European Community of Consumer Co-operatives
Communauté européenne des coopératives de consommateurs

Climate change and consumer co-operatives:

Taking the challenge forward

Report 2012



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FOREWORD



The fight against climate change continues to be a priority for consumer co-operatives around the world. Despite the serious economic and financial crises, consumer co-operatives are well aware that the challenges posed by climate change will not disappear and will continue to grow and that they must continue to find solutions even in a very difficult economic context.

This report illustrates the initiatives of several consumer co-operatives in different areas linked to tackling climate change. This being our second edition, we considered it important to also illustrate the progress made in 2011 on initiatives already described in our first report. Its objective is not to provide a complete description of all the activities that our members carry out and contribute to mitigate the effects of climate change, but rather to provide examples of good practices. In fact, besides the ones contained in this report, there are many more initiatives undertaken by consumer co-operatives at different levels and in many countries around the world.

It is important to mention that the fight against climate change is only one part of the picture. Indeed, consumer co-operatives have a holistic view of sustainability in line with their values, based on three pillars: economy, society and environment. Our engagement, and especially that of our members, follows in this direction, making sure that all three relevant aspects are taken into consideration, and not only the environmental issues.

This report aims at showcasing good practices and, by doing so, to encourage other organisations, companies and public authorities to be more ambitious in developing their own. We also hope that public authorities, in particular, will have the chance to realise once more the co-operative difference and commitment. We would like to see this translated into active recognition and policies to support the activities of consumer co-operatives.

You are invited to look for more information about this and other topics related to sustainability on our website at www.eurocoop.coop.

I hope you enjoy your reading,



Rodrigo Gouveia
Secretary-General

ENHANCING SUSTAINABLE PRODUCTION AND CONSUMPTION

Consumer co-operatives identified sustainable consumption and production as a key area of action in 2011. Many have in fact intensified their efforts to source more goods bearing sustainability certifications in the areas of:

- ✓ Ecological production;
- ✓ Sustainable fishing;
- ✓ Organic farming;
- ✓ Sustainably managed forests.

Improvement in all these areas is critical to combat climate change. In this process, consumer co-operatives' own-brand products proved again to be an important tool in strengthening environmental criteria and inducing the desired change in consumer co-operative members' behaviour.

Boosting eco-friendly products

Eco-friendly products are products that drastically limit impacts on the environment whether in the production, use or disposal phase. The sourcing of eco-friendly products is therefore an important step in protecting the environment as well as in bringing about change in daily consumption patterns. Consumer co-operatives have long since understood that if no attempts are made to switch to green alternatives now, we will very soon be surrounded by the pollution and toxins caused by producing, using and disposing non-green items. In order to take up this challenge, consumer co-operatives continued to deploy a wide range of initiatives in 2011, the most significant of which are listed here.

To begin with, Coop Italy's 'Vivi Verde' (literally 'live green') line of eco-friendly products spread to a broader number of consumer co-operatives across the country and consolidated its performance. The line, which includes around 400 items, merges primarily ecological (many of them Ecolabel-certified) and organic products.

Products include:

- ✓ Disposable dishes and glasses produced with biodegradable maize plastic;
- ✓ Rechargeable batteries;
- ✓ Bulk detergents.

In 2011 two new products were introduced to the 'Vivi Verde' line: reusable nappies made with organic cotton that aim to reduce waste by 150 kg and create up to 70% of savings for a value of almost 1,000 Euros over a period of three years, and stationery made of 100 % recycled



materials.

No products in the 'Vivi Verde' line contain tropical fats, the kind of fats found in coconut, cocoa, palm fruit and palm kernel, or flavouring agents, even natural ones.

In 2011 the grocery and consumer goods stores of S Group (Finland) carried 116 products with the Nordic Ecolabel (the Swan label). New Swan-labelled products are frequently added to the private label range; with most being textiles. In addition, 830 textile products carried the Öko-Tex product safety label.

The range and sales of eco-labelled products in Coop Norway continued to rise in 2011. Sales increased by 4 % overall. More than 40 % of the paint was eco-labeled. Furthermore, the number of eco-labelled stores (Nordic Swan) increased to 64 in 2011.

The Co-operative Group (UK) has produced since 2008 its own-brand ecological cleaning range of seven products. This was the first range to be launched in the UK carrying both the EU's Eco Flower logo and a 'Cruelty-Free' logo from the British Union for the Abolition of Vivisection (BUAV).

A key priority of iCOOP Korea is to promote the consumption of home-grown wheat, eco-friendly products, reusable grocery bags and the reduced use of fossil fuel to protect agriculture and the environment.

Preserving the marine environment

Seas and oceans cover over 50% of the territory of the European Union stretching from the Arctic and through the Baltic, Atlantic, Mediterranean and Black Seas. They are a major source of food, employment and economic income and a potential supply of still unknown mineral and biological resources. But the marine environment is at risk – primarily from over-exploitation, the intensification of human activities and the effects of climate change. The challenge for the future will be to ensure that we can continue to benefit from this precious resource, while protecting it for future generations. Consumer co-operatives are active in this area and strive to reduce their impacts on the marine environment through a wide variety of actions.



Coop Italy continued its commitment to three projects aimed at safeguarding marine resources and promoting ecologically and socially sustainable fishing policies:

- ✓ The 'Friends of the Sea' project, aimed at sourcing sustainable fish from both wild catches and from aquaculture;
- ✓ The 'Dolphin Safe' project, for the protection of dolphins during tuna fishing;
- ✓ The 'Red Tuna' project, to safeguard this nearly extinct

species.

Despite the lack of availability in some purchasing markets, the supply of fish products labelled 'Dolphin safe' and/or 'Friends of the sea' matched numbers in 2010.

In 2011, in addition to independent audits of the Earth Island Institute, Coop Italy ran seven audits both in Italy and abroad on aquaculture plants and some fish processing establishments with which it collaborates.

The Finnish S Group's grocery stores carried 25 fish products in 2011 certified by the Marine Stewardship Council (MSC). Of these products, thirteen were fresh fish, ten were frozen and two were canned. The S Group aims to continue expanding the product range of its fish products with environmental labels.

The Co-operative Group (UK) launched in 2008 its 'Responsible Fish Sourcing Policy', which governs the sourcing of all own-brand wild and farmed seafood. The policy is underpinned by a checklist, which examines individual species based on:

- ✓ fishery location and method of catch;
- ✓ the species' resilience to fishing;
- ✓ fishery by-catch estimates;
- ✓ whether the species are noted as critically endangered or endangered on the IUCN Red List, as well as on stock assessments from NGOs such as Greenpeace and the Marine Conservation Society (MCS).

