

Jumbo - Jumbo Report

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Sustainability topics

From different angles, we at Jumbo are working to make our business operations and product range more sustainable. By closely following market developments, we can respond to what is going on in society. We work on sustainability from the ground up and want to create as good and as much impact as possible. We are working on sustainability themes that are not only relevant to Jumbo, but also to our stakeholders. In the About this Report section, we describe the (creation of the) materiality matrix and the process towards an integrated report in which we prepare for an independent auditor's report on the non-financial data. More information on our sustainability themes and performance can be found at [Jumborapportage.com](#).

Our stakeholders have named ten topics as 'high material themes'. We have also added our own themes. All of these themes are topical, tie in with the spearheads of our long-term strategy and have been identified by customers, employees and other stakeholders as relevant to Jumbo. Based on this stakeholder research, we have linked the set of material themes to five overarching focal points:

1. **Eating and living healthier**, making tasty and healthy food easily accessible to everyone.
 2.
 - Healthy products
 - Healthy Lifestyle
2. **Products with care for people, animals and the environment**, affordable for the customer and feasible for the farmer.
 3.
 - Animal Welfare
 - Sustainable chain
 - Working conditions in the chain
3. **Reduce environmental impact**, from reducing food waste and packaging to sustainable operations.
 4.
 - Food waste
 - Packaging and waste
 - Energy and Emissions
4. **Fun employer**, with a challenging, pleasant and healthy work environment.
 5.
 - Diversity and Inclusion
5. **Business in the community**, locally involved and part of the community.
 6.
 - Local involvement

1. Healthier eating and living

Healthy products

At Jumbo, we are convinced that tasty and healthy food does not have to be complicated or expensive. We reinforce this conviction with our range of products. Moreover, we help our customers to make a healthy choice.

How we work	Results
Making assortment healthier	<ul style="list-style-type: none"> • Sugar reduction in drinking yoghurts, bread spreads and butcher's products, among others • Salt reduction in cheese, licorice and butcher's products, among others. • Fat reduction in lubricating fats and margarines, among others. • More whole grain varieties, such as fiber bars on the 'in between' shelf noodle meal with brown rice on the 'convenience' shelf, whole grain a whole grain pita bread.
Helping customers with the basics	<ul style="list-style-type: none"> • Expand vegetable panel to product groups convenience and maa introduce fiber meter on bread packaging. • Preparations for introduction of Nutri-Score in 2021. • Introducing new house brand line Lekker Veggie with vega and vegan p

- Making customers drink more consciously and reducing over 6% of kilocalories per sold compared to 2019.



Healthy Lifestyle

At Jumbo we want to help customers choose a healthy lifestyle. We do this with advice and inspiration about healthier cooking and eating and more exercise. In addition, we choose for a responsible policy regarding unhealthy products.

How we work

Results

Helping customers with the basics

- With so-called food swaps customers encourage certain ingredients to be replaced. For example, a pizza crust made from cauliflower to replace traditional crust, or vegetarian hamburgers.
- In 2020 we again actively participated in the national meatless week.
- In over 400 Jumbo stores, we offer free fruit to children and encourage fruit consumption.
- We signed the Belgian Pledge in 2020. We are thus following the guidelines in Belgium for responsible advertising directed at children.
- Jumbo sponsors the King's Breakfast: a festive and healthy breakfast preceding the annual King's Games for 1.2 million elementary school children. The breakfast provides enough energy for sports and games and is in line with the guidelines of the Nutrition Centre. The partnership King's Breakfast is open until 2021.

Healthy lifestyle (customized)

- In 2020 we introduced the application of the Jumbo Foodcoach, a step-by-step guide. Meanwhile, the app is available for active cycling, running and field hockey. Availability is again planned for 2021.
- The athletes of Team Jumbo-Visma inspire our customers to live a healthy lifestyle. They do this with tips to be healthy.

sharing their favorite recipes. Beginning 2020 they have m a social media campaign on this theme.

