements and exchange of information amounting to approx. EUR 100 million against Bell Deutschland Holding GmbH (appeal lodged). Relates to the time before Bell became part of Zimbo / Abraham.	10
<b>Aspect: Compliance</b>						
5	S08	C	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	yes	Transgourmet Germany: A fine in the amount of EUR 4 248 Selgros Romania: A fine in the amount of RON 10 000 (Brasov plant, april 2014)	
<b>Performance Indicators &gt; Product Responsibility</b>						
<b>Aspect: Customer Health and Safety</b>						
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 28 www.coop.ch/sustainability (Sustainability topics / Transparency)	
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		

Sect. No.	Sub-Sect. No.	Indicator C = CORE A = ADD	Performance Indicator	Status°	Page in Report / direct answer	Principle of the UNGC
<b>Aspect: Product and Service Labeling</b>						
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 6 <a href="http://www.coop.ch/foodprofil">www.coop.ch/foodprofil</a> <a href="http://www.coop.ch/guidelines">www.coop.ch/guidelines</a>	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 20–22, 27, 31	
<b>Aspect: Marketing Communications</b>						
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. Coop joined the «Swiss Pledge» initiative on 1 January 2014, thereby undertaking to restrict its advertising to children. This move replaces the aforementioned directive.	
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		
<b>Aspect: Customer Privacy</b>						
5	PR8	A	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	no		
<b>Aspect: Compliance</b>						
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	No cases reported in 2014	