The aim of The Co-operative Group is to maintain its position as one of the UK's most responsible retailers of fish. All own-brand fish products show the 'responsibly sourced' label and, in 2011, the Group increased the number of MSC-certified fish products sold from 28 to 37, representing 51 % of its wild fish and seafood range. Furthermore, The Co-operative Group does not sell any products identified by the MCS as 'Fish to Avoid'.

In Spain, Basque consumer co-operative Eroski signed an agreement with WWF to encourage a more sustainable model of fishing, making it the first Spanish distributor to undertaking an initiative of this size. Through this agreement it will be possible to evaluate the sustainability of the main sources of the supply of Eroski's fish and shellfish.



Coop Sweden continued to follow its innovative fishing strategy, whose pillars consist of:

- ✓ Reassuring the consumer that Coop Sweden only sells sustainably sourced fish that comply with the Coop's fish list, which contains the fish approved by Coop following

strict environmental criteria. The list is updated twice a year by the Coop's internal team of experts in consultation with outside experts;

- ✓ Offering a broad range of KRAV and MSC-certified fish and shellfish;
- ✓ Promoting traceability of seafood sourced in the Baltic and on the Swedish western coast through the Närfiskat certification;
- ✓ Requiring its providers to report where fish are caught and how they are fished;
- ✓ Requiring providers of farmed fish to explain production and feeding methods;
- ✓ Avoiding selling beam trawled fish;
- ✓ Avoiding GMOs in the KRAV-labelled fish breeding.

Finally, Coop Netherlands continued to challenge overfishing, destructive fishing techniques and environmentally damaging cultivation methods. All of Coop Netherlands' fresh wild caught fish is MSC-certified and, since 2011, a large part of the frozen range also bears the label. Moreover, Coop Netherlands has its own Fishing Guide that meets the North Sea Foundation standards, which allows consumers to learn about the different types of fish sold.

Sourcing organically farmed products

Organic farming represents a tangible effort to boost more sustainable development. At the core of the organic philosophy lies a ban on the use of synthetic fertilizers, pesticides and herbicides. That means adopting other techniques to nourish crops and protect the soil, including growing 'cover crops' between seasons to prevent erosion and restore organic matter. The organic movement also encompasses tenets such as animal welfare, energy efficiency, social justice and empowering local farms to grow produce for the community. Action to raise soil carbon levels through more widespread adoption of organic farming practices and grass-based and mixed farming systems can make a significant and immediate contribution to greenhouse gas mitigation and thereby appreciably contribute to fighting the effects of climate change. Being based on principles similar to those of organic farming, consumer co-operatives actively encourage the supply of organic products and often sell them at discounted prices.

In 2011, the Finnish S Group's demand for organic products has clearly been on the rise. Its grocery stores' product range included more than 1,700 different organic products, which counts products from the nationwide chain's product range and those purchased locally through co-operatives. More than 700 new organic products were introduced in the product range. The sales of organic products by S Group's grocery trade increased in 2011 by 50 % compared with the previous year. S Group's share of consumers' organic product purchases in Finland is 47 %, according to Nielsen Homescan, making S Group the largest seller of organic products in Finland.

Organic products produced and manufactured in Finland account for 68 % of the total sales of organic products in S Group's grocery trade. S Group has a strong presence in the development of the organic food chain through the Pro Luomu organic product association, founded in spring 2011. S Group is a founding member and the chair of Pro Luomu.

The sales of organic products in Coop Norway stores increased by 8 % in 2011. More than 700 different organic products were sold.

Since 2008, all shell eggs sold by The Co-operative Group in the UK have been free-range, and all own-brand eggs have been certified either Freedom Food (90 %) or organic (10 %). Freedom Food accreditation stipulates lower outdoor stocking densities than conventional free-range outdoor standards whereas organic standards offer enhanced animal welfare provision, including the prohibition of mutilations such as beak trimming.

All of Coop Sweden's stores are KRAV-certified, meaning that they are required to feature a broad range of organic products. Obtaining this certification implies that the staff receive basic training about KRAV and organic production.



Coop Italy's 'Vivi Verde' line, which includes organic products, spread to a larger number of consumer co-operatives across the country and consolidated its performance. In 2011, Coop's organic products represented more than 45 % of the organic branded products.

In South Korea, bread produced by iCOOP bakeries is made with native Korean wheat, organic milk, milk butter, fertile eggs and organic raw sugar.

Though uptake of organic agriculture in Japan has progressed slowly, the Japanese Consumers' Co-operative Union is raising awareness about organic products through its own brand. The most popular item is green tea, with a market share of 1.68 %.

Supporting sustainable forestry management

About 32 million acres of forestland are lost every year to logging and agricultural conversion. And during the next four decades the human population is expected to grow, putting even greater pressure on forests around the world. These statistics prove that managing our remaining natural resources wisely is of the utmost importance. When they originate from well-managed land, forest products are renewable resources, from which all consumers can benefit. The improper harvesting or trading of these resources can damage or obliterate them, along with the future of the world's plants, animals and people as well as our economic well-being. Consumer co-operatives have understood this capital challenge and strive to establish a transparent supply chain.



In 2011, The Co-operative Group (UK) purchased 33,928 m^3 of wood and paper products, compared to 37,800 m^3 in 2010. All were of known origin with credible evidence of being legally harvested. As in 2010, 94 % of wood and paper sold was certified by the Forest Stewardship Council (FSC), demonstrating a complete chain of custody from forests that show social, economic and environmental benefits. An additional 2 % was sourced from recycled post-consumer waste, 3 % from recycled pre-

consumer waste and 1 % from known, legally sources virgin material, certified, for example, by the Programme for the Endorsement of Forest Certification (PEFC). The Co-operative Food aims to obtain FSC certification, the most respected standard of sustainably harvested forest products, for all of its wood products produced from virgin materials.

The Co-operative Group also works with the Roundtable on Sustainable Palm Oil (RSPO) to improve the sustainability of palm oil production and to strengthen supply chain sustainability. During 2011, it used 4,729 tonnes of palm oil in 609 of its own-brand products, compared to 5,090 tonnes in 624 products in 2010. The palm oil in these products was certified as sustainable under one of the certification schemes developed by the RSPO. This was partially achieved through the purchase of GreenPalm credits, which guarantee a price premium for Certified Sustainable Palm Oil (CSPO) producers. 1,229 tonnes (25 %) of the Group's palm oil was obtained through segregated, traceable or identity-preserved CSPO sources. By 2015 The Co-operative Group aims to use segregated CSPO for all its own-brand requirements.

