

2020 - sustainable transition in the midst of a global pandemic

Covid-19 fundamentally changed the daily lives of all our employees. When Denmark shut down, the grocery trade became part of the frontline response that ensured the basic needs of Danes. Despite the crisis, we also looked ahead and launched Coop's long-term ambitions for sustainable transformation.



As in the rest of Denmark, covid-19 has meant major upheavals in all parts of Coop. Most of all, the pandemic has taken its toll on our employees. While Denmark was shut down, employees worked hard to set up stores according to the authorities' instructions and to make sure that hand sanitizers and other protective equipment were available so that customers could shop safely.

At the same time, the handling of corona has strengthened the sense of community and social responsibility that has been at the heart of our member-owned association for more than years150. 11.000 volunteers signed up to shop for the vulnerable in partnership with the Red Cross, and customers donated a record amount to charity via the

pledge button. In addition, the Coop deferred rent payments for our tenants and postponed payment deadlines for small suppliers.

Time to act

Fortunately, 2020 was not just a year of dealing with the corona crisis on a day-to-day basis. We also published our new long-term strategy for sustainable transformation towards 2025. The strategy is called "Time to Act". It contains 12 key messages, developed in collaboration with experts and consumers.

The strategy sets ambitious targets for a greener future. We want to reduce CO₂ emissions from operations by percent75 by and 2025become climate positive by 2030. That effort got off to a good start, reaching our 2020 target of reducing energy consumption from operations by percent20.

At the same time, we raised our ambitions for how Coop can contribute to the historic transformation of our eating and consumption habits that we are on the verge of. The first step

on that journey, we launched the climate calculator in the Coop app, launched the first public forest, giving more space to forest and nature, and implemented the market's strictest requirements for pesticide residues in fruit and vegetables.

We were proud to be named Denmark's most sustainable brand - for the third year in a row. With the new strategy, our ambition is to live up to this honour in the years to come by setting the direction for a greener and better future - in Coop and wherever else Danes shop.

CSR Director, Coop, Signe Didde Frese

Content and structure of the report

Coop's Responsibility Strategy defines the key actions in our efforts to integrate sustainability into the business and contribute to the transformation of the grocery sector. Therefore, the strategy also provides the framework for our reporting on efforts and results in 2020.



The report constitutes Coop's statutory reporting on corporate social responsibility, in accordance with the Annual Accounts Act § 99a and § 99b and the UN Global Compact reporting for the financial year 1.1.2020-31.12.2020.

In addition to an introduction to Coop's business model and key risks, and how we manage them, the report is structured around the three focus areas of the Responsibility Strategy: 'For you and your family', 'For the community' and 'For the next generation'.

For each section, we describe the activities and results of all actions in an overall view, where you can compare the results of the previous years. Policies for

the respective areas can be read on Coop's home page: accountability.coop.dk.

We also look at climate action, food waste, plastics, product and quality control, human rights and employee engagement during Corona.

For you and your family

Here we report on food safety, including chemicals and pesticides, as well as health, ecology and data security. Areas that are crucial to the safety and health of each of us and our families in our daily lives.

For the community

We believe that healthy and inclusive communities are a prerequisite for sustainable change and for thriving as human beings. That's why employee relations,

including safety, anti-corruption, human rights, equal treatment and animal welfare integrated into our strategic efforts and reporting.

For the next generation

This section describes our climate and environment efforts and results, which address energy use, food waste, plastic and waste, and biodiversity, which addresses palm oil, soy, coffee, tea and cocoa production, forestry and fisheries.

Do you have questions about the way we report? Or tips on how we can do it even better? Then send us an email at ansvarlighed@coop.dk.

Milestones for accountability in 2020

A number of responsibility initiatives bring Coop closer to the goal of becoming climate positive in 2030 and enable members and customers to actively contribute to a better climate and more nature.

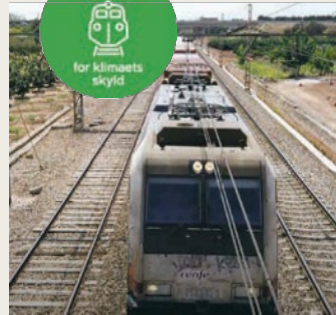


One million meals saved from the bin

Since then, 2017 users of the Too Good To Go app have been able to buy cheap over-the-counter food from Coop's stores. In 2020, the cooperation reached 2020 one million meals, which ended up on the dinner table of Danes instead of for in the trash.

Donations and charity set record

The Corona crisis meant that customers and members reached out even more to those who needed help, both at home and around the world. For example, during the shutdown, 11,000 volunteers joined the Red Cross Relief Network via Coop's platforms. Our customers diligently supported collections for the Heart Association, the Red Cross, Mothers' Aid and Coop Folkeskove, among others, with a total of 064 DKK 10.380..



Selected items train - for the sake of the climate

In 2020, Coop tested how much CO₂ could be saved by transporting fruit and vegetables from Spain by train instead of truck. Among other things, grapes took the train to Denmark for the first time. The test concluded that emissions from transporting Spanish fruit and vegetables could be reduced by up to 65 per cent by using trains instead of trucks.



Shop plastic waste recycled into new bags

Every day, Co-op stores receive goods wrapped in plastic foil to protect them during transit. This adds up to over 600 tonnes of plastic a year. In 2020, Coop set up a closed system for the plastic waste, which is taken directly to the plastic producer and recycled into new bags. The project contributes to the goal of reducing the use of new plastic by percent 25 in 2025.



