



GRI Index

Co-op Way reporting 2017

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 Limited																																																																																																																																																						
	102-2	Activities, brands, products, and services	Our Co-op (p. 3)																																																																																																																																																						
	102-3	Location of headquarters	Our main offices are in Manchester																																																																																																																																																						
	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 our more about co-ops here: www.co-operative.coop/about-us/what-is-a-coop																																																																																																																																																						
	102-6	Markets served	Our Co-op (p. 3) We operate only in the UK																																																																																																																																																						
	102-7	Scale of the organisation	Our Co-op (p. 3) Net sales - Our Annual Report 2017 (p. 22) Total capitalisation - Our Annual Report 2017 (p. 98-99)																																																																																																																																																						
	102-7	Information on employees and other workers	Data is calculated by the HR data team and based on head count rather than Full Time Equivalent																																																																																																																																																						
	Employees broken down by gender/contract type	<table border="1"> <thead> <tr> <th rowspan="2">Business area</th> <th colspan="4">Male</th> <th colspan="4">Female</th> <th colspan="3">Group</th> <th rowspan="2">Grand Total</th> </tr> <tr> <th>Regular</th> <th>Temporary</th> <th>Casual</th> <th>Total</th> <th>Regular</th> <th>Temporary</th> <th>Casual</th> <th>Total</th> <th>Regular</th> <th>Temporary</th> <th>Casual</th> </tr> </thead> <tbody> <tr> <td>CFMSML BG</td> <td>13</td> <td></td> <td></td> <td>13</td> <td>9</td> <td></td> <td></td> <td>9</td> <td>22</td> <td></td> <td></td> <td>22</td> </tr> <tr> <td>Co-op Insurance</td> <td>650</td> <td>5</td> <td></td> <td>655</td> <td>664</td> <td>2</td> <td></td> <td>666</td> <td>1,314</td> <td>7</td> <td></td> <td>1,321</td> </tr> <tr> <td>Corporate Functions</td> <td>760</td> <td>30</td> <td></td> <td>790</td> <td>696</td> <td>54</td> <td></td> <td>750</td> <td>1,456</td> <td>84</td> <td></td> <td>1,540</td> </tr> <tr> <td>Digital HO</td> <td>89</td> <td>4</td> <td></td> <td>93</td> <td>50</td> <td>3</td> <td></td> <td>53</td> <td>139</td> <td>7</td> <td></td> <td>146</td> </tr> <tr> <td>Consumer Services - Exec Office Area HO</td> <td>3</td> <td></td> <td></td> <td>3</td> <td>1</td> <td></td> <td></td> <td>1</td> <td>4</td> <td></td> <td></td> <td>4</td> </tr> <tr> <td>Co-operative Legal Service SR</td> <td>164</td> <td>7</td> <td></td> <td>171</td> <td>216</td> <td>7</td> <td></td> <td>223</td> <td>380</td> <td>14</td> <td></td> <td>394</td> </tr> <tr> <td>Funeralcare FC</td> <td>1,955</td> <td>13</td> <td>121</td> <td>2,089</td> <td>2,155</td> <td>24</td> <td>6</td> <td>2,185</td> <td>4,110</td> <td>37</td> <td>127</td> <td>4,274</td> </tr> <tr> <td>Retail Division</td> <td>23,845</td> <td>824</td> <td></td> <td>24,669</td> <td>30,450</td> <td>825</td> <td></td> <td>31,275</td> <td>54,295</td> <td>1,649</td> <td></td> <td>55,944</td> </tr> <tr> <td>Grand Total</td> <td>27,479</td> <td>883</td> <td>121</td> <td>28,483</td> <td>34,241</td> <td>915</td> <td>6</td> <td>35,162</td> <td>61,720</td> <td>1,798</td> <td>127</td> <td>63,645</td> </tr> </tbody> </table>											Business area	Male				Female				Group			Grand Total	Regular	Temporary	Casual	Total	Regular	Temporary	Casual	Total	Regular	Temporary	Casual	CFMSML BG	13			13	9			9	22			22	Co-op Insurance	650	5		655	664	2		666	1,314	7		1,321	Corporate Functions	760	30		790	696	54		750	1,456	84		1,540	Digital HO	89	4		93	50	3		53	139	7		146	Consumer Services - Exec Office Area HO	3			3	1			1	4			4	Co-operative Legal Service SR	164	7		171	216	7		223	380	14		394	Funeralcare FC	1,955	13	121	2,089	2,155	24	6	2,185	4,110	37	127	4,274	Retail Division	23,845	824		24,669	30,450	825		31,275	54,295	1,649		55,944	Grand Total	27,479	883	121	28,483	34,241	915	6	35,162	61,720	1,798	127	63,645
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GRI Standard	Disclosure	Description	Response
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General disclosures