Since 2001 Coop Italy has sold only cellulose-based FSC-certified own brand products, like handkerchiefs, napkins and toilet paper. In 2011, fifteen paper products were added to the FSC-certified line. Furthermore, in order to tackle deforestation, Coop Italy decided not to sell products made of wood from primary forests or from trees at risk of extinction and to progressively increase recycled or certified paper usage. All of the paper used for Coop's communication campaigns (leaflets, catalogues and flyers) is recycled or FSC-certified. By 2015 Coop aims to have 51 % of all paper on the shelves based on sustainable cellulose.

Another activity of Coop Italy that aimed to sustainably manage forests regards palm oil, whose increasing international demand has caused a wild deforestation of the Indonesian peat bogs to turn them into plantations. Since 2006 Coop Italy has carried out different actions to counter this reality; in 2009 the co-operative asked its suppliers to stop the supply of palm oil from Indonesia until there are concrete guarantees for the sustainable management of palm cultivation.

At the S Group in Finland, all tropical wood furniture bears the FSC certification. In addition, the S Group's Kodin Terra, Prisma and S-Rautamarket chains no longer sell parquet made of tropical tree species. The S Group scored seven out of nine in the WWF's Palm Oil Buyer's Scorecard 2011, ranking it second best among Finnish companies. The scores are based on the responsibility of the company's palm oil supply chain. For years now, in addition to the responsible procurement of palm oil, the S Group has focused on replacing palm oil with other oils; S Group's private label cosmetics line, for example, contains no palm oil. In 2011, the S Group was admitted to the Roundtable for Sustainable Palm Oil (RSPO).

Coop Norway's approach to tropical timber has been to phase it out from all timber goods and replace it with either other timber products or other materials. Coop Norway also adopts a 100 % FSC strategy. Throughout the years, it has maintained a close dialogue with the NGO Rainforest Alliance, which specializes in tropical forestry issues.

Since 2009, Coop Denmark has adopted a 100% FSC strategy on kitchen ware and furniture, whereas Basque consumer co-operative Eroski offers only FSC-certified garden furniture and stationery products.

JCCU continues the expansion of eco-friendly products in the market through its launch of the FSC-certified CO-OP pulp kitchen roll. JCCU provides information on the kind of forests where the tree was produced and on the processing and distribution mechanism conforming to environmental standards. With this new product JCCU moves forward in the expansion of environmental friendly goods.



PREVENTING AND MANAGING WASTE

Throughout 2011, the consumer co-operatives gathered in Euro Coop have pursued:

- ✓ An active waste minimisation policy;
- ✓ An enhanced waste prevention activity.

Reuse and recycling became more central to the actions of Euro Coop's members and garnered much attention, particularly in regards to how to appropriately treat and dispose food waste.

Further promoting the '3R' approach

Reduce, reuse and recycle, the three R's for waste management in packaging, are effective measures that serve as alternatives to undifferentiated disposal of waste in landfills. Today, several options are available to handle the waste that we produce, requiring society as a whole to take care of discarded goods in order to effectively preserve the environment. Consumer co-operatives are more and more attentive to this key aspect and have committed to address it even more intensively.

For more than ten years, Coop Italy has been changing its packaging in line with the '3R' ('risparmio, riutilizzo and riciclo') strategy, focusing on:

- ✓ Reducing the use of raw material at the production stage;
- ✓ Reusing bottles and containers, through recharge stations and the sale of bulk-size products;
- ✓ Using recycled materials instead of virgin ones.

In all Coop stores, waste is collected separately according to paper and cardboard packaging, plastic, organic waste, toners, batteries, plant and drain oils, hazardous and cumbersome waste.



To promote separate collection and minimise waste, consumer co-operatives often used other tools in 2011, such as:

- ✓ The indication on the label of how to dispose of the packaging (Coop Italy, Coop Norway);
- ✓ Deposit schemes for beverage packaging (S Group, Coop Norway).

In 2011, Coop Italy applied the '3R' strategy to 201 products (97 in 2009), thereby saving approximately 5,800 tonnes of packaging material (an increase of 21 % with respect to 2009). The co-operative also implemented the above-mentioned informative label on packaging disposal ('etichettaggio informativo') in 60 % of its own-brand products. Moreover,

it committed to perform LCA analysis (Life Cycle Assessment) on products in order to record their environmental impacts and identify areas for improvement.



The Co-operative Group in the UK reported in 2011 that 114,343 tonnes of waste were generated and 44,368 tonnes were disposed, reductions of 4 % and 6 % respectively when compared to 2010, and reductions of 29 % and 37 % compared to 2006. Total primary packaging, or packaging that the consumer takes home, for own-brand and branded products has decreased by 3 % since 2010, and 29 % since 2006.

In addition to that, The Co-operative Group worked with suppliers of its own-brand products to reduce packaging weight wherever possible and maximise the recyclability and recycled content of packaging. As a signatory to the industry-wide Courtauld Commitment 2 initiative, The Co-operative Group has set a new target to reduce the carbon impact of packaging by 10 % by 2012 based on 2009 levels. Courtauld 2 extends the focus of the original Courtauld agreement on packaging reduction to include carbon impact, UK household food waste and supply chain waste. In 2011, a 19 % reduction in the weight of own-brand packaging was achieved compared to 2009. The carbon impact of packaging declined by 11 % in 2010; carbon impact data for 2011 will not be available until late 2012.

As regards Finland, in 2011 the S Group generated 107,000 tonnes of waste, of which 82 % was recycled or recovered. In 2010, the figure was 70 %. The amount of the Group's waste disposed in landfills decreased by 40 % from 2010 to 2011.

The S Group also implements an efficient order-supply chain management which guarantees a quick turnaround to minimise throw-away losses. Packaging of fragile products has been improved in cooperation with suppliers so that the product survives the logistics chain and does not end up as waste too soon.

In Coop Norway's distribution centres, more than 95 % of the waste was recycled or recovered.

In Spain, in 2011 Consum developed a recording system for hazardous waste, whose full implementation will be a significant issue in coming years. Also, it carried out in collaboration with suppliers a project on greenhouse gas replacement aimed at preventing air pollution caused by possible leakages.