Climate Funding develops and tests the food of the future

In collaboration with think-tank CONCITO, Coop Crowdfunding expanded its platform with targeted climate funding. The initiative aims to contribute to the green transformation of Danish food producers and at the same time give consumers the opportunity to invest in and test the sustainable food of the future. During 2020, consumers invested 700.000 DKK in total from organic coconut milk to Danish produced legumes.

which is over 2,5 million more than in 2019.



Denmark's most sustainable brand - for the third year in a row

For the third year in a row, Coop won the award as the most sustainable brand in Denmark. The award was presented by Europe's largest brand analysis on sustainability (Sustainable Brand Index). Consumers placed particular emphasis on Coop's commitment to more ecology and less chemicals.



The Coop app got a climate

calculator How much do my purchases affect the climate? Am I above or below average? From June, members could find answers to these and other questions in the Coop app. The climate calculator also shows which parts of the consumption have the highest emissions and which products emit less CO₂. More than 300,000 members used the calculator in 2020.

Almost two million Danes are co-owners of Coop

Coop has no shareholders, but is owned by its members, who share in the company's profits. Over 154 years, Coop has evolved together with its members. However, the values have not changed: Coop still looks after its customers and employees, as well as the environment and the climate.



Members help develop Coop

Coop is founded on the cooperative principles of open member democracy, autonomy and independence, education and training. Members are therefore instrumental in the development of the Coop. Among other things, 1.000 members are asked every week about everything from the price of liver pate to problematic chemicals in products. Coop's new responsibility strategy has also been developed in cooperation with members. Read more on page 31.

All Coop members get a share of the profits and can stand for local boards, for the Coop national council and for the Coop ambas board, as well as contribute to their local community, for example by organising local food festivals or inviting to a debate on the development of the city in the local Brugs.

Coop drives sustainable transformation on behalf of members

Coop is well on its way to a sustainable transformation of everything it can control, but the right framework conditions are also needed if Coop is to contribute to solving the challenges that lie outside Coop and transform the way we create economic growth and development. These can be social challenges and climate and environmental issues. That is why Coop is in dialogue with politicians and enters into partnerships, including with interest organisations, to drive a sustainable transformation of grocery consumption.

Coop acts together with its members

An important part of our values is to act together with consumers. That's why Coop has developed Coop Crowdfunding. Here members and customers can



Members were invited to participate in developing Coop's new accountability strategy "Time to Act".

invest in start-ups that contribute to the transformation of the traditional food industry. In 2020, consumers invested DKK 10,5 million in Danish food innovation via Coop Crowd- funding. Read more about Coop Crowdfunding on page 24.

In 2020, Coop could celebrate its 154th birthday. To mark the occasion, 185 of the most important responsibility initiatives that customers and members have received in their shopping bags over the years were compiled in a magazine.

The magazine is available at tidtilathandle.coop.dk/

Coop's main risks

Each year Coop prepares an analysis of the main risks to the business. In 2020

Coop experts and selected core stakeholders to provide input and discuss the most significant and important societal and environmental risks.

Where is the risk of negative impact greatest? Where and how can Coop have a positive impact on people, society and the environment? And are there risks we have overlooked? These and many other questions were discussed with NGOs, trade unions, etc. Then, together with the Accountability and Quality department, the Coop CSR Board finally identified the most significant risks.

resources on supplier control and -cooperation.

The following pages describe how Coop works to manage and minimise the social and environmental risks of its business, while striving to maximise its positive impact on people, society and the environment.

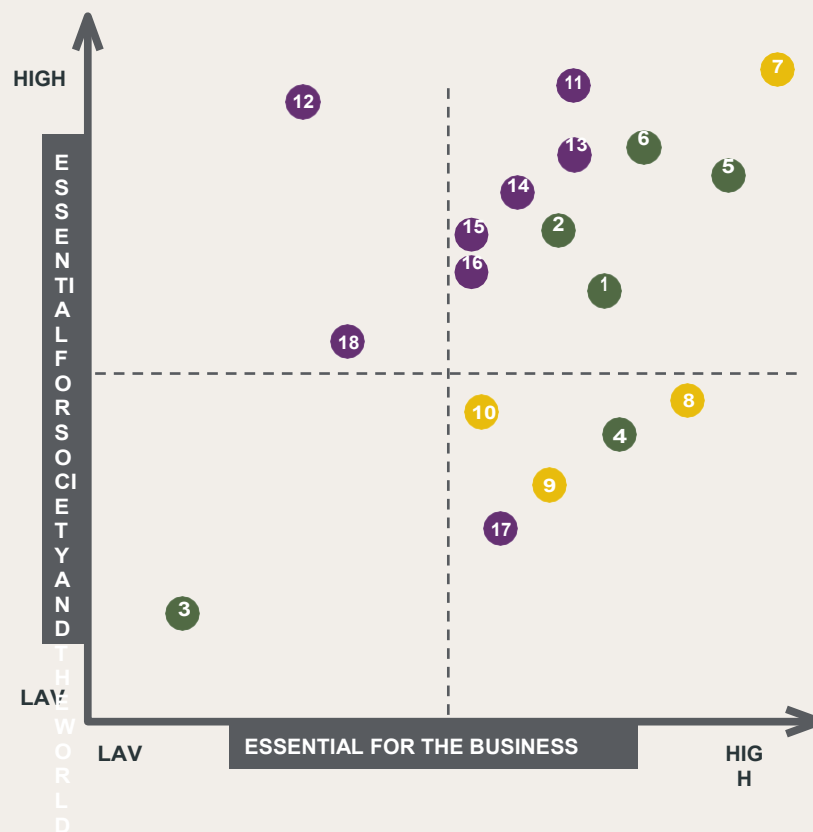
Climate, plastics and food safety

The external stakeholders identified climate and plastic as some of the main risks, which Coop also considers as key for the business and for the transformation of the grocery trade and society in general. At the same time, Coop attaches great importance to food safety and will continue to

Our efforts

In 2020, Coop's materiality analysis was updated in collaboration with NGOs, trade unions and financial organisations, which contributed their analyses of Coop's main risks.