2. Products with care for people, animals and the environment

Animal Welfare

At Jumbo we find it important that the animals from which our meat products, eggs and dairy products originate have or have had a good life. We encourage the use of hallmarks with specific criteria regarding animal welfare.

How we work	Results
Clarity through certification	<ul style="list-style-type: none">• 99% of the chicken products in our private label range are certified in accordance with Jumbo's protocol for New Standard Chicken.• 83% of the pork in our private label assortment is minimally Beter Leven label certified.• 98% of fresh eggs are at least free-range and 1-star certified.• During Better Life Week, we inspired customers to make more animal-friendly choices.
Raising the standard	<ul style="list-style-type: none">• Starting in 2020, Early Feeding will be a mandatory part of Jumbo's New Standard Chicken (NSK). All NSK chicks at hatching will have immediate access to water and feed.• In collaboration with Seleggt, a number of egg products were collected for which no roosters were killed. The eggs can be recognized Respeggt logo.
Balancing with environmental goals	<ul style="list-style-type: none">• The Jumbo House brand dairy range with 1 star Beter Leven cue 2020 further expanded. It concerns liter packs of buttermilk yoghurt and half liter semi-skimmed milk. The share of drinking dairy m such as meadow milk, Planetproof and Beter Leven Keurmerk 1* will have increased to 80% by 2020.

Sustainable chain

At Jumbo, together with our chain partners, we are committed to a product range with the lowest possible impact on the environment. Cooperation with interest groups and certification bodies also contributes to a more responsible offer in our stores.

How we work	Results
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Securing in the chain

- On the way to PlanetProof for Dutch AGF: 100% in 20
- GLOBAL G.A.P. for fresh European AGF: 100% in 2020.
- SIFAV for tropical fruits and vegetables: 100% sustainable Africa, Asia and South America.
- All cocoa, coffee and tea processed in our products must be Fairtrade or UTZ/Rainforest Alliance certified. In the case for 100% of our assortment.
- 100% of all fish, shellfish and crustaceans are sourced from eco chain and caught or farmed sustainably. The

How we work**Results**

label in 2020 increased by 4% compared to 2019. This is due to the change in the definition: in addition to fish products bearing the MSC or ASC label, products with a gr the VISwijzer now also count, as well as products with a demonstrable Fish Improvement Plan (FIP). In addition, we do not sell any endangered

- For all private label products, their processed palm oil is certified sustainable according to the 'Segregated' on Sustainable Palm Oil (RSPO) system. By the end of 2020, 9 offerings will meet the requirements of the RSPO.
- We strive for as much RoundTable on Responsible certified soy as possible. All soy comes preferably from Europe. If it comes from Latin America or Asia, we choose RTRS, Regional (Area) Mass Balance, or Pro Terra certified soy. 85% of products with soy as an ingredient comply with this.
- 100% of the flowers and plants are FSI certified.
- All rice suppliers are affiliated with Sustainable Rice Platf
- The range of organic private label products was expanded to include various types of pasta and pulses. The total of organic products under the Jumbo House brand will be more than 430 products in 2020 (2019: 350).

Further raising the standard

- Introducing shrimp-based crackers from Dutch wa of the MSC label and an MSC-certified private label canned fish.

(Inter)national cooperation

- A BeeDeal has now been concluded with 34 fruit and vegetable growers and 14 other growers are taking bee-friendly measures in their fields, such as the installation of bee hotels, the sowing of flower mixtures on overhangs and headlands, the planting of trees and shrubs in windbreaks and a bee-friendly use of crop protection products.
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A background image showing several black and white cows in a green field under a cloudy sky. A white text box is overlaid on the image.

Dilemma

Bij het bewerkstelligen van een duurzame keten stuiten we soms op tegengestelde belangen, bijvoorbeeld op het vlak van dierenwelzijn. Wat goed is voor het dier, is immers niet per definitie goed voor het milieu. Denk bijvoorbeeld aan veevoer, mestproductie en leefruimte. We moeten hierbij steeds op zoek naar een redelijke balans tussen de verschillende belangen. Waar mogelijk maken we integrale, gebalanceerde keuzes.