Consum also introduced in its shops a scale for food products that emits a smaller paper tag to be pasted on fruit and vegetables bags – a solution which has halved paper usage for this operation. In a new arrangement undertaken for store cleaning, a careful dosing of the products allowed significant waste reduction.

Other initiatives reduced the distribution of plastic carrier bags (see next section) and promoted the use of 100% recyclable and biodegradable packaging. All these actions allowed for a 16 % reduction of Consum's carbon footprint compared to last year. Finally, in

2011 Consum contributed in collaboration with Ecopilas to the collection and processing of 44.6 tonnes of batteries.

Still in Spain, consumer co-operative Eroski developed a specific computer application to analyse the life cycle of the products. Thanks to this tool, it has analysed the environmental impact of containers and packaging for around 100 own-brand items. The result of the improvements made to these products was a reduction of 950 tonnes of CO_2 emissions, equivalent to five million fewer kilometres by car or planting 2,800 trees. This will allow Eroski to reduce the environmental impact of its activity: a plan which presents the double challenge of reducing production costs and minimising the environmental impact of these products through reducing the weight of the packaging, eliminating raw material and replacing some materials with more sustainable ones.

Coop Netherlands continued to focus in 2011 on the separation and recycling of waste streams (in particular paper, cardboard and plastic) and encouraged the sale of products featuring environmentally friendly packaging.

iCOOP Korea recycles resources and saves costs by collecting packaging material such as styrofoam boxes, cake plates, condiment and juice bottles and egg boxes. The South Korean consumer co-operative is also increasing the return rate of reused bottles by installing recycling bin containers inside stores that collect side dish bottles and juice bottles.

Ending the single-use plastic carrier bag era

In 2011, consumer co-operatives intensified their efforts to reduce the use of single-use plastic carrier bags and offer more sustainable alternatives. Indeed, single-use plastic carrier bags represent less than 1 % of household waste but they are considered by many to be an icon of a "throw-away society" and contribute to visible litter. As consumer co-operatives educate their consumer-members about more sustainable living as part of their mission, many actions were concentrated on this measure in 2011.

With the objective of eliminating disposable plastic bags, Coop Italy in 2011 continued to offer to its consumer-members many alternatives: reusable bags in a variety of materials (cotton, jute, Fair Trade coffee bags) and biodegradable plastic bags (233 million sold in 2011) that can be also used for sorting waste at home.



In the UK, the number of single-use carrier bags distributed to customers by The Co-operative Group was reduced by 65 % in 2011 compared to 2006 (versus 63 % in 2010), with a final objective of achieving a 75 % reduction by 2013. Over one billion carrier bags have been saved as a result of increasing customer awareness through:

- ✓ Re-use messages on carrier bags;

- ✓ The launch of a reusable Fairtrade cotton carrier bag;
- ✓ The removal of single-use bags from prominent display at checkouts.

In Finland, the S Group's grocery stores sold nearly 155 million shopping bags in 2011. Of these, 150 million were conventional plastic bags, 103.5 million of which contained recycled or recyclable plastic. The total number of plastic bags sold has increased, but the sales of bags made of recycled or recyclable plastic have also increased by 22.6 million bags, and the sales of bags made of virgin plastic have decreased by 11.1 million bags. Thus, the S Group has succeeded in increasing the proportion of recycled or recyclable plastic in plastic bags.

The highest percentage increase, nearly 18.4 %, was seen in the sales of reusable bags. In 2011, S Group's grocery stores sold nearly 582,000 reusable and durable multi-purpose bags. The stores also offer biodegradable fruit and vegetable bags free of charge. In 2010, biodegradable fruit and vegetable bags accounted for 2.1 % of the total volume, but in 2011 their proportion was over 3.8 %.



In Spain, Eroski became in 2011 the only retailer to replace reusable bags for completely free of charge if they break or deteriorate, so their customers only pay the first time. This policy is intended to make it easier for customers to adopt responsible behaviour and respect the environment.

Consum reduced the use of plastic carrier bags by 75 %, thereby allowing the Valencia-based consumer co-operative to meet the targets established by the National Plan for Waste Management (PNIR – Plan Nacional Integrado de Residuos).

In 2011, many other consumer co-operatives across Europe, including Coop Norway, FDB/Coop Denmark, the Union of Czech and Moravian Consumer Co-operatives, Coop Jednota Slovakia, Coop Netherlands and the Central Society of Estonian Consumers' Co-operatives, have progressed in their offer of reusable shopping bags.

In South Korea, iCOOP Korea's Natural Dream stores use fewer or no plastic bags by encouraging the use of recyclable grocery bags and recycled boxes.

Enhancing awareness and action on food waste

Consumers erroneously believe that food waste, being entirely organic matter, simply rots down into the ground where it does no environmental harm. In fact, once at the landfill, rotting food produces methane, a greenhouse gas 25 times more potent than CO_2. Changing consumer attitudes is therefore key to reducing the amount of food waste that goes to landfills. Consumer co-operatives are aware of this issue and are continuously seeking to reduce the amount of food waste produced in their stores.

To help customers reduce food waste, The Co-operative Group prints storage instructions for fruits and vegetables on fresh produce bags, and has committed to increasing its work with charities such as Fareshare, which distributes surplus food from retailers to people and

communities suffering from food poverty across the UK. In 2011, The Co-operative Group redistributed an estimated 29 tonnes of food via Fareshare from four depots.

In Finland, the quality of fruit and vegetables is systematically evaluated. Turnaround and temperature control in warehouses is being continuously improved in order to keep the products fresh and in good condition for as long as possible. Also, at the beginning of 2007 S Group supermarkets harmonised their price reduction practices so that all products approaching their "best before" date are sold at a discount.

In 2011, the Kilo logistics centre that belongs to the S Group sent its packaged and unpackaged biowaste to bioenergy production. Other co-operatives belonging to the S Group are engaged in similar initiatives with local companies specializing in bioenergy production. For example, a considerable proportion of unsold bakery products from regional co-operatives HOK-Elanto and Hämeenmaa ends up in bioethanol production. The same bioethanol is used as raw material for the biocomponent of the ABC chain's biopetrol. Thanks to these actions, the S Group complies with the animal by-product decree which entered into force in March 2011. At the same time, the S Group has developed more initiatives to enhance sorting and consumer guidance. This has contributed greatly to a reduction of the amount of landfill waste.

Coop Norway is engaged in a business-led project on food waste that aims at reducing the amount of edible food waste by 25% before 2015.

