



# EU CODE OF CONDUCT ON RESPONSIBLE FOOD BUSINESS AND MARKETING PRACTICES

COOP ITALIA - ANCC COOP

REPORT SUBMITTED ON 29-04-22

Type of business/sector <i>(E.g., retail, dairy)</i>	Sustainability dimension <i>(E.g., environmental, social)</i>	Code aspirational objective <i>(1-7)</i>	Individual commitments with baseline	Progress on KPIs and goals <i>(qualitative and/or quantitative)</i>	Additional information <i>(optional)</i> <i>(E.g., partnerships, geographical coverage, sharing best practices, links with other COM initiatives, with other reporting initiatives)</i>	Comments <i>(optional)</i> <i>(E.g., enablers, ideas on how to improve)</i>
RETAIL	<b>ENVIRONMENTAL</b> <i>Implementation of production processes that are attentive to the protection of the environment, the soil, air and water quality, the protection of biodiversity, animal welfare, the responsible/sustainable use of water resources,</i>	<b>OBJECTIVE</b> <b>2 - 3 - 4 - 5 - 7</b>	Awareness-raising action and involvement of suppliers of Coop-branded products to <b>reduce resource consumption and waste</b> , while promoting less <b>use of materials</b> , developing virtuous actions in view of a <b>circular economy</b> , <b>ethical work</b> and reduction of the <b>gender gap</b> .	<b>KPI</b> Number of suppliers  <b>TODAY</b> Referred to 2022 78,5% participating suppliers at Coop for Future  <b>GOAL DEFINED:</b> <ul style="list-style-type: none"><li>• <b>75%</b> PAM suppliers (by 2023)</li></ul>		



	<i>the reduction and valorization of waste</i>		<b>Promotion</b> of public events where the most virtuous actions will be highlighted. "Coop for Future" Project.	<ul style="list-style-type: none"> <li>• <b>80%</b> PAM suppliers (by 2025)</li> </ul>		
<b>RETAIL</b>	<b>ENVIRONMENTAL</b> <i>Implementation of production processes that are attentive to the protection of the environment, the soil, air and water quality, the protection of biodiversity, animal welfare, the responsible/sustainable use of water resources, the reduction and valorization of waste</i>	<b>OBJECTIVE 4</b>	<b>Pledging campaign</b> confirmed with further boost in terms of targets.	<b>KPI:</b> <b>Tons</b> of recycled plastic/year instead of raw plastic  <b>TODAY:</b> Referred to 2020 about 3,900 tons/year.  <b>GOAL DEFINED:</b> <ul style="list-style-type: none"> <li>• <b>5,000 tons</b> of recycled plastic/year instead of raw plastic (by 2023)</li> <li>• <b>7,000 tons</b> of recycled plastic/year instead of raw plastic (by 2025)</li> </ul>		
<b>RETAIL</b>	<b>ENVIRONMENTAL</b> <i>Implementation of production processes that are attentive to the protection of the environment, the soil, air and water quality, the protection of biodiversity, animal welfare, the responsible/sustainable</i>	<b>OBJECTIVE 4</b>	Further virtuous actions in <b>partnership</b> with supply chain actors based on the promotion of circular economy to <b>reduce</b> the use of <b>resources</b> and <b>materials</b> .	<b>KPI:</b> <b>Tons</b> of recycled material/year instead of raw materials  <b>TODAY:</b> <b>REGENERATION</b> collection Guzzini 2020-2021: 851,65 TONS		



	<i>use of water resources, the reduction and valorization of waste</i>			<b>GOAL DEFINED:</b> <b>100 tons</b> of recycled plastic/year instead of raw plastic (by 2023)		
<b>RETAIL</b>	<b>ENVIRONMENTAL</b> <i>Implementation of production processes that are attentive to the protection of the environment, the soil, air and water quality, the protection of biodiversity, animal welfare, the responsible/sustainable use of water resources, the reduction and valorization of waste</i>	<b>OBJECTIVE</b> <b>6</b>	<b>Reduction</b> to phase out the use of <b>antibiotics</b> in animal husbandry in Coop-controlled supply chains in relation to branded products.  “Let's Breed Health” Project <i>(Alleviamo la Salute)</i>	<b>KPI:</b> <ul style="list-style-type: none"> <li>• <b>100%</b> of animals and farms involved in Coop supply chain</li> <li>• <b>months</b> without using antibiotics</li> </ul> <b>TODAY:</b> Referred to 2021: <ul style="list-style-type: none"> <li>• 100% of animals involved</li> <li>• 100% of farms in Coop controlled supply chains</li> </ul> Months without antibiotic use: <ul style="list-style-type: none"> <li>• poultry: lifetime</li> <li>• laying hens: lifetime</li> <li>• bovine: last 4 months of life</li> <li>• pig: last 4 months of life</li> <li>• fish: last 6 months of life</li> </ul> <b>GOAL DEFINED:</b> Maintenance of: <ul style="list-style-type: none"> <li>• 100% animals involved (by 2023)</li> </ul>		