Working conditions in the chain

At Jumbo we believe that every employee in the supply chains deserves a pleasant and healthy working and living environment. With various initiatives we are working to improve working conditions.

How we work	Results
Securing in the chain	<ul style="list-style-type: none"> • In 2020 started trainings on chains of specific products aimed at buyers and assortment managers of Jumbo. These will be continued in 2021. • Currently, 95% of our suppliers comply with the Jum Code of Conduct for Responsible Purchasing. • If production takes place in a high risk country according to the Social Compliance Initiative (BSCI), then the supplier must provide a valid audit report for proof. Jumbo accepts valid audit reports from the relevant bodies, such as BSCI, Members Ethical Trading Audit), SA8000, ICS, SIZA, Fairtrade, Alliance, UTZ and IMO. Currently 99% of the levels meet this requirement. • The following high risk products have an extra product ingredient certification such as UTZ/Rainforest Alliance or Fairtrade and hazelnuts. These certifications are visible to customers. This is shown in the text on the packaging.
Raising the standard [For more information, see our human rights policy at Jumborapportage.com]	<ul style="list-style-type: none"> • Fairfood and Jumbo have commissioned The Impact Institute to carry out an impact scan during the 2020 mango harvest season on two farms in line with the OECD Guiding principle and Human Rights. However, due to the coronavirus pandemic, a difficult harvest period and difficult contact with the right contacts it was not possible to perform the social impact scan on both. At one nursery, employees were interviewed as part of the intended work and it was therefore possible to draw up a partial report. • Jumbo buys coffee with a UTZ/Rainforest Alliance or Fairtrade and using an impact assessment we have shown to what extent these standards are able to prove that the prepayment actually leads to demonstrable positive impact in the chains connected to Jumbo coffee. • Jumbo has signed the covenant Dutch Initiative on Sustainable Cocoa. • Within the IMVO covenant, we are carrying out a project in which the Sustainable Trade Initiative, supports us. In this project, Dutch supermarket chains are jointly committed to a living wage in banana farming. The aim is to reduce the gap between the current and the going wage to 75% by 2025 at the latest. • Two social impact scans were conducted in line with the OECD Principles on Business and Human Rights on behalf of Jumbo Impact Institute on two rose nurseries in Kenya. The results are expected in terms of social impact. It is striking that there is no form or suspicion of sexual harassment at the nurseries.

How we work	Results
	According to the Impact Institute, this has not happened before Jum the work with the recommendations in the report.
Transparency	<ul style="list-style-type: none"> Transparency is part of our approach to identify and address potential risk supply chains. For example, interactive world maps have made the origins of at-risk products and suppliers transparent.

3. Reducing environmental impact

Food waste

We organize our chain in such a way that food ends up in the right place as much as possible. As a result, we need to throw away much less food.

How we work	Results
Optimization of the chain	<ul style="list-style-type: none"> With the AGF program, we optimize the processes rondo store through more frequent checks and smarter ordering. This results in fresher products and less food waste for customers. In 2020, we conducted several tests that showed that refrigerated walls have the most positive effects on the quality and shelf life of our products. With our optimized forecasting process, we can provide close order recommendations. The prevention of waste is now a permanent part of induction programs. We also pay more attention to those who have a relatively high level of wastage. They receive guidance in improving the waste results and the application of the core process.
Valuing potential waste	<ul style="list-style-type: none"> The Together Waste Less shelf was introduced in 2020 b stores. Fresh items with a best before date of dez are sold at a reduced price of 0.50, 1 or 2.50 euros this way more than million15 products have already been sold. Over 430 Jumbo stores and all distribution centers donate to food banks in the Netherlands. By 2020, we will have donated 1.5 million p. Introduction Bread of bread from which we utilize the return bread to bake daily fresh bread.
Involving customers	<ul style="list-style-type: none"> During Waste Free Week, we inspired customers through all channels to cook with leftovers and informed home storage.

