

## Overview of stakeholders and related activities in 2009

Field / organization	Stakeholders' main concerns	Outcomes / events – 2009 update
<b>General economic conditions</b>		
<ul style="list-style-type: none"> <li>– Federal Department of Economic Affairs (DEA)</li> <li>– Swiss Competition Commission</li> <li>– Federal Customs Administration</li> <li>– Price supervisor</li> </ul>	<ul style="list-style-type: none"> <li>– Bringing high Swiss prices into line with neighbouring countries</li> <li>– Strengthening Switzerland as a business location</li> <li>– Sustainable growth</li> <li>– Real competition that benefits consumers</li> <li>– Reduced costs through reduced regulation</li> </ul>	<ul style="list-style-type: none"> <li>– Authorization for parallel imports of patent-protected goods</li> <li>– Parliament approves the amendments to the THG (federal law on technical barriers to trade, “Cassis-de-Dijon” principle); Coop states its position on the related ordinances through the IG DHS; implementation scheduled for 1 July 2010</li> <li>– Efforts to reduce costly red tape</li> <li>– Positive position on opening up markets to developing countries (preferential tariffs) and on an agreement with the EU on agriculture and health</li> </ul>
<ul style="list-style-type: none"> <li>– espace.mobilité</li> </ul>	<ul style="list-style-type: none"> <li>– Favourable political conditions in the areas of transport, building and business-location policy</li> </ul>	<ul style="list-style-type: none"> <li>– Participation in various cantonal consultation exercises (building and planning laws, local development plans)</li> <li>– Participation in the project group of the Federal Office for the Environment on strengthening the effectiveness of the law on environmental protection</li> <li>– Dialogue with various authorities at both national and cantonal level</li> </ul>
<ul style="list-style-type: none"> <li>– IGAS (association representing the interests of Switzerland as a centre of agriculture)</li> </ul>	<ul style="list-style-type: none"> <li>– Commitment to an agreement on agriculture and health between Switzerland and the EU</li> </ul>	<ul style="list-style-type: none"> <li>– Active collaboration in the following internal working groups: “Supporting measures”, “Negotiations” and “Communication”</li> <li>– Call for a position paper on quality strategy</li> </ul>
<ul style="list-style-type: none"> <li>– IG DHS (Swiss retailers' organization)</li> </ul>	<ul style="list-style-type: none"> <li>– Good political conditions for retailing for both consumers and those who work in retail</li> </ul>	<ul style="list-style-type: none"> <li>– Commitment to keeping the reduced VAT rate on foodstuffs</li> <li>– Successful efforts to increase competition and improve consumer rights (parallel imports, “Cassis-de-Dijon” principle, product safety act)</li> <li>– Efforts to obtain consumer-friendly shop opening times</li> <li>– Implementation of the Nanotechnology Code of Conduct</li> <li>– Efforts to ensure economically optimized disposal and recycling solutions</li> </ul>
<b>Consumer affairs</b>		
<ul style="list-style-type: none"> <li>– Federal Commission for Consumer Affairs</li> <li>– Consumer organizations (SKS, Kf, FRC, ACSI)</li> </ul>	<ul style="list-style-type: none"> <li>– Consumer-friendly legislation</li> <li>– More transparent value-for-money of products and services</li> <li>– Bringing high Swiss prices into line with neighbouring countries</li> <li>– Strengthening of consumer rights with regard to general terms &amp; conditions and guarantee provisions</li> </ul>	<ul style="list-style-type: none"> <li>– Marked price reductions thanks to higher productivity and international cooperation on sourcing</li> <li>– Strengthening of consumer rights in the negotiations for a free trade agreement with the EU</li> <li>– Joint commitment to ensuring effective food and product safety legislation</li> <li>– Expansion of non-food quality assurance</li> <li>– Transparent labelling of air-freighted products</li> </ul>

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<b>Youth protection</b>		