Essential analysis



For the community:

1. Animal welfare
2. Human Rights
3. Anti-corruption and bribery
4. Data ethics
5. Responsible supplier management
6. Working environment and safety

For you and your family:

7. Food safety
8. Harmful Chemistry
9. Diversity
10. Health

For the next generation:

11. Climate Change
12. Plastic
13. Food waste
14. Biodiversity
15. Soya
16. Palm oil
17. Energy
18. Transport

New accountability strategy: time to act

For more than 150 years, Coop has fought for consumers by ensuring better products, a better environment and knowledge for Danes. Coop's new responsibility strategy "Time to shop" raises the ambitions for, how Coop does business and works with members.

Developed with Danish consumers

The strategy "Time to act" has been developed together with experts and Danish consumers. We asked them what Coop should do to ensure a greener everyday life and asked them to share their ideas. The conclusion was clear: it's time to act.

On the one hand, a sustainable transformation of everyday food consumption requires a global transformation of what is produced and how it is produced, which has a major impact on the livelihoods of the next generations. On the other hand, consumers face major challenges in their daily lives, not least when it comes to what they eat.

As a grocer, Coop can contribute to global as well as individual change. This is illustrated in the three strategic focus areas.

For you and your family

For you and your family, it's all about the closeness of consumers and the way goods affect them in their everyday lives. Coop wants to make it easy to live healthy, to choose organic and, above all, to avoid dangerous chemicals and harmful substances. And Coop wants to use consumption data to give members insight into where and how their consumption affects climate, nature and the environment.

For the community

The community is about the local community, with many of Coop's stores acting as equal parts grocery store and community centre. Coop builds on this foundation by strengthening local life. Community is also about the responsibility to ensure decent conditions for the people who grow and process the goods on the shelves, and about good animal welfare. Community is also about creating a good workplace and a meaningful working day for our approximately 40,000 employees.

For the next generation

For the next generation is about Coop's footprint in the world. We want a planet in balance for the next generations. That's why we're working to transform Co-op's operations, supply chains and climate, nature improvement and biodiversity.

The strategy stands on the shoulders of 154 years of member democracy and civic responsibility. Over the next five years, Coop will strive to lift this legacy by creating fundamental change in all parts of the company, in the grocery business and in the way Danes consume.

Time to act. The strategy includes brand12 messages developed with Co-op members. Together, they are setting the course for a greener and better future.



The world's most important goal. The strategic objectives Coop has set itself to achieve by 2025 strengthen its contribution to the UN SDGs. The illustration shows the goals Coop is particularly working on.



For you and your family

Coop is committed to all the things that matter to you and your family every day.

Coop's goal is to continue to have Denmark's safest assortment and always offer healthy alternatives in a busy everyday life. In addition, Coop is working to increase sales of organic products by 602025.

As a grocery retailer, it is Coop's responsibility to ensure the quality, safety and health of its products through all stages of supply. This responsibility is a top priority and Coop therefore buys according to a precautionary principle, consisting of a number of requirements, many of which are stricter than the legislation.

You commit2025 Coop to

- offer Denmark's safest range of groceries.
- always offer a healthy alternative when food has to go fast.
- sell 60 percent more organic compared to and2019 ensure that selected product groups are 100 percent organic.
- always prioritise data security and the safe handling of customer data.

See efforts and results in the table on the next page ➡



IN FOCUS 2020

QUALITY ASSURANCE OF COVID-19 HOST

The staff who run Coop's quality and control programme have been working overtime for almost 2020. Covid-19 meant the risk of shortages as many suppliers and producers were affected by corona and various national restrictions. Therefore, new goods had to be purchased and passed through Coop's quality control throughout the period.

In addition to ensuring quality, safety and health, employees were overworked, especially at the beginning of the pandemic, because Coop faced challenges with the quality and safety of the protective equipment available for purchasing. For example

not all hand sanitizers were approved for use on the body, and the quality of some sanitary napkins was not up to par. As a result, Coop discarded some products, withdrew products and contacted the authorities to improve controls on product approvals.

This meant that for short periods there was a shortage of protective equipment in Coop's stores. Despite these challenges, we stood firm on Coop's quality and safety standards and continued to put pressure on the authorities.

These efforts subsequently helped to ensure the quality and safety of protective equipment throughout the retail sector.



FOR YOU AND YOUR FAMILY

Actions and results for 2020*1

Coop works to

- no one should be exposed to harmful substances.
- make it easier to live healthy.
- ecology must be everyday fare.
- data must be used for the benefit of consumers.



