




GRI Index

Co-op Way reporting 2018

Our reporting is in accordance with the Global Reporting Initiative's (GRI) Standards: Core option.

GRI Standard	Disclosure	Description	Response																																																											
General disclosures																																																														
GRI 102: General Disclosures 2016	102-1	Name of the organisation	The Co-operative Group Ltd																																																											
	102-2	Activities, brands, products, and services	About us (p. 3)																																																											
	102-3	Location of headquarters	About us (p. 3)																																																											
	102-4	Location of operations	We operate only in the UK																																																											
	102-5	Ownership and legal form	We are registered in the UK under the Co-operative and Community Benefit Societies Act, 2014. Find out more about co-ops here: www.co-operative.coop/about-us/what-is-a-coop																																																											
	102-6	Markets served	About us (p. 3) We operate only in the UK																																																											
	102-7	Scale of the organisation	No. colleagues/market - About us (p. 3) Net sales - Annual Report 2018 (p. 33) Total capitalisation - Annual Report 2018 (p. 109-110)																																																											
	102-8	Information on employees and other workers	Data is calculated by the HR data team and based on head count rather than Full Time Equivalent.																																																											
	Breakdown - Gender / Contract Type	<table><tr><th colspan="4">Male</th><th colspan="4">Female</th><th colspan="4">Group</th></tr><tr><th>Regular</th><th>Temporary</th><th>Unknown</th><th>Total</th><th>Regular</th><th>Temporary</th><th>Unknown</th><th>Total</th><th>Regular</th><th>Temporary</th><th>Unknown</th><th>Grand Total</th></tr><tr><td>27197</td><td>513</td><td>275</td><td>27985</td><td>33821</td><td>554</td><td>218</td><td>34593</td><td>61018</td><td>1067</td><td>493</td><td>62578</td></tr></table>	Male				Female				Group				Regular	Temporary	Unknown	Total	Regular	Temporary	Unknown	Total	Regular	Temporary	Unknown	Grand Total	27197	513	275	27985	33821	554	218	34593	61018	1067	493	62578																								
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	Breakdown - Overall Totals	<table><tr><th>Regular/Temporary Employees payrolled through the Co-op</th><th>Temporary / Contractor Employees payrolled through Rullion</th></tr><tr><td>62578</td><td>432</td></tr></table>	Regular/Temporary Employees payrolled through the Co-op	Temporary / Contractor Employees payrolled through Rullion	62578	432																																																								
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GRI Standard	Disclosure	Description	Response
General disclosures			
GRI 102: General Disclosures 2016	102-9	Supply chain	We focus on our Co-op Food supply chain in our reporting as this accounts for most of our revenue. Ethical Trade and human rights (p. 11-13 and 42-44) Food and farming (p. 14-15 and 45-48) Environment and resource use (p. 16-19 and 49-53).
	102-10	Significant changes to the organisation and its supply chain	Business change (p. 61) Annual Report 2018 (p. 13-22)
	102-11	Precautionary Principle or approach	Annual Report 2018 (p. 38-40) Our approach to risk management means we do not take strategic or operational decisions without due consideration of social and environmental impacts.
	102-12	External initiatives	We subscribe to a variety of initiatives and these are referenced throughout our Report in the relevant sections.
	102-13	Membership of associations	Business ethics and behaviour (p. 30,35) Co-operation among co-operatives (p. 38)
	102-14	Statement from senior decision-maker	CEO statement (p. 4) Annual Report 2018 (p. 5-11)
	102-15	Key impacts, risks, and opportunities	Our sustainability priorities and our approach to prioritisation are outlined in Our approach to ethics and sustainability (p. 5 and p. 59-61)
	102-16	Values, principles, standards, and norms of behaviour	Values and Principles (p. 3) Our approach to ethics and sustainability (p. 5) Membership and democracy (p. 6)
	102-17	Mechanisms for advice and concerns about ethics	Our Code of Business Conduct details the mechanisms for seeking advice on ethical and lawful behaviour, including access to line management and helplines. Speak Up (p. 34)
	102-18	Governance structure	Membership and democracy (p. 6 and p. 36-37) and Our approach to ethics and sustainability (p. 59) www.co-operative.coop/about-us/our-democracy www.co-operative.coop/about-us/board-and-directors
	102-40	List of stakeholder groups	Our stakeholders (p. 60)
	102-41	Collective bargaining agreements	All colleagues other than the most senior managers in the business are covered by collective bargaining arrangements; this equates to in excess of 99% of all colleagues.
	102-42	Identifying and selecting stakeholders	Our stakeholders (p. 60)
	102-43	Approach to stakeholder engagement	Colleague wellbeing (p. 57-58) Our stakeholders (p. 60) Membership and democracy (p.36-37)
	102-44	Key topics and concerns raised	Our campaigning (p. 5) Cooperation among Cooperatives (p. 7) Public policy engagement (p. 31-33) Membership and democracy (p. 36-37) Material issues (p. 59) Customers (p. 60) Our stakeholders (p. 60)