Packaging and waste

At Jumbo, we make sure that the environmental impact of packaging is as low as possible and that our waste can be reused as a raw material wherever possible.

In many cases, packaging has an important function, for example to maintain the quality of products and reduce waste. We prefer

more sustainable materials, but opinions on sustainable packaging are quite divergent. One thing is certain: we need to move toward less packaging waste.

How we work	Results
Smarter packaging	<ul style="list-style-type: none"> • Less, better and more than packaging. We have set different targets to use less packaging material, make packaging recyclable and use more recycled material examples: • By 2020, the weight of our reusable shoppers will be reduced by 50%. This will save 50,000 kg of plastic per year. More bags now fit in one box, so we also use less, saving 10,000 kg per year. • The packaging of the new Lekker Veggie line are 100% recyclable and consist of 100% recycled PE. In addition, the cardboard sleeve is almost halved and is FSC certified. • The packaging material for the trays of meat products has been avoided due to a modified thickness of the film. The trays have rounded corners, which requires 25% less packaging material. almost 65,000 kg of material per year. • The packaging of bottles has been converted from 4-packs to 6-packs. This a saving in plastic of 15.5% or over 4,000 kg per year. • Our flower buckets are made thinner. • The lids at soft fruits and mushrooms have been replaced with cardboard. It saves 55,500 kg of plastic.
Increase knowledge	<ul style="list-style-type: none"> • In 2020 a series of workshops on packaging for our employees. • We have also come up with tools to promote sustainable packaging, such as the packaging check and impact tables.
Innovating Together	<ul style="list-style-type: none"> • The Proteus display for promotions in every store is more often used in for a reduction of 85% cardboard.
Reduce waste	<ul style="list-style-type: none"> • We have started preparations for deposits on small that will take effect on July 1, 2021. • Each store is equipped with a cardboard press, which allows us to efficiently merge one bale and thus emit less CO₂ during transport. We keep the film flow as transparent and cardboard as possible, so it is more recyclable. • Worn truck tires are processed into so-called powders, which are used to make new tires. • Through the cooperation with PeelPioneers, we can reuse the waste citrus peels in the Jumbo stores. In this way we have collected 7 million kg of orange peels separately. These peels are processed into oils that we use in the Jumbo private label cleaning product From Peel to Clean. • By 2020, we have taken steps to turn all of our cut waste from our flower shops into compost. The waste is separated and processed into new potting soil.

How we work

Results

- Of our Over-Date product waste, 80% is converted into



Dilemma

We willen minder verpakkingen gebruiken die zijn gemaakt van fossiele materialen. Plastic dat in het milieu terecht komt, breekt niet af en richt daardoor schade aan. Slechts een klein percentage kan worden gerecycled. Papier is niet op voorhand een beter alternatief. De productie ervan kost veel energie en gaat vaak ten koste van landbouwgrond voor voedsel. Wel is papier goed te recycleren. Plastic is vaak een betere keuze voor producten die kwetsbaar zijn. Bovendien draagt het bij aan een langere houdbaarheid en helpt het zo verspilling tegen te gaan. Ook boodschappentassen van plastic hebben een langere levensduur dan hun papieren varianten, waardoor de milieupact uiteindelijk lager is. Voor zogenoemde on the go producten is een papieren verpakking weer gunstiger. Dit materiaal is goed afbreekbaar als het in het milieu terecht komt, in tegenstelling tot plastic.

Energy & Emissions

At Jumbo we strive to set up the entire chain in a climate-conscious and future-proof way. We want to limit the energy consumption and emissions in our stores and distribution centers and during transport as much as possible.

How we work

Results

Energy consumption transport and logistics

- Expansion of delivery with electric box trucks.
- Since 2020 also the refrigeration in the electric truck works electricity, so the truck is now fully electric.
- By the end of 2020, 15 Euro 5 delivery buses have been replaced with clean ones. By the end, 2021 all Euro buses 5 have been replaced.
- Expansion of the number of long heavy vehicles (LHVs) with
- CO emissions₂ from our transport vehicles have decreased by 8% due to shorter distances and higher load factors.