2020-INSTATS

Quality control and food safety

Due to travel restrictions, it has not been possible to carry out as many audits as planned. Therefore, Coop has instead increased the number of control projects that test risky goods and follow up on possible non-compliance at all suppliers. Read page 3 for more info on bets in

In relation to the Fødevarestyrelsens smiley controls, some stores have had problems meeting the requirements for follow-up checks, so the year's result is not satisfactory

MEASURES

Result 2018

Result 2019

Result 2020

Coop must always achieve my % 'er smileys from the Fødevarestyrelsen

%*

%*

%

% of own non-food imports to be checked for compliance with product and quality requirements

Goal met

Goal met

Goal met

% control and follow-up of all own trademarks *

-

-

%

Test my % of footwear and textiles sourced outside Coop Asia *3

-

-

Goal met

Harmful chemicals

From 3 January, Coop no longer sold conventionally grown bananas because suppliers could not guarantee that they did not use harmful pesticides

Coop also succeeded in getting a national ban on fluorants in food packaging

Min % of fresh fruit and vegetables must always stay below % of applicable limits

% of tested high-risk goods have values below % of limit values

% of tested products have limit values below % of limit values

% of tested high-risk goods have values below % of limit values

All suppliers of high-risk goods who fail random checks must go through Coop's comprehensive non-compliance follow-up programme in order to supply goods to Coop*.

-

-

%

* From Coop results with one decimal in this and the following data summaries

* The KPI monitors that all development of own brands also in niche areas becomes a fundamental part of Coop's quality assurance

* 3New target First year of results is therefore

* Result for has changed compared to previous reports

* Result for has changed compared to previous reports

* New target monitoring Coop's follow-up programme First year of results is therefore

Efforts and results continue in the table on the next page ➡

FOR YOU AND YOUR FAMILY

Efforts and results for 2020



2020-INSTATS

GoCook

Despite coronary restrictions, about % of all primary school pupils participated in this year's tasting box focusing on Danish apples This is a new participation record

GoCook's live videos also received strong support from teachers and parents who used the videos as part of their online learning during the shutdown Fully % of students use GoCook digitally throughout the year

MEASURES

At least 3 out of primary schools participate in the GoCook tasting box with the aim of increasing their knowledge and skills in the field of raw food and meals

Result 2018

children

Result 2019

children

Result 2020

children

Ecology

Sales of organic products increased during the corona period, just as organic sales in facts continued to increase in

Although Coop did not quite reach the ambitious goal of doubling sales in , the result is very satisfactory In Coop sold for billion kr organic In comparison, the turnover was billion in 3

In Coop will double the sales of organic products (compared to 3)

%

%

%

Personal data

A personal data team with day-to-day responsibility for personal data work has been established and a data protection officer has been recruited

All new employees now complete e-learning and receive automatic follow-up for non-completion

In the course of the personal data policy will be updated

By the end of the year, % of all employees in Coop's service office in Coop Trading and selected key employees in stores and logistics centres will have completed e-learning on personal data protection

% at Coop Trading service office and logistics

For employees in shops the result was % 3

% at Coop Trading service office and logistics

For employees in the shops the result was %

% at Coop Trading service office and logistics

For employees in shops the result was % 33



For the community

Coop works to minimise its footprint in the world. Coop wants to leave a balanced planet for future generations.

As a member organisation with shops anchored in the local community, Coop wants to strengthen consumer ownership and local life. Community is also about ensuring decent conditions for the people who produce our goods and for the animals that go into global food production.

In a time of great and transforming changes in the daily lives of Danes, we believe that the community is an important prerequisite for us as people to be able to accommodate the changes. That is why the community in Coop embraces the local, the national and the global. And that includes both people and animals.

You commit 2025 Coop to

- 50 percent of our employees say they make a positive difference through their work at Coop.
- create local communities where at least 200,000 Danes engage each year.
- Provide, disseminate and share knowledge on sustainable consumption through its own media and channels.
- sell more animal welfare labelled products and set minimum requirements for all animal products.

IN FOCUS 2020

AFRICAN COFFEE ROASTERS

In cooperation with the Investment Fund for Developing Countries (IFU), 2016 Coop starts its own coffee roastery, African Coffee Roasters, 30 km from Nairobi in Kenya. Coop wants to bypass the many middlemen who speculate in coffee purchases and instead process and sell coffee beans from East African coffee farmers from a single roastery. The aim is to secure better prices while creating local jobs. In this way a much greater economic value in the country where the coffee beans are produced, rather than exporting the breeding to Europe, for example. With African Coffee Roasters, Coop offers quality coffee that takes greater account of the environment and the local population - still at competitive prices.

African Coffee Roasters, together with a Dutch NGO, has received a million dollar grant from Danida to support the development of Kenyan certified organic coffee, which today is almost non-existent.

Shorter value chain benefits farmers The short value chain gives coffee farmers an economic advantage because the roaster pays a price that is higher than the local market price because the middleman is cut out. In addition, African Coffee Roasters pays cash on delivery, unlike buyers who first



pays the farmers when the coffee is resold. This gives farmers more financial stability and surplus for new investments, including more plants and varieties, processing facilities and infrastructure.

The farmers are mostly organised in certified cooperatives with a focus on promoting good working conditions. Most of the coffee is certified 2021 by an independent third party with either Fairtrade or Rainforest Alliance.

In total, African Coffee Roasters bought 2020 about 1.200 tons of East African coffee beans. The roastery has not 2020 yet made a profit, but Coop has continued to cooperate because of the belief that the social and environmental sustainability of the project will ultimately yield economic benefits.

Read about the results of the coffee roastery on 2020 page 19.