Coop Italy has promoted since 2009 the 'Buon fine' ('Good end') project which aims at recovering still edible, unsold food products and donating them to charities and people in need. This project, carried out on a national level, is managed locally by the co-operatives. In 2011 it involved 471 shops, ten superstores and twenty supermarkets and allowed the donation of 276 tonnes of food products that accounted for an overall economic value of 1,556,864 Euros.

Fifteen years ago, Spanish consumer co-operative Eroski launched its first project to collect food for the most disadvantaged, and in 2011, it again collaborated with the Spanish Federation of Food Banks (FESBAL) to organise a campaign during which consumers could donate food products at in-store collection points. Eroski normally carries out two food collection campaigns every year in spring and at Christmas, but in 2011 it launched an emergency campaign in May and June in response to the earthquake in Lorca, with all donations going to the Red Cross. The Christmas campaign was very successful and nearly 100,000 kilos of food were collected.

Eroski stores even donated food directly: almost 492,000 kilos of damaged goods (products with deformed packaging, for example) and more than 217,000 kilos of fresh food products. Eroski's commitment to freshness means that foods are delivered daily. Yoghurts, desserts, eggs and sliced bread are removed from sale sufficiently in advance of their best before date to provide the time margins necessary for the donated products to reach their final destination in perfect condition. Eroski has strengthened the elements in the refrigeration chain and collaborated with FESBAL in order to guarantee the products' freshness.

TRANSPORTING GOODS & PEOPLE SUSTAINABLY

The transportation of goods as well as consumer and staff access to stores has a significant impact on the environment. Furthermore, goods occasionally cover long distances before being displayed on the shelves. Consumer co-operatives pursue a range of initiatives to optimise transport efficiency and sustainability, such as inter-modality, lowering impacts of individual modes, investing in new technologies and co-operating with key supply chain partners.

Coop Italy continued its policy of rationalising goods transportation that it launched in 2004 by:

- ✓ Optimising the supply;
- ✓ Guaranteeing fully loaded vehicles.

Furthermore, Coop Italy has been promoting a car sharing service to its members since 2010 by offering a 35 % discount on annual subscriptions. The service exists in Bologna, Brescia, Florence, Genoa, Milan, Palermo, Parma, Rimini, Savona, Turin and Venice and counts a total of 1,173 members, 723 more than last year.

In Finland, Inex Partners Oy, the S Group's procurement and logistics company for groceries and consumer goods, requires transportation companies to undertake continuous improvement of their operations in order to reduce their environmental impact. Inex Partners performs transport company audits each year to verify the quality of their operations. The areas audited include:

- ✓ the training provided for truck drivers on economical driving techniques;
- ✓ loading efficiency;
- ✓ optimisation of routes;
- ✓ fuel consumption and the quality of the transport fleet (such as the euro classification of engines).

Three transport companies were audited in 2011.

In 2011, CO_2 emissions from Inex Partners' transports in Finland totalled 32,786 tonnes. In domestic transport, CO_2 emissions per transported ton amounted to 17.5 kilograms. Compared with last year, both absolute emissions and emissions in proportion to operations have increased, because one of the largest transport companies noticed some omissions in its past emission reporting that have since been corrected. In 2011, CO_2 emissions from international transports totalled 10,557 tonnes. For international transport, CO_2 emissions per transported tonne amounted to 57.8 kilograms. The emissions calculations were based on tonnes transported and fuel consumption data.

In 2011, The Co-operative Group in the UK reduced transport-related CO_2 equivalent (CO_2e) emissions by 21 % (34 % since 2006) and reported mileage by 8 % (22 % since 2006). This was largely due to a twelve million mile reduction in road distribution mileage for The Co-

operative Food and The Co-operative Funeralcare, equivalent to 29,287 tonnes of CO_2e. Intelligent travel scheduling, mileage management, training in fuel-efficient driving and more efficient vehicles have all contributed to reduced emissions. The figures have also been reduced, in part, by changes to the reporting guidance created by the UK Department for Environment, Food and Rural Affairs. However, home delivery mileage increased by 1.66 million miles in 2011, and emissions increased by 493 tonnes of CO_2e, while business travel mileage decreased by 3.57 million miles and 1,420 tonnes of CO_2e.



At the end of 2009, The Co-operative Group also launched a Green Travel website, which encourages employees and visitors to use more sustainable travel options such as walking and public transport. The site also provides access to a car sharing scheme. Some 2011 initiatives to promote green travel included:

- ✓ the Carbon Heroes car share scheme, with dedicated city centre parking spaces;
- ✓ a new "cycle to work scheme" developed for launch in 2012;
- ✓ 406 interest-free public transport season ticket loans worth £361,000 for the Group's employees, compared to 388 worth £450,000 in 2010;
- ✓ support of national initiatives such as Walk to Work Week and Walk for Life.

Also, The Co-operative Food is a signatory to the British Retail Consortium's 'A Better Retailing Climate' initiative, and has committed to a 15 % reduction in CO_2e emissions from its distribution activities by 2013, based on 2005 levels. For the third year in a row The Co-operative Group has exceeded this commitment, decreasing distribution mileage and associated CO_2e emissions by 32.8 million miles (29 %) and by 60,480 tonnes of CO_2e (40 %) compared with 2005.

Finally, while parts of The Co-operative Group's business are already carbon neutral, it pledged in 2011 that the whole family of businesses would become carbon neutral by 2012. Gross greenhouse gas (GHG) emissions have decreased by 10 % in 2011 and by 40 % since 2006 – surpassing the 2017 target of 35 %. Net emissions have decreased by 14 % in 2011 and by 71 % since 2006. The Co-operative Group's gross energy-related emissions have been reduced by 37 % since 2006, refrigerant leakage emissions from food stores and distribution centres by 53 % and their transport-related emissions by 34 %.

Basque consumer co-operative Eroski continued many of the initiatives launched in previous years. Through its 'purchases from the source' (directly from the suppliers' company) scheme, vehicles from the supplier companies collect the products, travel a shorter distance and reduce considerably the number of empty kilometres. In 2011, 31 new suppliers were added to the 'purchases from the source' scheme, in addition to the 307 companies already involved. 'Purchases from the source' has involved the movement of 73,000 lorries which in most cases work on the basis of fixed routes with an associated reduction in CO_2 emissions. With two

million pallets moved in 2011, Eroski has saved 18 million Euros and used this gain to reduce product prices.