GRI 102: General Disclosures 2016
102-8
Employees broken down by contract type/region

Business Area	Regular					Temporary					Casual					Group				
	Eng	Scot	Wales	N. Ireland	Total	Eng	Scot	Wales	N. Ireland	Total	Eng	Scot	Wales	N. Ireland	Total	Eng	Scot	Wales	N. Ireland	Total
CFSMSL BG	22				22											22				22
Co-op Insurance	1,314				1,314	7				7						1,321				1,321
Corporate Functions	1,447		13		1,460	70		14		84						1,517		27		1,544
Digital HO	139				139	7				7						146				146
Retail Division	43,417	7,392	2,916	570	54,295	1,295	253	81	20	1,649					44,712	7,645	2,997	590	55,944	
Co-operative Legal Service SR	380				380	14				14						394				394
Funeralcare FC	3,239	557	209	105	4,110	32	5			37	90	13	13	11	127	3,361	575	222	116	4,274
Grand Total	49,958	7,949	3,138	675	61,720	1,425	258	95	20	1,798	90	13	13	11	127	51,473	8,220	3,246	706	63,645

Employees broken down by gender/ full-time (FT)/ part-time (PT)

Business area	Male			Female			Group			
	FT	PT	Total	FT	PT	Total	FT	PT	Total	
CFSMSL BG		12	1	13	9		9	21	1	22
Co-op Insurance		632	23	655	501	165	666	1,133	188	1,321
Corporate Functions		767	23	790	616	134	750	1,383	157	1,540
Digital HO		93		93	47	6	53	140	6	146
Consumer Services - Exec Office Area HO		2	1	3	1		1	3	1	4
Co-operative Legal Service SR		165	6	171	166	57	223	331	63	394
Funeralcare FC		1,402	687	2,089	1,017	1,168	2,185	2,419	1,855	4,274
Retail Division		10,979	13,690	24,669	5,338	25,937	31,275	16,317	39,627	55,944
Grand Total		14,052	14,431	28,483	7,695	27,467	35,162	21,747	41,898	63,645

Employees broken down by overall totals

Business area	Regular/temporary employees payrolled through the Co-op	Temporary/contractor employees payrolled through Rullion
Total	63,645	484

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. 14-16 and 42-44) Food and farming (p. 16-17 and 45-48) Environment and resource use (p. 18-21 and 49-53)
	102-10	Significant changes to the organisation and its supply chain	Our Annual Report 2017 (p. 14-21)
	102-11	Precautionary Principle or approach	Our Annual Report 2017 (p. 33-36) 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. 35) Co-operation among co-operatives (p. 39)
	102-14	Statement from senior decision-maker	CEO statement (p. 4) Our Annual Report 2017 (p. 9-11)
	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. 61-62)
	102-16	Values, principles, standards, and norms of behaviour	Membership and democracy (p. 6) www.co-operative.coop/about-us/values
	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. 36)
	102-18	Governance structure	Membership and democracy (p. 6 and p. 37) Our approach to ethics and sustainability (p. 61) 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. 62)
	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. 62)
	102-43	Approach to stakeholder engagement	Our stakeholders (p. 62) Customers (p. 59-60) Membership and democracy (p. 37-38)
102-44	Key topics and concerns raised	Our campaigning (p. 8-9) Membership and democracy (p. 37-38) Customers (p. 59-60) Our stakeholders (p. 62)	

GRI Standard	Disclosure	Description	Response
General disclosures			
GRI 102: General Disclosures 2016	102-45	Entities included in the consolidated financial statements	Our Annual Report 2017 (p. 14-21) Our Co-op Way Report covers those businesses wholly owned by the Co-operative Group Limited as at 6 January 2018 (Our reporting, p. 62)
	102-46	Defining report content and topic Boundaries	Our material issues (p. 61) Our reporting (p. 62)
	102-47	List of material topics	Our material issues (p. 61)
	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: R and where necessary, additional detail about restatements is also given.
	102-49	Changes in reporting	Performance relates to the 53 week year ending 6 January 2018 (unless otherwise stated) and to our operations and stakeholders. It covers those businesses wholly owned by the Co-operative Group Limited as at 6 January 2018.
	102-50	Reporting period	Performance relates to the 53 week year ending 6 January 2018 (unless otherwise stated)
	102-51	Date of most recent report	May 2017
	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. 62) 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	
	103-2	The management approach and its components	Our Annual Report 2017 (p. 22-25) Our approach to ethics and sustainability (p. 61-62)
	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. 31) Our Annual Report 2017 (p. 96)
	201-3	Defined benefit plan obligations and other retirement plans	Colleague wellbeing (p. 58) Our Annual Report 2017 (p. 25, 135)
Procurement practices			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	
	103-2	The management approach and its components	Ethical trade and human rights (p. 14-15) Our approach to ethics and sustainability (p. 61-62) Performance against 2017 targets (p. 63-65)
	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. 16, 17, 46, 47)
Materials			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	
	103-2	The management approach and its components	Environment and resource use (p. 18-20) Our approach to ethics and sustainability (p. 61-62) Performance against 2017 targets (p. 63-65) We include relevant performance benchmarks throughout the Report
	103-3	Evaluation of the management approach	
GRI 301: Materials 2016	301-1	Materials used by weight or volume	Resource use (p. 51-53) - reporting in relation to wood, palm oil and soy
	301-2	Recycled input materials used	Resource use (p. 51-52) - reporting in relation to wood