IN FOCUS 2020

COVID-19 FRONTLINE STAFF

When the Prime Minister shut down Denmark on 11 March as a result of Covid-19, many feared for the supply of groceries. Would it be possible to keep the shops open? Would Danes be able to get the daily necessities they needed? Would employees call in sick? At the end of the year, despite numerous new demands on stores throughout the year, and despite customers' more aggressive shopping behaviour, the grocery business ran smoothly. Coop kept all its stores open as normal, and its store staff took on an extraordinary responsibility as 2020. part of the front-line staff who kept critical infrastructure open for Danes, who were exposed to increased risks of infection while they were very busy. Throughout the year, store employees have also been thanked from all parts of the community for their efforts.

In addition to day-to-day operations, store staff have continuously adapted to the instructions of the authorities with alcohol dispensers, distance and information signs and access to protective equipment. Employees have also carried out extra cleaning, including wiping down baskets and carts of spirits after use.

#MeToo.

The social debate on sexual harassment also gave Coop the opportunity to focus on this challenge. In this context, Coop's CEO, Kræn Østergaard Nielsen, Coop's policy and ethics in the area during a so-called town hall for all employees at the service office. All employees also received the policy digitally, along with instructions on what to do if they or their colleagues experience sexism, harassment or other offensive behaviour while at work.

Responsible tax

In Coop, responsible tax practices with a high degree of transparency part of the value base. Coop's tax policy outlines the main principles for increased transparency, compliance and risk management in the tax area.

Coop naturally complies with applicable tax legislation and practice. The guiding principle of the tax policy is that Coop pays the correct tax in the countries in which it operates.

Coop continuously implements internal measures to increase transparency and identify risks, and continuously evaluates its arrangements, processes and controls.

Increased awareness on responsible tax behaviour

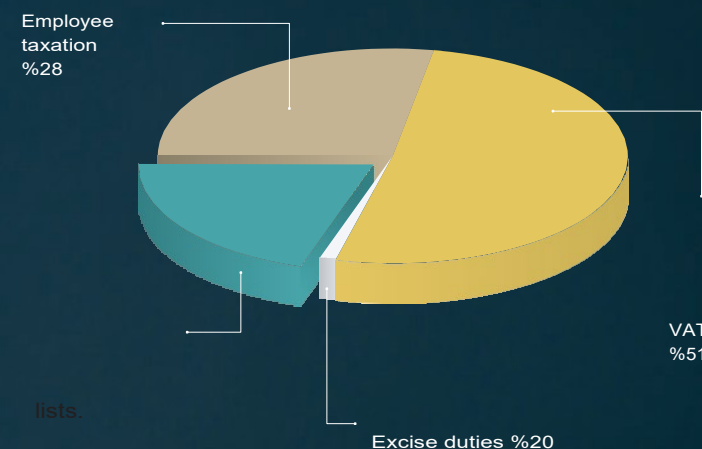
In 2020 Coop has intensified its attention to responsible tax behaviour and focus on creating transparency and accountability in tax payments and tax reporting. All guidelines are gathered in a formal tax policy for the Coop amba- group as part of a larger Tax control framework, where Coop's tax processes are mapped and documented. This ensures that Coop has a full overview of risks, reporting and governance. Coop also uses an automated screening tool to ensure that potential business partners and their stakeholders appear on international sanctions

Taxes paid

In Coop paid 2020 more than billion 4,5 DKK in taxes.

The amount includes taxes paid for Coop Danmark A/S and fakta A/S, where Coop has paid billions of 3,2 DKK in VAT, customs and excise duties* and reported billions 1,3 of DKK in A-tax and am-contributions for employees (employee taxation).

*Energy and environmental taxes are not included in the figure.



FOR THE COMMUNITY

Efforts and results for 2020

Coop works to

- it must make sense to go to work.
- local life must be strengthened.
- consumers must have a say.
- animal welfare must be improved.



2020-INSTATS

Security

During the year, Coop worked to increase the focus on injury prevention and the correct registration of accidents. The prevention work was outsourced so that Coop's own employees visited the stores. This resulted in improved dialogue and increased identification of the causes of accidents. It is Coop's assessment that the effort has resulted in increased and improved registration of accidents. The result for the year does not necessarily reflect a real increase in the number of accidents.

Occupational health and safety inventory remained satisfactory.

MEASURES

Coop must always achieve % green smileys from Arbejdstilsynet

In % reduction in the number of serious accidents at work compared to

Result 2018

%

Number of serious accidents reduced by %

Result 2019

%

% *

Result 2020

%

%

Working environment

Sustainability and responsibility must be part of the way Coop is run. From the service office to stores across the country.

A number of campaigns have been carried out in cooperation with the stores, and Coop's efforts and results have been communicated directly to employees in various media.

At least % of Coop employees say they make a difference through their work *

-

-

% of employees agree or strongly agree with the statement: I feel that Coop, more than other retail chains, is based on responsible values that make a difference in creating a sustainable society.

Inclusion and job training

Coop cooperates locally with municipalities to offer internships and employment with wage subsidies.