Nine Eroski platforms also use a route optimiser to improve the quality and cost of the services to stores. The route optimiser, along with other small initiatives in the distribution costs area, has allowed savings of 8 million Euros over the last financial year. This efficiency improvement initiative also contributes to reducing emissions, due to the four million fewer kilometres that the fleet needs to travel.

Eroski additionally engages in the optimisation and cost reduction of the distribution and transport of products, through improvements in containers and packaging and the review of technical data to adjust measurements of storage and distribution pallets. These projects saved Eroski 21 million Euros.

Improvements in inventory management have increased the efficiency of centralised procurement systems, allowing Eroski to reduce stocks by more than 32 million Euros. The M-50 San Agustín del Guadalix (Madrid) distribution platform was consolidated in 2011 as a national and international leader in the management of flows of fresh products and the integration of technologies that allow for efficient handling and storage. The automation of the reception, storage, order picking and dispatch processes for fruit and vegetables is now a reality which provides a better guarantee of quality and greater efficiency in terms of the costs, conservation and turnover of products. This platform moves 250 million kilos each year and 150,000 boxes each day, although it has the capacity to eventually handle 240,000.



Still in Spain, Consum favours eco-efficient means of transportation such as the train compared to other means of transportation for its employees' business trips. In accordance with its conciliation policy, it also encourages proximity of the workplace to the employees' homes, thus reducing indirect energy consumption. Furthermore, in 2011 it initiated a pilot project for the use of electric vehicles aimed at developing a more sustainable distribution network for home shopping.

Coop Netherlands continued in 2011 to optimise its logistic routes to reduce carbon emissions and focused on chain efficiency in accordance with its Energy Efficiency Plan. Examples include the use of whistler trailers and Euro 5 trucks. It also carried out tests with longer and heavier vehicles (LHVs) to achieve a larger load capacity and reduce mileage and CO_2 emissions. Coop Netherlands' largest carrier was granted the 'Lean and Green Award', which means that it has actively worked to make its logistics processes more sustainable.

In Kiel (Germany), Coop eG features a broad range of initiatives to optimise transport sustainability. Among the most significant activities are:

- ✓ continuous investments in routing optimisation;

- ✓ increasing the number of regional warehouses to shorten the route that the goods cover before reaching the points of sale;
- ✓ regular investments in technology to make transportation more efficient;
- ✓ education to drivers organised in co-operation with the vehicle manufacturers about how to optimise fuel efficiency.

Coop Norway implemented double layers of pallets on truck transportation in order to increase volumes on each truck.

In South Korea, consumer co-operative iCOOP Korea has promoted the installation of bicycle stands in front of its shops, with the aim of encouraging consumers to leave their cars at home.

IMPROVING ENERGY EFFICIENCY IN BUILDINGS

Buildings have direct environmental impacts, ranging from the use of raw materials for their construction and renovation to the consumption of natural resources, like water and fossil fuels, and the emission of harmful substances. They are therefore a major area of concern in which consumer co-operatives are active and to which they plan to be even more committed in the future. Research and innovation in this field are continuously advancing and in 2011 significant progress was made to reduce the overall environmental impact of consumer co-operatives' buildings.

In 2011, carbon dioxide emissions from the Finnish S Group's electricity, heat and process steam production amounted to slightly more than 348,000 tonnes (compared to 440,000 tonnes in 2011), a decrease of nearly 21 %. Remote management of energy use in properties has proven to be an efficient new means of saving energy. Currently included in the system are about 150 properties of the SOK Corporation and eight regional co-operatives. In remote management, the efficiency of building service technology is monitored at SOK headquarters.

In addition, on-site visits are regular. The operating model has led to positive results: energy consumption has decreased and the computational energy costs of remotely managed properties were nearly 1.8 million Euros lower in 2011 compared to 2010. On-site visits usually reveal any possible defects at the property.

Energy efficiency is taken into account in daily work and the renovation of outlets and offices. Many S-markets that were renovated last year improved their energy efficiency. Refrigeration renovations included new equipment with doors or lids, and energy-saving LED technology was used for lighting.



The Co-operative Group (UK) ranked third in 2010 and fourth in 2011 in the Sunday Times 60 Best Green Companies list. In 2011, The Co-operative Group invested £13 million in an energy programme and prioritised retrofitting inefficient stores by carrying out 2,761 actions to improve energy efficiency that included the following:

- ✓ replacing fluorescent lighting with energy-efficient LEDs in 811 stores;
- ✓ deep cleansing refrigeration systems in 395 stores to reduce leaks and improve efficiency;
- ✓ installing 597 doors on fridges in eighteen stores, potentially saving 20 % of the energy used by each store. The plan is to extend this action to 2,000 stores by 2020;
- ✓ carrying out 430 refits compared to 606 in 2010, and maintaining the focus on energy efficiency, creating energy standards guidance that all contractors must follow when undertaking refits.

Energy consumption was reduced by 11 % compared with 2010 and by 36 % compared with 2006, a figure achieved through a 10 % and 13 % reduction in electricity and gas usage respectively. Gross energy-related greenhouse gas (GHG) emissions have fallen by 37 % compared with 2006 and continued use of renewable electricity (please see the following section) across The Co-operative businesses decreased the net energy-related GHG emissions by 90 % over the same period.

Coop Norway established CO_2 as standard refrigerants when refurbishing or building new stores. Widespread implementation of doors on fridges and cabinets are also contributing to increased energy efficiency.

Coop Italy undertook the following actions in 2011 in the area of the eco-efficiency in buildings:

- ✓ 32 stores equipped with dimmer plants (two more than in 2010);
- ✓ 78 shops featuring LED lighting (seven were parking areas) saving 3,200 MWh of energy each year;
- ✓ 117 stores equipped with LED signs operated by INRES (National Institute for Economic and Social Research);
- ✓ 112 shops with covered horizontal freezers;
- ✓ Eight stores with CO_2-based freezing systems;
- ✓ 23 new GreenLight registered projects;
- ✓ 40 shops using solar panels for the production of hot water.

In Spain, Consum's eco-efficient stores numbered 258 in 2011, representing 60 % of the total of own-brand stores. They all feature several energy saving devices, including an energy management system for the monitoring and control of energy consumption.

Coop Netherlands adheres to its long-term "Energy Efficiency Plan", which foresees to gradually replace all existing wall refrigeration appliances with new energy-saving equipment with integrated doors. By the end of 2012, approximately 60 % of Coop Netherlands' branches will be equipped with new refrigerator appliances, extending this measure to all its stores by 2015.