				<ul style="list-style-type: none"> <li>• 100% of farms in Coop-controlled supply chains (by 2023)</li> </ul> <p>Months without using antibiotics:</p> <ul style="list-style-type: none"> <li>• poultry: lifetime</li> <li>• laying hens: lifetime</li> <li>• bovine: last four months of their life</li> <li>• pig: last four months of their life</li> <li>• fish farming: last 12 months of their life</li> </ul>		
<b>RETAIL</b>	<p><b>ENVIRONMENTAL</b>  <i>Implementation of production processes that are attentive to the protection of the environment, the soil, air and water quality, the protection of biodiversity, animal welfare, the responsible/sustainable use of water resources, the reduction and valorization of waste</i></p>	<p><b>OBJECTIVE</b>  <b>5 – 6 – 7</b></p>	<p>Implementation in Coop-controlled <b>fruit and vegetable supply chains</b> of the use of agricultural <b>techniques</b> that are more respectful of the environment and workers, based on integrated production criteria.</p>	<p><b>KPI:</b>          Number of GAP-GRASP certified farms and suppliers</p> <p><b>TODAY:</b>          Referred to 2021 GLOBAL GAP GRASP certified farms are about <b>20%</b> of the farms in the Coop supply chain</p> <p><b>GOAL DEFINED:</b></p> <ul style="list-style-type: none"> <li>• 100% GLOBAL GAP GRASP certified farms (by 2023)</li> </ul>		



				<ul style="list-style-type: none"> <li>100% Coop-branded fruit &amp; veg suppliers (by 2023)</li> </ul>		
<b>RETAIL</b>	<b>ENVIRONMENTAL</b> <i>Implementation of production processes that are attentive to the protection of the environment, the soil, air and water quality, the protection of biodiversity, animal welfare, the responsible/sustainable use of water resources, the reduction and valorization of waste</i>	<b>OBJECTIVE 6 – 7</b>	Promotion of <b>biodiversity</b> to protect honeybees and pollinating insects by creating favorable habitats for them.	<b>KPI:</b> Number of protected insects  <b>TODAY:</b> <ul style="list-style-type: none"> <li>Bees referred to 2021: 1.200.000.000</li> <li>Total insect referred to 2020: 2.532.949.367</li> </ul> <b>GOAL DEFINED:</b> 1,5 billion bees (by 2025)		
<b>RETAIL</b>	<b>ENVIRONMENTAL</b> <i>Implementation of production processes that are attentive to the protection of the environment, the soil, air and water quality, the protection of biodiversity, animal welfare, the responsible/sustainable use of water resources,</i>	<b>OBJECTIVE 3</b>	Supply chain <b>efficiency</b> actions to reduce environmental impact: use of alternative vehicles to <b>reduce CO2</b> emissions in the distribution phase from the Prato warehouse	<b>KPI:</b> Reduction % of CO2 (kg) / km  <b>TODAY:</b> Referred to 2021: -1,1% compared to 2020  <b>GOAL DEFINED:</b> <ul style="list-style-type: none"> <li>-1,5% compared to 2020 (by 2025)</li> </ul>		