You must have my unemployed in internship or wage subsidy

3

3

It has not been possible to report on this in

You need at least % of trainees and employees with wage subsidies to subsequently find a job in Coop or elsewhere

%

%

It has not been possible to report on this in

* In we have used a new calculation basis for the number of serious accidents, so the results for and are not directly comparable

* New objective in line with new accountability strategy. First year of results is therefore

Efforts and results continue in the table on the next page ➔

FOR THE COMMUNITY

Efforts and results for 2020

2020-INSTATS	MEASURES	Result 2018	Result 2019	Result 2020
<p>Gender equality and diversity</p> <p>Coop Denmark A/S has a policy on the underrepresented sex which describes that Coop strives for equal gender distribution in recruitment to senior management This is defined as boards management and other management including store management</p> <p>Targets have been set for women in senior management and senior management in stores</p> <p>Focus on diversity in recruitment to board positions in Coop Danmark</p> <ul style="list-style-type: none"> A/S to ensure that there are always female candidates in the field Professional communities across sectors and borders Bias training Conditions and structures for the performance of work including: Flexible part-time <ul style="list-style-type: none"> Flexible work plan Flexible return from maternity leave Pay and equal pay <p>There have been changes in the composition of the Coop ambas board Coop calls for equal representation of women and men but the board is democratically elected</p> <p>Coop ambas management consists of only one person No target has been set in this area</p> <p>Coop Danmark A/S' board has had to replace one member but it has not been possible to find a person with the desired competence profile and at the same time increase the proportion of women</p> <p>Coop Danmark A/S' Management Board has had to replace one member but it has not been possible to find a person with the desired competence profile and at the same time increase the proportion of women</p> <p>fakta A/S is a wholly owned subsidiary whose basis for recruitment to the board is the existing management of Coop Danmark A/S The management of fakta A/S consists of only one person No target has been set in this area</p>	Coop ambas board	% women % men	% women % men	% women % men
	Coop ambas management	% women % men	% women % men	% women % men
	Coop Danmark A S' Board of Directors You aim for Coop to have at least % of its Board of Directors made up of women	33% women % men	33% women % men	% women 3 % men
	Coop Danmark A S' Management Coop aims to have at least % of its management made up of women	% women % men	% women % men	% women % men
	facts A S' Board of Directors In we aim to increase the proportion of women on the Board of Directors elected by the General Assembly	% women % men	% women % men	% women % men
	Facts A S' management	% women % men	% women % men	% women % men
	Shops At least % of store managers across Co-op chains to be women by	% women % men	% women % men	% women % men
<p>Community and involvement</p> <p>The assembly ban has meant the cancellation of planned community activities - food communities "Denmark speaks together" and lectures</p>	You create local communities where at least Danes get involved every year*	-	-	Due to coronaned-closure it has not been possible to estimate a result for the year

* New objective in line with new accountability strategy First year of results is therefore

Efforts and results continue in the table on the next page ➡

FOR THE COMMUNITY

Efforts and results for 2020

2020-INSTATS	MEASURES	Result 2018	Result 2019	Result 2020
Anti-corruption and bribery We have prepared an update of policies that brings together Coop's good business conduct and anti-corruption rules into a single policy. In addition, Coop has prepared the roll-out of a re-training programme.	Increase awareness of Coop Danmark A/S' internal rules on anti-corruption and good governance among relevant employees	Evaluation carried out and implementation plan drawn up	Group managers were briefed on the company's internal rules of good conduct and the rules were reviewed with selected key employees	Re-training programme prepared for roll-out in
Human Rights As in previous years, Coop has expanded the number of suppliers that must comply with the Coop Code of Conduct. This includes EU suppliers of non-food products that buy in risk countries and flower suppliers. This year's result should therefore be seen in the context of the increased number of suppliers being checked.	Min % of our own brand suppliers must always comply with our Code of Conduct	%	Food % Non-food %	%
Animal welfare Coop reached the target of % phasing out of caged eggs already in 2019. In order to remove hidden cage eggs in our own trademarks, we have continued. Turnover of animal welfare labelled products has increased by almost % in 2020.	In own brand products, all caged eggs must be phased out	Following the plan	Goal met	Goal met
	In Coop, carry animal welfare labelled products	goods	goods	goods
Communication and campaigns Coop has carried out a number of campaigns focusing on sustainable consumption, including the newsletter on green consumption Green Roads.	Coop disseminates and shares knowledge about sustainable consumption in its own media and channels, including Samvirke *	-	-	Coop has carried out campaigns focusing on plastic climate chemistry and health. A digital channel on green consumption has been developed. Every two weeks Coop has sent news emails on accountability to ca 100,000. Coop Analyse provides data on the consumption of Danes. In addition, Coop has communicated weekly on various SoMe channels and monthly in Samvirke. Samvirke has a readership of 1 million.

* New objective in line with new accountability strategy. First year of results is therefore 2020.



For the next generation

Coop works for the society we are all part of. Coop looks after the interests of the community, local people and animals.

Climate imbalance, biodiversity loss, food waste and plastic pollution are among the key challenges that need to be addressed to transform global food consumption. How we find the solutions and how quickly we implement them will determine the living conditions the planet can offer to the next generations.

As with the other brands, the strategy has set ambitious objectives for how Coop will be run and developed towards 2025.

You commit 2025 Coop to

- reduce the use of virgin plastic by percent25 and ensure that all own packaging can be recycled.
- reduce CO₂ emissions from own operations by percent75 and become CO₂2030.
- no goods from Coops stores go to waste. Goods Coop cannot sell are donated or recycled.
- require all suppliers of own brands to certify the sustainability of critical raw materials.

[Read more on the next page](#)



IN FOCUS 2020 CLIMATE

Order in your own house

As mentioned, 2025Coop will reduce CO₂ emissions from its own operations by percent75. Five years later, Coop plans to be CO₂ positive. At the same time, the business is reducing the use of virgin plastic and ensuring that all plastic from its own packaging can be recycled. And no food will go to waste.