Co-op Sapporo (Japan) has introduced a high-tech energy management system with the aim of enhancing energy efficiency in the stores through measuring the buildings' energy performance. For the first time, large-scale installation of the device can be seen in Hokkaido, where it measures power consumption of gas, air conditioning and other electric equipment and displays the information on a PC or on a smart phone screen. The provider of the device monitors and sends alerts when the consumption exceeds a certain level of consumption. In one year and a half the system will be installed in 92 stores out of 107, originating electricity savings of 10 % from year to year. This system has already been used for ten years in large buildings such as department stores, where electricity is centrally controlled, but it will be now applied for the first time to small buildings.

DEVELOPING RENEWABLE ENERGIES

Renewable energy is energy generated from natural resources that are naturally replenished. Renewable energy technologies range from solar power, wind power, hydroelectricity/micro hydro, biomass and biofuels for transportation. Energy generated from renewable sources has long been a priority for several consumer co-operatives gathered in Euro Coop. In 2011 the use of such energies was further strengthened to follow and even go beyond the European Commission targets set for year 2020.



As regards Coop Italy in 2011, 48 additional photovoltaic plants were built (26 more than in 2010) on the roofs of as many shops and warehouses, which produced 9.2 million kWh. In December 2011, 97 plants were operative with a power capacity of about 22,400 kWp. In 2011, Coop Italy also sourced 18.997,000 kWh from hydroelectric plants.

In Finland, the S Group's aim for the near future is to source at least 20 % of its electricity needed with self-produced renewable wind power. Opportunities for the use of renewable energy sources are always investigated in the S Group's new construction projects. For example, Inex Partner's new consumer goods logistics centre in Bastukärr, Sipoo, completed in spring 2012, uses ground heat and bioenergy for heating and cooling. About half of the annual need for heat is covered with ground heat and the rest with pellets.

The logistics centre will be heated almost entirely with renewable energy, which has only one-fifteenth of the negative effect on the climate compared with the use of district heat. In the Promise environmental assessment and classification system, the logistics centre was classified in category B, which indicates very good environmental performance. The categories range from A to E, the best being category A. Category E is the normal current level in Finland. Achieving category A is virtually impossible for sites such as a logistics centre.



As concerns The Co-operative Group in the UK, all the electricity used in 2011 (some 1,023 GWh) came from high-quality renewable sources, mainly wind and hydro technologies. Green electricity counted for 98 % of the total and The Co-operative Group also negotiated green energy contracts on behalf of sixteen independent co-operative societies for a total of 299 GWh. Output from The Co-operative Group's on-site renewable energy installations totalled 31,100 MWh, compared to 24,000 MWh in 2010, meeting 3 % of energy requirements with the target to generate the equivalent of 25 % of their electricity needs from on-site renewable sources by 2017. Since 2005 the Group has been operating turbine wind farms that generated an

estimated 184,000 MWh a year, equivalent to over 15 % of The Co-operative's electricity requirements. Furthermore, The Co-operative Group supported micro-generation technologies through their Green Energy for Schools programme, which included 189 installations and a £ 5.5 million Solar Tower project in Manchester that is the UK's largest solar power installation.

As regards the Valencia-based consumer co-operative Consum, 44 % of the electric energy consumed in 2011 comes from renewable sources.

BOOSTING EDUCATION, TRAINING AND INFORMATION FOR EMPLOYEES AND CONSUMER-MEMBERS

Education, training and information to employees and consumer-members are strategic areas of action for consumer co-operatives. These kinds of enterprises in fact distinguish themselves from other private retailers by being owned by consumer-members who have a say in the strategic management of the co-operative. An active and aware consumer-member is therefore key to the successful implementation of all sustainability policies.

Most consumer co-operatives use a variety of channels to educate, train and inform employees and consumer-members, ranging from traditional tools like magazines and brochures to new media, like websites, blogs and webcasts.

Coop Italy continued the campaign of the PROMISE project - Product Main Impacts Sustainability through Eco-communication – which is aimed at developing communication strategies to reduce the environmental impacts of products and raise awareness on sustainability issues among consumers, suppliers, enterprises and public authorities. The project was launched in 2010 together with the Liguria and Lazio Regions, the regional development agency ERVET and the industrial association Confindustria.

The goal of the "Save the energies" project, carried out by Coop Italy in cooperation with different NGOs and local and national governmental bodies is to show how good practices in the energy field are within everyone's reach. The project led to the creation of an online community of 2,500 families who exchanged ideas on the issues of climate change and energy saving in a dedicated website. During 2011, dialogue continued on the website named www.casaCoop.net.



The Co-operative Group in the UK launched in 2011 the Green Schools Revolution, a new sustainability education programme, and registered over 3,300 UK schools to take part by the end of 2011. The programme drew together a range of existing community projects, including From Farm to Fork, Energy Works and Walking Buses, as well as offering a range of new teaching materials and opportunities for school visits and participation.

Additionally, in 2011 six dedicated food regional energy managers oversaw the continued training of some 3,000 Energy Champions across The Co-operative Group's workforce and the remit of such Champions was extended to include other

environmental issues such as waste reduction, recycling and awareness of the Group's Green Schools activities.

Coop Netherlands encouraged consumers to enjoy a healthy and responsible lifestyle through the publication of "Coop Conscious", a magazine presenting facts, news and tips for a healthy life.

iCOOP Korea collaborates with schools through a "School Lunch Committee", whose actions including working with parents to promote eco-friendly school lunches.

Improving sustainability reporting

Corporate Social Responsibility (CSR) reports represent useful tools to communicate to employees, customers and the general public about the activities that enterprises carry out in the sustainability area. This increasingly popular instrument has been used by consumer co-operatives for years and, in some cases, for decades. The fact that social and environmental sustainability stays at the very core of the consumer co-operative philosophy makes such reports particularly suitable.



The Swedish, Norwegian, Finnish, Danish, British, Spanish and Italian consumer co-operatives publish a sustainability report every year.

FURTHER CAMPAIGNING

Campaigning is an essential tool to spread awareness about climate change and the urgency to deploy co-ordinated actions at all societal levels in order to fight it effectively. This instrument therefore complements the daily activities carried out by consumer co-operatives in the domain of information and education to employees and consumer-members.

