

EU CODE OF CONDUCT ON RESPONSIBLE FOOD BUSINESS AND MARKETING PRACTICES

CARREFOUR GROUP
REPORT SUBMITTED ON 17 APRIL

Type of business/sector (E.g. retail, dairy)	Sustainability dimension (E.g. environmental, social)	Code aspirational objective (1-7)	Individual commitments with baseline	Progress on KPIs and goals (qualitative and/or quantitative)	Additional information (optional) (E.g. partnerships, geographical coverage, sharing best practices, links with other COM initiatives, with other reporting initiatives)	Comments (optional) (E.g. enablers, ideas on how to improve)
Retail	Social	Carrefour's commitment to contributing to healthy, balanced and sustainable diets for all European consumers	80% of our customers believe that Carrefour helps them to have healthier and more responsible food, while remaining accessible in price by 2022. (new engagement)	74,1% achievement	Across all Carrefour's activities within integrated stores. The Group uses a Net Promoter Score (NPS) ® to measure customer satisfaction	
Retail	Social	Carrefour's commitment to contributing to healthy, balanced and sustainable diets for all	15% fresh food sales are from organic farming or agroecology by 2025	4,7% fresh food sales are from organic farming or agroecology by 2025	Across Carrefour's countries of operation (integrated). Long-term partnership to ensure quality and volumes of products	

		European consumers				
Retail	Social	Carrefour's commitment to contributing to healthy, balanced and sustainable diets for all European consumers	Improvement of +15 points in our client satisfaction barometer which gauges customer satisfaction around our local and organic products and our actions to reduce food waste, improve health and nutrition by 2025. ¹	+11 points	Across all Carrefour's activities within integrated stores	
Retail	Environment	Carrefour's commitment to prevention and reduction of food loss and waste	Carrefour confirms its objective of halving food waste by 2025 (vs 2016)	-39,9 %	Across Carrefour's countries of operation (integrated).	Key enablers include: creating commercial operations for fruits and vegetables that do not fit the standardized version; working with startups to products that are close to their expiration date, revisiting best-by dates of products
Retail	Environment	Carrefour's commitment to supporting an optimised circular and resource-efficient food chain in Europe a climate-neutral	Reducing its GHG emissions (scope 1 and 2) by 50% by 2030, and 70% by 2040, compared to 2019	- 29 %	Across all Carrefour's activities within integrated stores.	Key enablers include: the use of renewable energy, switching to natural refrigerants and reducing energy consumption

¹Carrefour's client satisfaction barometer measures consumers' perception of in-store activities to promote health and nutrition and local and organic products.

		food chain in Europe by 2050				
Retail	Environment	Carrefour's commitment to supporting an optimised circular and resource-efficient food chain in Europe	Reduce packaging waste by 20,000 tons by 2025 (since 2017) 15,000 of which is plastic packaging	16,390 reduction of packaging waste	Across Carrefour's countries of operation (integrated). Ecodesign of products.	
Retail	Environment	Carrefour's commitment to supporting an optimised circular and resource-efficient food chain in Europe	100% reusable, recyclable or compostable packaging for own brand products by 2025	57% (France, Romania, Belgium and Brazil)	Across Carrefour's countries of operation (integrated).	
Retail	Economic	Carrefour's commitment to supporting sustained, inclusive and sustainable economic growth, employment and decent work for all	At least 50% of employees have access to training every year	72.9 percent of employees	Across Carrefour's countries of operation (integrated).	
Retail	Economic	Carrefour's commitment to support sustained, inclusive and sustainable economic growth, employment and decent work for all	35% of women in management positions by 2025	25,7%	Across Carrefour's countries of operation (integrated).	

Retail	Economic	Carrefour's commitment to support sustained, inclusive and sustainable economic growth, employment and decent work for all	At least 4% of employees with disabilities in the Group by 2025	3.72% employees with disability i.e. 11,560 employees	Across Carrefour's countries of operation (integrated).	
Retail	Economic	Carrefour's commitment to support sustainable value creation in the European food supply chain through partnership	45,000 partners that are producers in organic, local and agroecology by 2025	37,758	Across Carrefour's countries of operation (integrated).	
Retail	Environment	Carrefour's commitment to supporting sustainable value creation in the European food supply chain through partnership	10% penetration of Carrefour Quality lines products within fresh products	4.8% penetration rate of fresh food sales coming from organic farming or agroecology* (in % of gross sales)	Across Carrefour's countries of operation (integrated).	
Retail	Environment	Carrefour's commitment to supporting sustainable value creation in the European food supply chain through partnership	Seafood products: 50% of fish and aquaculture products, both own-brand and national brand, are derived from a responsible approach by 2025	34,5% Penetration rate of fresh food sales coming from organic farming or agroecology* (in % of gross sales)	Across Carrefour's countries of operation (integrated).	

Retail	Environment	Carrefour's commitment to supporting sustainable sourcing in food supply chains	Deforestation: 100% of priority raw materials are committed in a risk reduction plan by 2025	93% achievement of objective	Across Carrefour's countries of operation (integrated).	
Retail	Environment	Carrefour's commitment to supporting sustainable sourcing in food supply chains	palm oil: 100% of palm oil and palm kernel oil used as an ingredient in Carrefour-brand products must be RSPO-certified "Segregated" by 2022;	83.4% of palm oil is fully traced, certified RSPO segregated or similar	Across Carrefour's countries of operation (integrated).	
Retail	Environment	Carrefour's commitment to supporting sustainable sourcing in food supply chains	beef: 100% of suppliers are geo-monitored and compliant with the forest policy or committed to ambitious policies to combat deforestation by 2025.	89,7% (Brazil Carrefour and Atacadao only)	Across Carrefour's countries of operation (integrated).	
Retail	Environment	Carrefour's commitment to supporting sustainable sourcing in food supply chains	Cocoa: 100% of Carrefour-brand chocolate bars must comply with our Sustainable Cocoa Charter by 2023 (in France, Belgium, Spain, and Italy);(new engagement) traceability	31,4% - France, Italy, Spain and Belgium	Across Carrefour's countries of operation (integrated).	
Retail	Environment	Carrefour's commitment to supporting sustainable sourcing in food supply chains	soy: 100% of Carrefour Quality Lines and key Carrefour-brand products must use deforestation-free soy for livestock feed by 2025;	19,7%	Across Carrefour's countries of operation (integrated).	

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