Coop got off to a good start with our 2025 efforts, reaching the target of reducing energy consumption from operations by 20 percent already in May.

Climate accounting

One of the first, but most important steps on the road to becoming carbon₂ positive was the preparation of Coop's first climate report, which was audited by the international organisation CDP and achieved a very satisfactory B rating.

The climate report showed that Coop's total emissions amount to almost six million tonnes of CO₂. By far the largest share (98 percent) comes from emissions related to the sale of groceries, while emissions from Coop's own operations account for about percent2.

Climate calculator provides overview and insight

98 percent of Coop's CO₂ emissions come from the goods it buys and sells. To reduce its footprint, Coop must therefore sell products with a lower footprint. Therefore, Coop's goal is to reduce the impact of goods sales by one million tonnes of CO₂2030.

In addition to campaigns and offers, new products and store design, Coop launched, as mentioned (see pages 5 and 26), a climate calculator in the Coop app, which allows members to track the climate footprint of their food purchases and at the same time be provided with climate-friendly alternatives.

Coopfolkeskove.dk

As mentioned on page 20, Coop launched coopfolkeskove.dk as part of the climate action plan to engage Danes in local forest communities while giving more space to nature. In addition, the public forests will compensate for the last part (about 9 percent) of the CO₂ emissions from Coop's own operations, which probably cannot be converted before,2030, among other things, because electricity and district heating production will not yet be based on percent100 renewable sources.

Conversion of Coop and impact on the wider world

Meeting Coop's own targets does not in itself restore balance in the global account of the planet, its natural resources, biodiversity and climate. Therefore, Coop will also increase its efforts over the next five years to bring about positive change in everything that lies outside Coop's own business and therefore control. This includes more and more binding cooperation with suppliers, producers and knowledge institutions, increased certification requirements, more and larger partnerships with interest organisations and private actors, and increased political cooperation.

Overview and ability to act in everyday life

As a co-operative, Coop has a responsibility to ensure that its almost two million members are invited along on the transformation journey that Coop is embarking on. Many Danes want to shop, but are unsure how they can make a difference in their everyday lives. Coop will therefore invite members and customers to join innovation projects and development initiatives, locally and nationally, online and physical.

Time for us all to act

Coop hopes the effort will inspire others inside and outside the grocery industry to act too. So when Coop has hopefully achieved its long-term goal of, for example, reducing CO_2 emissions by 75 percent (compared to 2018) by 2025, the biggest achievement will not be whether Coop lands on one side of the target figure or the other, but whether Coop learns that its efforts have inspired others to pursue the same goal.

IN FOCUS 2020 PLASTIC AND FOOD WASTE

Household plastic becomes new food packaging The consumption of plastic contributes to both increased CO_2 emissions and pollution. This is why Coop's plastic efforts are closely linked to its climate efforts. In 2020, Coop signed up to a new European Plastic Pact, committing itself, together with retailers and the plastics industry in Europe, to increase recycling and reduce plastic waste.

In addition, Coop carried out a number of ground-breaking collaborations where, as mentioned above, it succeeded in recycling the plastic film from shops into new bags (read more on page 26). Another collaboration was carried out with the Municipality of Copenhagen, Færch-plast and a number of other partners. Here, citizens' household plastic was sorted and recycled into new food packaging. This is the first time that food-approved packaging made of plastic has been successfully produced.

waste from the household collected waste.

Milestones in the fight against food waste

Coop is working towards zero food waste by 2025. That's why Coop is also a leading member of the Retail Climate Partnership on Food Waste.

2020 Coop has taken some important steps towards realising this goal, for example by joining the ONE\THIRD think-tank's agreement: "Denmark against food waste" and by influencing the police to ensure simpler rules, more risk-based drawings and a single guide for food donations. As mentioned, the strategic collaboration with Too Good To Go, where Danes have bought cheap surplus food from Coop stores, reached a milestone in 2020, when one million meals were saved from the bin. This has saved the environment around 2.5 tonnes of CO_2 . During the year, all 338 fakta stores also joined the Too Good To Go partnership. This means that around Coop900 stores are now represented in the app.

Coop also extended its cooperation with Stop Spild Lokalt, donating surplus Christmas food from stores300 in December.



FOR THE NEXT GENERATION

Efforts and results for 2020

Coop works to

- all unnecessary plastic is removed.
- food waste must be prevented.
- the climate footprint must be reduced.
- nature must be protected.



2020-INSTATS

Waste

Coop has prepared the implementation of a new waste concept that will be rolled out in Among other things, different space and sorting solutions have been tested and waste contracts revised

MEASURES

In % of waste to be recycled *

Result 2018

% of all waste recycled

Result 2019

% of all waste recycled

Result 2020

% of all waste recycled

Plastic

Coop has reduced the use of virgin plastic in fruit and vegetable packaging by tonnes per year since

Read about the other actions on page and

In Coops packaging must be made from recycled materials where possible

Following the plan

Following the plan

Following the plan

By % reduction in the share of conventional plastics

Following the plan

All meat trays are now reusable and made from recycled plastic As is packaging for detergents and washing powders

Coop's carrier bags are now produced by recycled plastic from Coops own stores and warehouses

By % reduction in the share of conventional plastics

Following the plan

tonnes of conventional plastic is reduced compared to

tonnes of conventional plastic are reduced per year compared to

I Coops packaging must be made from renewable materials where recyclable materials are not possible

Following the plan

Plastic has been replaced by cardboard and paper for all fresh fruit and vegetables Freezer bags are now made of biomaterial