Making housing more sustainable

- For our automated distribution center in Nieuwegein, we received the highest possible BREEAM design certificate for sustainability.
- The EFC in Bleijswijk also has the highest possible BREEAM design certificate.
- Energy-saving measures that we deploy include LED lighting more economical refrigeration systems, natural refrigerant monitoring of energy consumption in the stores.

Renewable Energy

- There are now ample solar panels 55.000 on the roofs of and distribution centers.
- The energy we purchase consists of 20% European wind

- By the end, 2020 Jumbo 43 locations had a heat pump.
- The energy consumption (MJ / M²VVO) was higher d (2,047) in 2020 (2020,038) which can largely be attributed to an increased electricity consumption due to wider opening hours in the stores. gas consumption was 4% lower in 2020 because 2020 was on average one than 2019.



4. Nice employer

Diversity and Inclusion

At Jumbo, we believe that we are of and for everyone. All customers and employees should feel at home with us and be able to recognize themselves in our values.

How we work	Results
Executives embrace and support an equal culture	<ul style="list-style-type: none"> • In 2020, the dialogue on diversity was further developed to raise awareness of the subject. The Board of Directors, Executive Board and management all confirmed the intention to be truly inclusive.
Attractive to all talents	<ul style="list-style-type: none"> • We are working with status holders in our distribution center (DC Veghel and retail cluster Utrecht). • We work with elderly people (65+) in our stores in the o Amsterdam. • Deployment of over participators 200 in our stores and distribution • The number of permanent employees has increased (+8%), the number of auxiliary employees has decreased; many employees in branches have become employees. This is partly due to adjustments such as felt Labor Market in Balance (WAB).

Working together on the basis of equality

- At the end of 2020, 30% of senior management was Jumbo. The Board of Directors has one female member (25%). The Supervisory Board has changed composition and now has one member (20%).

Customers and employees recognize themselves in our communications

- In 2020, we reviewed the principles of our communication. Based on the results, we have adjusted our communication so that we radiate more diversity.

5. Entrepreneurship in society

Local involvement

For us at Jumbo, it goes without saying that all our stores are involved in what's going on locally. We like to contribute to making the neighborhoods in which we operate more pleasant.

How we work

Results

Basis in order

- Nearly 200 stores participated in the World Cleanup Day in their immediate area.

Involved every day

- For city deliveries in Amsterdam, for example, electric delivery trucks are used to avoid inconveniencing the neighborhood with noise or odor.

Support appropriate initiatives

Loneliness

- As the booster of the National Coalition Against Loneliness, we are doing our part to fight loneliness. During Loneliness Week, we introduced Chat Packs. There are tasty meals to make for someone who could use a chat.
- In the Week Against Loneliness, we have made available for our stores with tips on how to spot and address loneliness. We also explain how stores can connect with coalitions fighting loneliness.
- Jumbo created the Kletska in 2019, an extra contact moment. By 2020, we have expanded the number to approximately 10. We expect this number to be endured throughout the coronapandemic.

Responding to local needs of the environment

- Stores support local sports clubs, charities and event initiatives ranging from deposit drives to clothing stores.
- In 2020 we also set up local savings campaigns, designed to save customers for schools and sports clubs throughout the Netherlands.
- Also in times of corona our stores put in an extra effort for several Jumbo stores were vouchers to support entrepreneurs during the emergency closure. For € 5.50 you could buy a voucher with a credit of € 10 to spend at an entrepreneur of your choice after the reopening. To support the care workers of the Jeroen Bosch Hospital in 's Hertogenbosch, special shopping packages were devised. Two

day they could pick up the groceries at a mobile Pick U packages contain products for three meals a day ged to three days for two people.

Food Banks

- Due to the cancellation of the annual King's Breakfast, contribution to this event have donated to the Food Bank. Hundreds of thousands of products and a gift for the approximately 1 volunteers.
- We supported the Foodba's Stay Safe and Give campaign with a deposit campaign of our own.

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