<ul style="list-style-type: none"> <li>– Federal Office of Public Health (FOPH)</li> <li>– Swiss Alcohol Board (SAB)</li> <li>– Blue Cross</li> <li>– Swiss Videogram Association (SVV)</li> </ul>	<ul style="list-style-type: none"> <li>– Drawing up constructive solutions for improving youth protection, with the involvement of authorities and private-sector organizations</li> <li>– Raising the awareness of parliament and the general public concerning realistic measures to protect children and young people</li> </ul>	<ul style="list-style-type: none"> <li>– Implementation of the Movie Guide Code of Conduct in the sale of electronic media</li> <li>– Collaboration in the SAB's working group on staff training at the points of sale</li> <li>– Regular test purchases at sales outlets to monitor compliance</li> <li>– Regular training of check-out staff based on a TOJ (Training on the Job) module</li> </ul>
<b>Product and food safety</b>		
<ul style="list-style-type: none"> <li>– Federal Office of Public Health (FOPH)</li> <li>– Federal Office for Agriculture (FOAG)</li> <li>– Federal Veterinary Office (FVO)</li> <li>– Federal Consumer Affairs Bureau (FCAB)</li> <li>– Codex Alimentarius</li> <li>– Electrosuisse</li> <li>– Federation of Swiss Food Industries (FIAL)</li> <li>– Global Food Safety Initiative (GFSI)</li> <li>– VKCS (association of Swiss cantonal chemical officers)</li> </ul>	<ul style="list-style-type: none"> <li>– Food and product safety</li> <li>– Efficient enforcement through international standards and cooperation</li> <li>– Risk analysis</li> <li>– Risk reduction through systematic provision of information</li> </ul>	<ul style="list-style-type: none"> <li>– Regular exchanges with the authorities</li> <li>– Vote in parliament and position statements on various amendments to food legislation</li> <li>– Active support for improved enforcement of safety requirements for food and consumer goods</li> <li>– Regular exchanges with industry representatives</li> </ul>
<b>Socio-ethical sourcing</b>		
<ul style="list-style-type: none"> <li>– Business Social Compliance Initiative (BSCI)</li> <li>– Common Code for the Coffee Community (4C)</li> <li>– Berne Declaration (EvB)</li> <li>– GlobalGAP, including GRASP</li> <li>– Helvetas (Swiss Association for International Cooperation)</li> <li>– Max Havelaar Foundation</li> <li>– Social Accountability International (SAI)</li> <li>– BioRe Foundation</li> <li>– SECO (State Secretariat for Economic Affairs) and SDC (Swiss Agency for Development and Cooperation)</li> </ul>	<ul style="list-style-type: none"> <li>– Implementing socio-ethical sourcing</li> <li>– Improvement of working conditions in agriculture</li> <li>– Fair trade with producers in disadvantaged countries of the southern hemisphere</li> </ul>	<ul style="list-style-type: none"> <li>– Full integration of socio-ethical standards into the sourcing strategy and the requirements that suppliers have to meet</li> <li>– Coop is one of the world's most innovative retailers of fair-trade products; its market share in Switzerland is over 50 %</li> <li>– Representation on the BSCI Stakeholder Board and in working groups, and head of the BSCI National Contact Group</li> <li>– Good progress made in implementing BSCI in the non-food sector and start of food-related activities</li> <li>– Coop is a founding member of 4C, and the quantity of 4C-verified coffee it purchases is growing every year</li> <li>– Joint project with the manufacturing company Chocolats Halba for sustainable sourcing of cocoa (*)</li> <li>– Projects for implementing social standards in agriculture in Morocco, southern Spain and Italy in the framework of GRASP and BSCI</li> <li>– Coop was the main sponsor of the Helvetas campaign to promote organic and fair-trade textiles</li> <li>– In the context of the pilot projects on CO<sub>2</sub>-neutrality for Coop Naturaline, 30 smoke-free ovens have been financed in Tanzania and 350 biogas plants and 150 smoke-free ovens in India (*)</li> </ul>
<ul style="list-style-type: none"> <li>– Transparency International</li> <li>– UN Global Compact (UNGC)</li> </ul>	<ul style="list-style-type: none"> <li>– Combating corruption</li> <li>– Raising awareness among managers</li> </ul>	<ul style="list-style-type: none"> <li>– Implementation of tighter internal guidelines and their controls</li> </ul>