GRI Standard	Disclosure	Description	Response
General disclosures			
GRI 102: General Disclosures 2016	102-45	Entities included in the consolidated financial statements	2018 Annual Report (p. 32-37) Our Co-op Way Report covers those businesses wholly owned by the Co-operative Group Limited as at 6 January 2019 (Scope of reporting, p. 61).
	102-46	Defining report content and topic Boundaries	Our material issues (p. 59) Our reporting (p. 60)
	102-47	List of material topics	Our material issues (p. 59)
	102-48	Restatements of information	Where data has been restated, for example when a methodology for calculating data has changed or an inaccuracy identified, this is indicated by the following symbol:  and where necessary, additional detail about restatements is also given.
	102-49	Changes in reporting	Performance relates to the 52 week year ending 5 January 2019 (unless otherwise stated) and to our operations and stakeholders. It covers those businesses wholly owned by the Co-operative Group Limited as at 5 January 2019.
	102-50	Reporting period	Performance relates to the 52 week year ending 5 January 2019 (unless otherwise stated)
	102-51	Date of most recent report	April 2018
	102-52	Reporting cycle	Our Report is published annually
	102-53	Contact point for questions regarding the report	Back cover sustainability.report@coop.co.uk
	102-54	Claims of reporting in accordance with the GRI Standards	This Report has been prepared in accordance with the GRI Standards: Core option
	102-55	GRI content index	This table sets out the Standard Disclosure locations.
	102-56	External assurance	Our reporting (p. 60) Assurance Statement (p. 66-67)

GRI Standard	Disclosure	Description	Response
Topic specific disclosures			
Economic performance			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Our Annual report 2018 (p. 32-37) Our approach to ethics and sustainability (p. 59-61)
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 201: Economic performance 2016	201-1	Direct economic value generated and distributed	Business ethics and behaviour (p. 30) Our Annual report 2018 (p. 107-108)
	201-3	Defined benefit plan obligations and other retirement plans	Colleague wellbeing (p. 58) Our 2018 Annual Report (p. 20, p. 155-161)
Procurement practices			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Ethical trade and human rights (p. 11-13) Our approach to ethics and sustainability (p. 59-61) Performance against 2018 targets (p. 62-65)
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 204: Procurement practices 2016	204-1	Proportion of spending on local suppliers	Whilst we don't report the percentage of the procurement budget spent on local suppliers, we do report on our approach to supporting British farmers and growers through our Farming Groups, and local suppliers. Food and farming (p. 14, 15, 47, 48).