	<i>the reduction and valorization of waste</i>					
<b>RETAIL</b>	<b>ENVIRONMENTAL</b> <i>Implementation of production processes that are attentive to the protection of the environment, the soil, air and water quality, the protection of biodiversity, animal welfare, the responsible/sustainable use of water resources, the reduction and valorization of waste</i>	<b>OBJECTIVE 2</b>	Promotion of activities to combat <b>food waste</b> in co-operatives by <b>donating</b> unsold food to charities (“Buon Fine” Project)	<p><b>KPI:</b> Number of points of sale involved in the project</p> <p><b>TODAY:</b></p> <ul style="list-style-type: none"> <li>• Data Economic and social report Coop 2020</li> <li>• Number of stores involved in the project Buon Fine 636 / 1.139 =55,8%</li> </ul> <p><b>GOAL DEFINED:</b></p> <ul style="list-style-type: none"> <li>• Extend the project to <b>65%</b> of the sales network by 2023</li> <li>• Extend the project to <b>70%</b> of the sales network by 2025</li> </ul>		
<b>RETAIL</b>	<b>ENVIRONMENTAL</b> <i>Implementation of production processes that are attentive to the protection of the environment, the soil, air and water quality, the protection of</i>	<b>OBJECTIVE 3 – 4</b>	<b>Energy efficiency</b> in Coop-operated stores/warehouses: monitoring and control systems installed; shops subject to monitoring activities	<p><b>KPI 1:</b> Number of points of sale and warehouses involved in the Energy project.</p> <p><b>KPI 2:</b> Percentage of Energy saved</p>		



	<i>biodiversity, animal welfare, the responsible/sustainable use of water resources, the reduction and valorization of waste</i>			<p><b>TODAY:</b> Until end-2021, 450 points of sale and warehouses were included in the energy efficiency project, with 441,896 kWh of energy saved.</p> <p>Percentage of energy saved equal to 0.15%.</p> <p><b>GOAL DEFINED:</b></p> <ul style="list-style-type: none"> <li>• By 2025: <b>550</b> points of sale, which corresponds to <b>80%</b> of consumption of the sales network</li> <li>• by 2025: energy saving <b>+5%</b> consumption compared to 2020</li> </ul>		
<b>RETAIL</b>	<b>ENVIRONMENTAL</b> <i>Implementation of production processes that are attentive to the protection of the environment, the soil, air and water quality, the protection of biodiversity, animal welfare, the responsible/sustainable use of water resources,</i>	<b>OBJECTIVE</b> <b>3 – 4</b>	Self-production of electricity from renewable sources in Coop-operated shops/shopping centers/warehouses	<p><b>KPI 1:</b> Number of photovoltaic systems</p> <p><b>KPI 2:</b> Installed power</p> <p><b>TODAY:</b> The number of photovoltaic systems is <b>222</b>. Total power of 35.903 kWp.</p>		



	<i>the reduction and valorization of waste</i>			<b>GOAL DEFINED:</b> by 2025: at least <b>280</b> installations, for a total power of 47.000 kWp.		
<b>RETAIL</b>	<b>ENVIRONMENTAL</b> <i>Implementation of production processes that are attentive to the protection of the environment, the soil, air and water quality, the protection of biodiversity, animal welfare, the responsible/sustainable use of water resources, the reduction and valorization of waste</i>	<b>OBJECTIVE</b> <b>3 – 4</b>	<b>Efficiency for lighting</b> in Coop-operated stores/shopping centers/warehouses	<b>KPI:</b> Number of points of sale with LED lighting system (%)  <b>TODAY:</b> In 2021, Coop implemented a number of LED relamping activities and now there are 630 stores with LED lighting.  <b>GOAL DEFINED:</b> By 2025, the % of points of sale where a partial or total relamping has been provided, which represents 90% of the sales network, that is 650 points of sale (>500mq).		
<b>RETAIL</b>	<b>ENVIRONMENTAL</b> <i>Implementation of production processes that are attentive to the protection of the environment, the soil, air and water quality, the protection of biodiversity, animal</i>	<b>OBJECTIVE</b> <b>3 – 4</b>	Renewal of <b>refrigeration systems</b> to replace greenhouse gases in Coop-operated stores/shopping centers/warehouses	<b>KPI:</b> Number of points of sale equipped with CO2 systems.  <b>TODAY:</b> Today, the total number of stores using this technology is 101.		