GRI Standard	Disclosure	Description	Response
Topic specific disclosures			
Energy			
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. 61-62) Performance against 2017 targets (p. 63-65) 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 2017 was 840,888 MWh; Environment (p. 49). We don't report fully on this indicator, but instead focus our reporting on GHG emissions as set out under the relevant indicators below
	302-4	Reduction of energy consumption	Total energy consumption in 2017 was 840,888 MWh; Environment (p. 18, 49). Types of energy included in the reductions: refrigeration, transport, heating, electricity
Biodiversity			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Environment and resource use (p. 18, 20-21) Our approach to ethics and sustainability (p. 61-62) Performance against 2017 targets (p. 63-65) 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. 20, 51-53)
Emissions			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Environment and resource use (p. 18) Our approach to ethics and sustainability (p. 61-62) Performance against 2017 targets (p. 63-65) 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. 18, 49) We report and set targets for our greenhouse gas (GHG) emissions as (tonnes) CO ₂ -equivalent, ie including all seven main GHG gases
	305-2	Energy indirect (Scope 2) GHG emissions	Environment (p. 18, 49) We report and set targets for our greenhouse gas (GHG) emissions as (tonnes) CO ₂ -equivalent, ie including all seven main GHG gases
	305-3	Other indirect (Scope 3) GHG emissions	Environment (p. 18, 49) We report and set targets for our greenhouse gas (GHG) emissions as (tonnes) CO ₂ -equivalent, ie including all seven main GHG gases

GRI Standard	Disclosure	Description	Response
Topic specific disclosures			
Emissions			
GRI 305: Emissions 2016	305-4	GHG emissions intensity	Our Annual Report 2017 (p. 85) Environment (p.49) We report and set targets for our greenhouse gas (GHG) emissions as (tonnes) CO ₂ -equivalent, ie including all seven main GHG gases
	305-5	Reduction of GHG emissions	Environment (p. 18, 49) We report and set targets for our greenhouse gas (GHG) emissions as (tonnes) CO ₂ -equivalent, ie including all seven main GHG gases
Effluents and waste			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Environment and resource use (p. 18-19)
	103-2	The management approach and its components	Our approach to ethics and sustainability (p. 61-62) Performance against 2017 targets (p. 63-65) We include relevant performance benchmarks throughout the Report
	103-3	Evaluation of the management approach	
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
Employment			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Ethical trade and human rights (p. 14-15) Colleague wellbeing (p. 26-27)
	103-2	The management approach and its components	Our approach to ethics and sustainability (p. 61-62) Performance against 2017 targets (p. 63-65) We include relevant performance benchmarks throughout the Report
	103-3	Evaluation of the management approach	
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. 24-25) 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: We don't differentiate between full/part/temporary colleagues from a Benefits perspective. Parental Leave (qualification for maternity and paternity pay is subject to government qualification rules); Group Personal Accident Cover; Rental Deposit Loans; Death in Service (Non-Pension) and 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: Car allowance, 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, and maternity/paternity pay, which is subject to government qualification rules including length of services and minimum earnings - whilst many temporary/part-time colleagues qualify, some may not).