GRI Standard	Disclosure	Description	Response
Topic specific disclosures			
Materials			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Environment and resource use (p. 16-19, 49-53) Our approach to ethics and sustainability (p. 59-61) Performance against 2018 targets (p. 62-65) We include relevant performance benchmarks throughout the Report.
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 301: Materials 2016	301-1	Materials used by weight or volume	Resource use (p. 52-53) - reporting in relation to wood, palm oil, peat and soy.
	301-2	Recycled input materials used	Resource use (p. 51-52) - reporting in relation to wood.
Energy			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Environment and resource use (p. 16-17, 49) Our approach to ethics and sustainability (p. 59-61) Performance against 2018 targets (p. 62-65) We include relevant performance benchmarks throughout the Report
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 302: Energy 2016	302-1	Energy consumption within the organization	Total energy consumption in 2018 was 811,861 MWh; Environment (p. 49). We don't report fully on this indicator, but instead focus our reporting on GHG emissions as set out in the relevant indicators below.)
	302-4	Reduction of energy consumption	Total energy consumption in 2018 was 811,861 MWh which is a 3.5% reduction from 2017 (840,888MWh) ; Environment (p. 18, 49). Types of energy included in the reductions: refrigeration, transport, heating, electricity.
Water and effluents			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Environment and resource use (p. 18, 53) Our approach to ethics and sustainability (p. 59-61) Target set for 2019 (p. 19)
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 303: Water and effluents 2018	303-1	Interactions with water as a shared resource	Environment and resource use (p. 18, 53)
	303-5	Water consumption	Environment and resource use (p. 18, 53)

GRI Standard	Disclosure	Description	Response
Topic specific disclosures			
Biodiversity			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Environment and resource use (p. 18-19) Our approach to ethics and sustainability (p. 59-61) Performance against 2018 targets (p. 62-65) We include relevant performance benchmarks throughout the Report
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 304: Biodiversity 2016	304-2	Significant impacts of activities, products, and services on biodiversity	Resource use (p. 18-19, 51-53)
Emissions			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Environment and resource use (p. 16) Our approach to ethics and sustainability (p. 59-61) Performance against 2018 targets (p. 62-65) We include relevant performance benchmarks throughout the Report
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	Environment (p. 16,49) We report and set targets for our greenhouse gas (GHG) emissions as (tonnes) CO2-equivalent, i.e. including all seven main GHG gases
	305-2	Energy indirect (Scope 2) GHG emissions	Environment (p. 16,49) We report and set targets for our greenhouse gas (GHG) emissions as (tonnes) CO2-equivalent, i.e. including all seven main GHG gases
	305-3	Other indirect (Scope 3) GHG emissions	Environment (p. 16,49) We report and set targets for our greenhouse gas (GHG) emissions as (tonnes) CO2-equivalent, i.e. including all seven main GHG gases
	305-4	GHG emissions intensity	Our Annual Report 2018 (p. 94-95). We report and set targets for our greenhouse gas (GHG) emissions as (tonnes) CO2-equivalent, i.e. including all seven main GHG gases
	305-5	Reduction of GHG emissions	Environment (p. 16,49) We report and set targets for our greenhouse gas (GHG) emissions as (tonnes) CO2-equivalent, i.e. including all seven main GHG gases

GRI Standard	Disclosure	Description	Response
Topic specific disclosures			
Effluents and waste			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Environment and resource use (p. 17-18)
	103-2	The management approach and its components	Our approach to ethics and sustainability (p. 59-61) Performance against 2018 targets (p. 62-65)
	103-3	Evaluation of the management approach	We include relevant performance benchmarks throughout the Report
GRI 306: Effluents and waste 2016	306-2	Waste by type and disposal method	Environment (p. 50). We don't report a break-down of hazardous waste disposal as hazardous waste is less than 1% of our overall waste
GRI 401: Employment 2016			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Ethical trade and human rights (p. 12-13, 42-43)
	103-2	The management approach and its components	Colleague wellbeing (p. 24-25) Our approach to ethics and sustainability (p. 59-61) Performance against 2018 targets (p. 62-65)
	103-3	Evaluation of the management approach	We include relevant performance benchmarks throughout the Report
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	We report employee turnover: Colleague wellbeing (p. 57). We report colleague age and gender: Diversity and inclusion (p. 55). We do not report on the number and rate of new employee hires. All our colleagues are UK-based.
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Benefits provided to all colleagues: Disability and Invalidity Coverage; Parental Leave; Group Personal Accident; Rental Deposit Loans; Death in Service (Non-Pension) & Redundancy Life Cover; Eye Care Vouchers; Childcare Vouchers (SalSac); Season Ticket Loans; Employee Recognition Scheme; Cycle to Work Scheme (SalSac); Employee Assistance Programme; Occupational Health; Credit Union; PACE Pension Scheme; Benefits Portal (Access point to all Benefits, incl. 3rd party offers/discounts). Benefits provided to colleagues dependant on grade / business / contract: Health Screening; Long Service Awards; Retirement Awards; Redundancy Awards; Group Income Protection. Benefits provided to full-time employees that are not provided to temporary or part-time: none (with the exception of long service awards which, by their nature are not relevant for temporary colleagues).