To raise awareness about the importance of switching from traditional plastic bags, Eroski launched in 2011 a campaign in 74 hypermarkets that involved handing out 94,000 free reusable bags and providing information about their advantages to almost 160,000 customers, through discussions with specialist staff and explanatory leaflets. There were also prize draws for gift vouchers for those reusing their bags. This campaign was supported by WWF Spain, an organisation with which the Basque consumer co-operative signed a cooperation agreement to promote consumer awareness about purchasing more environmentally sustainable products.

Eroski also joined the Earth Hour 2011, a campaign organised by WWF, by turning off the lights at the Elorrio (Bizkaia) headquarters for one hour to raise awareness about the importance of energy saving in slowing the effects of climate change and to show their public commitment to reducing CO_2 emissions. Moreover, it celebrated the European Energy Week in Eroski hypermarkets in Santader and Terrassa by informing customers about sustainable energy consumption and offering advice on how to cut their bills. As part of this initiative, the Basque co-operative organised talks and interactive activities, handed out information leaflets and presented the advantages of Eroski's energy saving products, such as low energy bulbs and battery chargers.

Coop Italy carried out during 2011 the "Water from my own place" campaign", an initiative aimed at raising awareness among consumers about the issue of water scarcity and responsible water use. In addition to the production of a scientific dossier on the above-mentioned issues, Coop Italy undertook many practical steps to optimise water use in its points of sale and encourage responsible water consumption among its consumer-members. In particular, it continued to offer on its shelves water jugs, carbonators, filters and all instruments needed to improve the quality of tap water.



Furthermore, Coop Italy granted more visibility to local mineral water and provided consumers with information on the distance between the points of sale, the mineral water sources and the mineral water's content. The co-operative also reduced the quantity of plastic used to manufacture the packaging of its own-brand mineral water bottles, and doubled the supply sources of its own-brand waters which were EPD® (Environmental Product Declaration) certified offering the maximum amount of information on a product's life cycle environmental impact. These activities were complemented by a broad ranging communications campaign.

Moreover, in order to raise consumers' awareness about the consequences of deforestation, Coop Italy continued its information campaign which included, among others, the publication of a scientific report and the airing of a TV commercial. It also created its own "friend of the forests" logo, affixed to all wooden products sourced from sustainably managed forests according to international defined environmental requirements and certified FSC or TFT (Tropical Forest Trust).

Coop Norway launched a "same price campaign" on organic fruits and vegetables that began in February 2012. Customers pay the same price for organic fruits and vegetables as for conventional products.



In the UK, The Co-operative Group campaigned in 2011 against the development of new and more polluting sources of fossil fuels, such as shale gas and tar sands. In January 2011, it published a report by the Tyndall Centre for Climate Change Research about the environmental impacts of shale gas extraction, highlighting concerns with shale gas including its potential to displace investments in renewable energy, contaminate groundwater and significantly reduce the chances of reversing the effects of climate change. Several follow-up initiatives called members of The Co-operative Group to action, including Members of Parliament, the UK Government and the European Parliament Environment Committee in order to examine the issue. Regarding tar sands, in 2011 The Co-operative Group delivered an EU citizens' petition to the European Parliament with 23,000 signatories and worked with WWF, Greenpeace, Avaaz and other NGOs to build support for the EU Fuel Quality Directive in the UK, which sets a 6 % reduction target for GHG emissions by 2020.

On community energy, The Co-operative Group has been working with the Forum for the Future and Carbon Leapfrog, forming a civil society coalition to champion community energy in the UK. On 1st February 2012, it published a joint 'vision for community energy', launched at a community energy summit to call for a dramatic increase in community energy projects. The Group also published the report 'Co-operative renewable energy in the UK – A guide to this growing sector in partnership with Co-operatives UK'.

The Co-operative Group supported the establishment of a UK Green Investment Bank (GIB), the world's first investment bank solely dedicated to greening the economy. In 2011, The Co-operative Banking Group commissioned a report, 'The potential for the GIB to support community renewables', identifying current market failures constraining community-scale renewables and proposing GIB solutions.

In 2009 and 2010, The Co-operative Group supported the Renewable Energy Association (REA) and Friends of the Earth in securing the introduction of feed-in tariffs (FiTs). In 2011, they co-signed a letter to the Prime Minister in support of the UK solar industry and FiTs and submitted a consultation response to the Department for Energy and Climate Change calling for better management of FiT level reviews and more support for community projects.

In terms of mandatory greenhouse gas reporting, The Co-operative Group mobilised 190 businesses and civil society organisations in 2011 to sign an open letter to government ministers, asking that reporting be introduced for large companies. Throughout the year, they mobilised members and customers to contact their Members of Parliament in support of an Early Day Motion, finally achieved in June 2012 when the government announced all companies listed on the London Stock Exchange will be required to report their GHG emissions beginning in April 2013.

iCOOP Korea has collaborated with the Village Meeting Committee and the Package Recycling Committee since August 2010 to plan and carry out ethical consumption campaigns, and has promoted environment protection by setting up the new member participation section on the iCOOP KOREA website featuring different subjects each month.

RAISING POLITICAL AWARENESS AT EU LEVEL

In 2011, Euro Coop developed several initiatives to profile at EU level the efforts carried out by its members in tackling climate change as well as to promote the exchange of information and best practices internally.

For Euro Coop, climate change continued to be a top priority in 2011. The Euro Coop Sustainability Policy Working Group (SPWG) worked during the three meetings it held in March, June and November on the second follow-up to the project: 'Climate change and consumer co-operatives: Taking the challenge forward".

Throughout the year, Euro Coop has participated in and given regular input to the work of the Food Sustainable Production and Consumption Round Table (SCP RT). It took part in the SCP RT Steering Committee as well as in the work of the SCP RT Working Groups on Environmental Information Tools (WG2) and Continuous Environmental Improvement (WG3). As a concrete result, the RT formally adopted on 8 December 2011 the report on 'Communicating environmental performance along the food chain', which identifies suitable tools and good practices for communicating the environmental performance of food and drink products and other relevant environmental information.

Additionally, Euro Coop continued to participate and contribute regular input to the work of the Retail Forum for Sustainability in 2011. In this regard, it put forward several commitments in the framework of the Retailer's Environmental Action Programme (REAP) database and actively participated in the drafting of the issue papers on measurement and reduction of carbon footprint of stores, labelling and packaging optimisation.

Against this background and to further its commitment, Euro Coop continued its collaboration in 2011 with the Belgian NGO initiative "CompenCO2", which is now represented by the organisation "CO2logic", to offset the CO_2 produced by staff when travelling. Through this initiative, it submitted quarterly reports to CompenCO2 for calculation and payment.

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