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	Our Annual Report 2017 (p. 26-28)
	103-2	The management approach and its components	Colleague wellbeing (p. 57)
	103-3	Evaluation of the management approach	Our approach to ethics and sustainability (p. 61-62) Performance against 2017 targets (p. 63-65) 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 for 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 six 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. 23)
	103-2	The management approach and its components	Our approach to ethics and sustainability (p. 61-62)
	103-3	Evaluation of the management approach	Performance against 2017 targets (p. 63-65) We include relevant performance benchmarks throughout the Report
GRI 403: Occupational health and safety 2016	403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	We publish information on reportable accidents and absence rates. However the information is not available to include a more detailed breakdown in our published reports. Health and safety (p. 55) Colleague wellbeing (p. 26)
Diversity and equal opportunity			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Diversity and inclusion (p. 24-25)
	103-2	The management approach and its components	Our approach to ethics and sustainability (p. 61-62)
	103-3	Evaluation of the management approach	Performance against 2017 targets (p. 63-65) We include relevant performance benchmarks throughout the Report
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 and inclusion (p. 24-25, 46) We outline our approach to ensuring governance diversity in Our Annual Report 2017 (p. 46) Four of our twelve Board members are female and two are from BAME groups. However we don't report on age banding or any other form of diversity

GRI Standard	Disclosure	Description	Response
Topic specific disclosures			
Freedom of association and collective bargaining			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Ethical trade and human rights (p. 14-15, 39-40)
	103-2	The management approach and its components	Our approach to ethics and sustainability (p. 61-62)
	103-3	Evaluation of the management approach	Colleague wellbeing (p. 54) Performance against 2017 targets (p. 63-65) We include relevant performance benchmarks throughout the Report
GRI 407: Freedom of association and 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 and human rights (p. 43)
Child labour			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Ethical trade and human rights (p. 14-15, 39-40)
	103-2	The management approach and its components	Our approach to ethics and sustainability (p. 61-62)
	103-3	Evaluation of the management approach	Performance against 2017 targets (p. 63-65) We include relevant performance benchmarks throughout the Report
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 and human rights (p. 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. 14-15, 39-40)
	103-2	The management approach and its components	Our approach to ethics and sustainability (p. 61-62)
	103-3	Evaluation of the management approach	Performance against 2017 targets (p. 63-65) We include relevant performance benchmarks throughout the Report
GRI 409: Forced or compulsory labour 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	Ethical trade and human rights (p. 14-15, 40-44). We report full details in our Modern Slavery Statement https://www.co-operative.coop/ethics/modern-slavery

GRI Standard	Disclosure	Description	Response
Topic specific disclosures			
Local communities			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Community (p. 12-13)
	103-2	The management approach and its components	Our approach to ethics and sustainability (p. 61-62)
	103-3	Evaluation of the management approach	Performance against 2017 targets (p. 63-65) We include relevant performance benchmarks throughout the Report
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 and during 2017 we commissioned impact reporting on three of our major community programme, nationally and internationally Community (p. 12-13, 40-41) Impact case studies (p. 10-11) Our stakeholders are mapped on p. 62
Public policy			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Business ethics and behaviour (p. 31-34)
	103-2	The management approach and its components	Our approach to ethics and sustainability (p. 61-62)
	103-3	Evaluation of the management approach	Performance against 2017 targets (p. 63-65) We include relevant performance benchmarks throughout the Report
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 2016 AGM (p. 86, Our Annual Report 2017 (p. 86) Wider public policy work is detailed in Business ethics and behaviour (p. 32-24)
Customer health and safety			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Healthy living (p. 22)
	103-2	The management approach and its components	Our approach to ethics and sustainability (p. 61-62)
	103-3	Evaluation of the management approach	Performance against 2017 targets (p. 63-65) We include relevant performance benchmarks throughout the Report
GRI 416: Customer health and safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	We report the proportion of healthy Co-op branded products carrying traffic light labelling and the proportion of price-based promotions for healthier products. We also report on improvements made to products in terms of their health and safety impacts. Healthy living (p. 22, 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 and quality, our Product Action Notification plan is activated and in some cases our Severe Recalls process. Appropriate action is taken and in the event of a product recall an urgent press release is issued and communication channels activated to notify customers. In 2017 we issued 4 product recalls and 28 withdrawals of Co-op branded goods. For branded products we instigate the withdrawal/recall process as per supplier advice. We're also committed to the safe and responsible use of pesticides. Read more on pesticides in Environment and resource use (p. 53)

GRI Standard	Disclosure	Description	Response
Topic specific disclosures			
Marketing and labelling			
GRI 103: Management approach 2016	103-1	Explanation of the material topic and its Boundary	Environment and resource use (p. 18-19)
	103-2	The management approach and its components	Healthy living (p. 22)
	103-3	Evaluation of the management approach	Our approach to ethics and sustainability (p. 61-62) Performance against 2017 targets (p. 63-65) We include relevant performance benchmarks throughout the Report
GRI 417: Marketing and 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. 14-15, 42-44) Healthy living (p. 22, 54) Food and farming (p. 16-17, 45-48) Environment and resource use (p. 18-21, 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 2017