GRI Standard	Disclosure	Description	Response
Topic specific disclosures			
Labour/management relations			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Annual Report 2018 (p. 20-22)
	103-2	The management approach and its components	Colleague wellbeing (p. 57) Our approach to ethics and sustainability (p. 59-61) Performance against 2018 targets (p. 62-65)
	103-3	Evaluation of the management approach	We include relevant performance benchmarks throughout the Report.
GRI 402: Labour/management relations 2016	402-1	Minimum notice periods regarding operational changes	Collective agreements do not typically specify the notice required for any operational changes to be made. We endeavour to provide as much notice as possible to major changes, and have a specific Redundancy Agreement which guarantees a 45 day consultation period, unless agreed otherwise. Collective agreements typically refer to notice required to change the collective agreements themselves, which is normally 6 months' notice by either side. The collective agreements also outline the provisions for consultation and negotiation of changes to terms and conditions.
Occupational health and safety			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Health and Safety (p. 21, 54) Our approach to ethics and sustainability (p. 59-61) Performance against 2018 targets (p. 62-65) We include relevant performance benchmarks throughout the Report
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
	403-1	Occupational health and safety management system	Health and Safety (p. 21, 54) (MySafety)
	403-2	Hazard identification, risk assessment, and incident investigation	Health and Safety (p. 21, 54) Our Annual Report 2018 (p. 42) - Risk register
	403-3	Occupational health services	Health and Wellbeing (p. 25) Lifeworks (p. 58) employee assistance
	403-4	Worker participation, consultation, and communication on occupational health and safety	Health and Wellbeing (p. 24-25) colleague engagement survey and absence support services

GRI Standard	Disclosure	Description	Response
Topic specific disclosures			
Occupational health and safety			
GRI 403: Occupational health and safety 2018	403-6	Promotion of worker health	Health and Wellbeing (p. 25) Lifeworks (p. 58) employee assistance
	403-8	Workers covered by an occupational health and safety management system	Health and Safety (p. 54)
	403-9	Work-related injuries	Health and Safety (p. 54)
	403-10	Work-related ill health	We publish information on reportable accidents and absence rates. The information is not available to include a more detailed breakdown in our published reports.
Diversity and Equal Opportunity			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Our approach to ethics and sustainability (p. 59-61) Performance against 2018 targets (p. 62-65) We include relevant performance benchmarks throughout the Report
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 405: Diversity and equal opportunity 2016	405-1	Diversity of governance bodies and employees	We report proportions of our colleagues by gender, age banding, ethnicity and disability. Diversity & Inclusion (p. 22-23, 55-56). We outline our approach to ensuring Governance diversity in our 2018 Annual Report (p.58). Three of our twelve Board members are female and three are from BAME groups. However, we don't report on age banding or any other form of diversity.
Freedom of association & collective bargaining			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Ethical trade and human rights (p. 11-13, 43-44) Our approach to ethics and sustainability (p. 59-61) Colleague wellbeing (p. 57) Performance against 2018 targets (p. 62-65) We include relevant performance benchmarks throughout the Report
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 407: Freedom of association & collective bargaining 2016	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	As per our Sound Sourcing Code of Conduct we require our suppliers to protect those rights; and suppliers must demonstrate the measures taken to achieve this. Whilst we report the number of non-compliances and monitor implementation of corrective actions, we do not report by operation type or geographic location. Freedom of Association and Collective Bargaining form part of our risk criteria which is covered during audits. Ethical Trade & Human Rights section (p. 42-43).