	<i>welfare, the responsible/sustainable use of water resources, the reduction and valorization of waste</i>			<b>GOAL DEFINED:</b> By 2025: at least <b>150</b> points of sale equipped with CO2 refrigerator systems.		
<b>RETAIL</b>	<b>ENVIRONMENTAL</b> <i>Implementation of production processes that are attentive to the protection of the environment, the soil, air and water quality, the protection of biodiversity, animal welfare, the responsible/sustainable use of water resources, the reduction and valorization of waste</i>	<b>OBJECTIVE</b> <b>3 – 4</b>	<b>Efficiency in refrigeration</b> in Coop-operated stores	<b>KPI:</b> Number of stores with selling area display with closed refrigerated vertical cabinets.  <b>TODAY:</b> <b>305</b> stores with closed vertical cabinets.  <b>GOAL DEFINED:</b> By 2025: <b>75%</b> of the sales network of <b>&gt;500mq</b> equipped with closed cabinets display;		



<p><b>RETAIL</b></p>	<p><b>ENVIRONMENTAL</b>  <i>Implementation of production processes that are attentive to the protection of the environment, the soil, air and water quality, the protection of biodiversity, animal welfare, the responsible/sustainable use of water resources, the reduction and valorization of waste</i></p>	<p><b>OBJECTIVE</b>  <b>2 – 4</b></p>	<p><b>Promote</b> or undertake initiatives to improve the <b>separate collection of waste</b> at points of sale and its recycling or recovery. <b>Reduce</b> the non-recyclable <b>waste</b> produced in Coop-operated stores/warehouses.</p>	<p><b>KPI:</b>          Separate waste collection for recycling, recovering, reusing different types of waste produced and compared to non-recyclable waste.</p> <p><b>TODAY:</b>          The percentage baseline of recycled waste is <b>81%</b> of total waste production.</p> <p><b>GOAL DEFINED:</b>          By 2025: Reuse/recycle about <b>90%</b> of waste produced by the points of sale.</p>		
<p><b>RETAIL</b></p>	<p><b>ENVIRONMENTAL</b>  <i>Implementation of production processes that are attentive to the protection of the environment, the soil, air and water quality, the protection of biodiversity, animal welfare, the responsible/sustainable use of water resources,</i></p>	<p><b>OBJECTIVE</b>  <b>3</b></p>	<p>Sustainable <b>mobility</b></p>	<p><b>KPI 1:</b>          Number of points of sale which provide recharge of electric vehicles.</p> <p><b>KPI 2:</b>          Number of charging docks available.</p> <p><b>TODAY:</b>          Number of stores: <b>110</b>.</p>		



	<i>the reduction and valorization of waste</i>			<p>In 2021, <b>257</b> charging docks have been installed.</p> <p><b>GOAL DEFINED:</b> By 2025: <b>250</b> points of sale/shopping centers/gas stations with <b>400</b> charging docks.</p>		
<b>RETAIL</b>	<p><b>SOCIAL</b> <i>Commitment to continuing to adopt, within the chain, all useful tools to ensure social sustainability, particularly protection of workers' rights and fair wages for operators in the chain</i></p>	<p><b>OBJECTIVE</b> <b>5 - 7</b></p>	<p>Implementation of Coop's ethical project to <b>protect workers' rights</b> and healthy and safe working conditions</p>	<p><b>KPI:</b> Number of yearly assessments/audits at local level, following the impact of the "Buoni e Giusti" Project launched in 2016.</p> <p><b>TODAY:</b> <b>Audits</b> on territories / companies per year and upright referred to 2021: 124 audits / year and upright since launch of Buoni e Giusti project 1,100 audits.</p> <p><b>GOAL DEFINED:</b></p> <ul style="list-style-type: none"> <li>• annual: 120 (by 2023)</li> <li>• upright since launch of Buoni e Giusti project 1,400 (by 2023).</li> </ul>		
<b>RETAIL</b>	<b>SOCIAL</b>	<b>OBJECTIVE</b> <b>5</b>		<p><b>KPI:</b></p> <ul style="list-style-type: none"> <li>• % female employees</li> </ul>		