Following the plan

Food waste

Read about the actions on page

Shops must continuously reduce the amount of food waste to an absolute minimum (measured in relation to turnover)

%

%

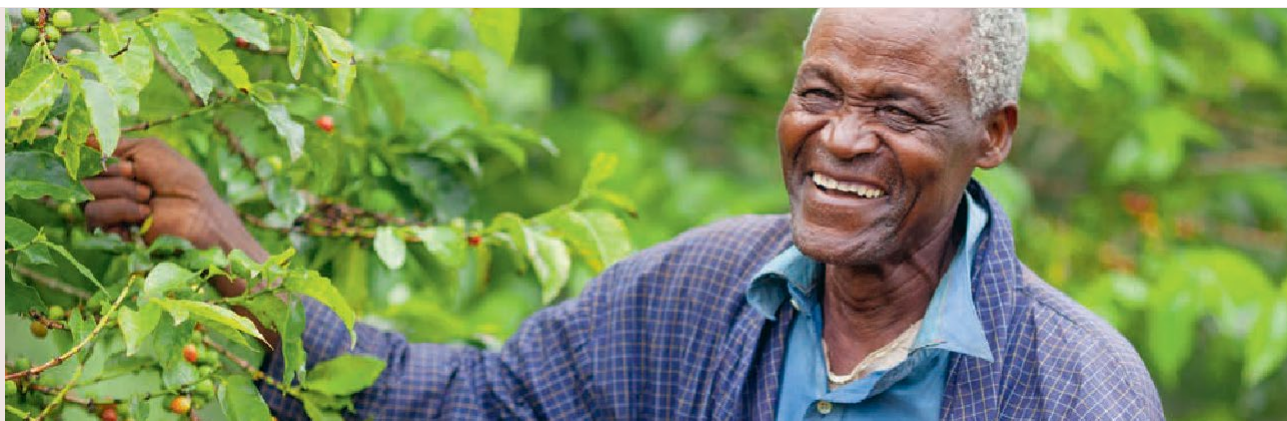
%

* Target year changed from to as action has been delayed due to the phasing-in of a new IT system that has absorbed many of the stores' resources

Efforts and results continue in the table on the next page ➡

FOR THE NEXT GENERATION

Efforts and results for 2020



2020-INSTATS

Climate

In stores, efforts continued with the installation of solar cells, the replacement of oil and gas boilers with heat pumps and the phasing-in of electronic monitoring of electrical installations. This means that the shops receive alarms in the event of faults and can continuously monitor the consumption of electricity, water and heating.

Read about the other actions on page and -

MEASURES

By the end of the year, energy consumption from own operations should be reduced by % (measured in terms of)

3 Coop must be climate positive in operation with interim target of % reduction in (measured against)

By 2010, 3emissions from production, processing and transport of goods (scope 3) should be reduced by one million tonnes (measured in terms of)

Result 2018

%

-

-

Result 2019

%

-

-

Result 2020

%*

Following the plan
Launch of the climate calculator in the Coop app

Palm oil

Coop participates in the Danish Alliance for Responsible Palm Oil, where about 3 partners including retail chains and NGOs commit to ensure the import of responsibly produced palm oil.

In Coop has increased the requirements for certification of palm oil so that the requirement is now a higher level of certification than before.

The palm oil used in all Coop's own-brand food products must always be RSPO certified.

%

%

%

Coffee, tea and cocoa

Coop has worked with suppliers to get even more certified products. We still need to certify a number of products that are in transition, therefore we are not fully there yet.

In our own brands, coffee tea and cocoa must be certified with Fair Trade UTZ or Rainforest Alliance.

%

%

%

* Resultatet er opgjort maj

* CO₂-regnskabet for 2020 bliver først
calculated after the publication of the
annual report, the reduction---

appear in the annual report of



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FOR THE NEXT GENERATION

Efforts and results for 2020



2020-INSTATS

Soya

Coop has prepared its own organisation as well as suppliers for new requirements that will apply as of This will require all suppliers of Coop's own brands with more than % meat or dairy to exclude the use of soy that is third-party certified or verified according to leading sustainability standards

The requirements are part of the action plan to reach the target on % certified soy in own brands

MEASURES

I all suppliers of Coop's own brands containing indirect soy with more than % meat or dairy must exclude the use of soy that is third-party certified or verified to leading sustainability standards

Soya directly incorporated and accounting for more than % of a product must always be third-party certified

Result 2018

Direct consumption: %

Indirect consumption: Coop formulated requirements for suppliers and initiated stakeholder dialogue

Result 2019

Direct consumption: %

Indirect consumption: Coop has implemented supplier requirements from with effect from *

Result 2020

Direct consumption: %

Coop is implementing a new supplier requirement

Deforestation

FSC certification of garden furniture FDB Møbler and EUTR-covered goods for which Coop itself has import responsibility have been integrated into Coop's procurement procedures Control efforts in the year confirm again that all goods covered by the sustainable forestry policy meet the certification requirements

All FDB furniture must always be produced from FSC-certified wood
All wooden garden furniture and wood-based products covered by EUTR legislation (and imported as FOB from a non-EU country) must always be purchased and marketed as FSC certified product

%

%

%

Fisheries

Coop's internal fish list applies to all fish in Coop's range

In Coop's seafood turnover must be % sustainable via MSC- ASC- or organic certification

% of turnover certified

3 %

%

* Supplier requirements are effective from not from as we wrote in the report