GRI Standard	Disclosure	Description	Response
Topic specific disclosures			
Child labour			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Ethical trade and human rights (p. 11-13, 42-44) Our approach to ethics and sustainability (p. 59-61) Performance against 2018 targets (p. 62-65) We include relevant performance benchmarks throughout the Report
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 408: Child labour 2016	408-1	Operations and suppliers at significant risk for incidents of child labour	As per our Sound Sourcing Code of Conduct we do not allow child labour within our supply chain and we report figures relating to incidents that occur and implementation of corrective actions. Our risk criteria and audit process for our supply chain has robust measures to contribute to the effective abolition of child labour. However, we do not include supplier information, operation type or geographic location in our published report. Ethical Trade & Human Rights section (p42-43).
Forced or compulsory labour			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Ethical trade and human rights (p. 11-12, 42-44) Our approach to ethics and sustainability (p. 59-61) Performance against 2018 targets (p. 62-65) We include relevant performance benchmarks throughout the Report
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 409: Forced or compulsory labour 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	Ethical Trade & Human Rights section (p. 11-12, 42-44). We report full details in our Modern Slavery Statement https://www.co-operative.coop/ethics/modern-slavery
Local communities			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Community (p. 8-10) Our approach to ethics and sustainability (p. 59-61) Performance against 2018 targets (p. 62-65) We include relevant performance benchmarks throughout the Report
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 413: Local communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	Our Local Community Fund operates across 100% of the communities in which we operate. Community (p. 8-10, 39-41) Impact case studies (p. 10-11) Our stakeholders are mapped on (p. 60)

GRI Standard	Disclosure	Description	Response
Topic specific disclosures			
Public policy			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Business ethics and behaviour (p. 30-35) Our approach to ethics and sustainability (p. 59-61) Performance against 2018 targets (p. 62-65) We include relevant performance benchmarks throughout the Report
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 415: Public policy 2016	415-1	Political contributions	We detail contributions totalling £625,600 to the Co-operative Party as approved via vote by Members in our 2017 AGM (p. 96, Our 2018 Annual Report). Wider public policy work: Business Ethics and Behaviour (p. 31-33).
Customer health & safety			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Healthy living (p. 20, 54) Our approach to ethics and sustainability (p. 59-61) Performance against 2018 targets (p. 62-65) We include relevant performance benchmarks throughout the Report
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 416: Customer health & safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	We report the proportion of Co-op branded products carrying traffic light labelling that are healthy. We also report on improvements made to products in terms of their health and safety impacts. Healthy living (p. 20, 54).
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	In the event of any concern raised over product safety, our Product Action Notification plan is activated and in some cases our Severe Recalls Decision Map process. Appropriate action is taken and in the event of a product recall the Food Standards Agency is notified and communication channels activated to notify customers. In 2018 we issued 2 product recalls and 23 withdrawals. We're also committed to the safe and responsible use of pesticides. Read more on pesticides in Environment & Resource Use (p53).
Marketing & labelling			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Environment and resource use (p. 16-18) Healthy living (p. 22) Our approach to ethics and sustainability (p. 59-61) Performance against 2018 targets (p. 62-65) We include relevant performance benchmarks throughout the Report
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 417: Marketing & labelling	417-1	Requirements for product and service information and labelling	Though not expressed as a percentage of our products and services, we do report information on labelling by product type. Ethical trade and human rights (p. 11-13, 42-44) Healthy living (p. 22, 54) Food and farming (p. 14-15, 45-48) Environment and resource use (p. 16-19, 49-53).
	417-3	Incidents of non-compliance concerning marketing communications	The ASA publishes rulings at: www.asa.org.uk/codes-and-rulings/rulings.html . There were no rulings against us in 2018.