	<i>Commitment to continuing to adopt, within the chain, all useful tools to ensure social sustainability, particularly protection of workers' rights and fair wages for operators in the chain</i>		Implementation of actions to <b>promote gender equality</b> and combat various forms of exclusion in Coop structures.	<ul style="list-style-type: none"> <li>• % female managers</li> <li>• % women who take part in training activities</li> </ul> <p><b>TODAY:</b> Data from Economic and Social Report Coop 2020:</p> <ul style="list-style-type: none"> <li>• % female employees: 69,9%</li> <li>• % female managers: 33,7%</li> <li>• % women who take part in training activities: <i>under verification</i></li> </ul> <p><b>GOAL DEFINED:</b></p> <ul style="list-style-type: none"> <li>• % female employees: 65% confirmed (by 2025)</li> <li>• % female managers (average): min 40% (by 2025)</li> <li>• % women who take part in training activities: 50% (by 2025)</li> </ul>		
<b>RETAIL</b>	<b>SOCIAL</b> <i>Commitment continuing to guarantee healthy and</i>	<b>OBJECTIVE</b> <b>1 – 2</b>	Conscious consumption <b>education activities</b> aimed at schools of all levels on	<b>KPI:</b> ECC quantitative data: <ul style="list-style-type: none"> <li>• Classes involved</li> <li>• Teachers involved</li> </ul>		



	<p><i>safe food, as well as to contribute to the education of the population and to a greater promotion of healthy diets and lifestyles, based on the principles of the Mediterranean Diet, by guaranteeing access to healthy and nutritious products. Commitment to promoting such eating habits through specific communication and dissemination activities whilst stressing the importance of transparent labelling systems to provide consumers with clear and correct information</i></p>		<p>sustainable development and active citizenship.</p>	<ul style="list-style-type: none"> <li>• Children and young students involved</li> <li>• Families involved</li> </ul> <p><b>TODAY:</b> Data of 2020 are affected by the pandemic and therefore by the DAD. The activity of ECC has decreased by approximately 50-60% vs 2019.</p> <p><b>GOAL DEFINED BY 2025:</b></p> <ul style="list-style-type: none"> <li>• +10% classes involved vs 2019</li> <li>• +10% teachers involved vs 2019</li> <li>• +10% children and young students involved vs 2019</li> <li>• +10% families involved vs 2019</li> </ul>		
<b>RETAIL</b>	<p><b>SOCIAL</b> <i>Commitment continuing to guarantee healthy and safe food, as well as to contribute to the</i></p>	<p><b>OBJECTIVE 1</b></p>	<p><b>Promoting consumption of</b> fruit and vegetables, whole grains, fibre, nuts and pulses, including locally produced varieties (e.g. by</p>	<p><b>KPI:</b> Number of initiatives and duration</p> <p><b>TODAY:</b></p>		



	<p><i>education of the population and to a greater promotion of healthy diets and lifestyles, based on the principles of the Mediterranean Diet, by guaranteeing access to healthy and nutritious products. Commitment to promoting such eating habits through specific communication and dissemination activities whilst stressing the importance of transparent labelling systems to provide consumers with clear and correct information</i></p>		<p>increasing their availability and/or access).</p>	<p>In 2021, we developed new private label products with local variety: Italian nut variety “Lara”;          In addition, assortments of locally produced varieties in private label products will increase the availability for consumers, as follows:</p> <ul style="list-style-type: none"> <li>• Sorrento nut fior fiore ,</li> <li>• Piemonte hazelnut IGP fior fiore</li> <li>• Anurca apple fior fiore</li> <li>• Amalfi lemon</li> <li>• Pachino tomatoes</li> <li>• Pizzutella grape fior fiore</li> <li>• Renetta apple fior fiore</li> <li>• Late radicchio of Treviso fior fiore</li> </ul> <p>In 2022, a promotional commercial activity/campaign was launched to increase the consumption of fruit and vegetables.</p> <p><b>GOAL DEFINED BY 2025:</b>          1 campaign/year</p>		
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<b>RETAIL</b>	<b>ENVIRONMENTAL</b> <i>Commitment to strengthening networks and alliances between producers, processors, commercial distribution and consumers, with the aim of maximizing the resilience of the agri-food sector by way of effective synergies and promoted sustainability</i>	<b>OBJECTIVE</b> <b>6</b>	<b>Raise awareness</b> and involvement of <b>suppliers</b> on sustainability issues in joint dissemination and promotion activities.	<b>KPI:</b> Number of national suppliers involved/year.  <b>TODAY:</b> Referred to 2021 <ul style="list-style-type: none"><li>• aBCD project to promote the control and reduction of obesity in children;</li><li>• Barcolana event in October 2021 to promote the reduction of plastic especially in seawater</li></ul> <b>GOAL DEFINED BY 2025:</b> At least 5 every year.		
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