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<b>Ecological sourcing</b>		
<ul style="list-style-type: none"> <li>– Bio Suisse</li> <li>– Research Institute of Organic Agriculture (FiBL)</li> <li>– Forest Stewardship Council (FSC)</li> <li>– Hochstamm Suisse</li> <li>– ETH Zurich</li> <li>– Marine Stewardship Council (MSC)</li> <li>– Round Table on Responsible Soy (RTRS)</li> <li>– Round Table on Sustainable Palm Oil (RSPO)</li> <li>– Slow Food Foundation</li> <li>– Pro Specie Rara Foundation</li> <li>– WWF</li> </ul>	<ul style="list-style-type: none"> <li>– Promotion of the production and sale of organic food</li> <li>– Promotion of awareness and sales of FSC products</li> <li>– Protecting forests against overexploitation</li> <li>– Promotion of biodiversity and the preservation of heirloom varieties and species</li> <li>– Sustainable fisheries</li> <li>– Promotion of the production and sale of sustainable products and services</li> </ul>	<ul style="list-style-type: none"> <li>– Share of over 50 % in the Swiss organics market</li> <li>– Naturaplan label expanded to approximately 1,600 articles; 5 % increase in Naturaplan sales</li> <li>– All Coop Naturaline textiles to become CO<sub>2</sub>-neutral by 2012 (*)</li> <li>– Launch of products from new Slow Food presidia (speciality promotion groups) in Switzerland (*)</li> <li>– Expansion of Pro Specie Rara range</li> <li>– ETH research project to draw up ecological criteria for sourcing (*)</li> <li>– Sales promotion/marketing measures aimed at boosting sales of organic, Pro Specie Rara and regional organic food products (*)</li> <li>– Further expansion of organically farmed and MSC wild-catch fish ranges: no sale of seriously endangered fish species</li> <li>– Expansion of range of energy-saving appliances and lamps</li> <li>– Purchase of certificates (Book &amp; Claim) for sustainable palm oil (coverage of entire Coop in-house production)</li> </ul>
<b>Swiss agriculture</b>		
<ul style="list-style-type: none"> <li>– Agro-Marketing Suisse (AMS)</li> <li>– Bio Suisse</li> <li>– Federal Office for Agriculture</li> <li>– Research Institute of Organic Agriculture (FiBL)</li> <li>– IGAS (association representing the interests of Switzerland as a centre of agriculture)</li> <li>– IP Suisse</li> <li>– Proviande</li> <li>– BO Milch (milk industry organization)</li> <li>– Swisscofel (federation of the Swiss fruit, vegetable and potato trade)</li> <li>– VSGP (federation of Swiss vegetable growers)</li> <li>– SOV (federation of Swiss fruit growers)</li> <li>– VSKP (union of Swiss potato growers)</li> <li>– Sativa / Getreidezüchtung Peter Kunz (GZPK)</li> <li>– Swiss Farmers' Union (SBV)</li> <li>– Slow Food Switzerland</li> <li>– SwissGAP</li> </ul>	<ul style="list-style-type: none"> <li>– Improving the long-term competitiveness of Swiss agriculture</li> <li>– Clear positioning of Swiss products</li> <li>– Image advertising for Swiss-made products</li> <li>– Quality assurance</li> </ul>	<ul style="list-style-type: none"> <li>– Commitment to an agricultural free-trade agreement with the EU; formulation of export facilities and support measures</li> <li>– Promoting and cooperating in a quality strategy for Swiss agriculture</li> <li>– Strengthening the efficiency of vegetable sourcing by stepping up cooperation in the "L'alliance romande" established to boost vegetable production</li> <li>– Support by the Coop Sustainability Fund for various research projects at FiBL (*)</li> <li>– Development of energy-efficient, closed-cycle systems for regional fish breeding to promote a new line of business for Swiss agriculture, generate regional added value and transfer expertise to developing countries (*)</li> <li>– Active involvement in the newly created BOM milk industry organization (aims: stabilize milk production and gear it to market needs)</li> <li>– Promotion of cultivation and seed propagation of organic wheat, organic spelt and organic rapeseed varieties (*)</li> <li>– Wide range of Suisse Garantie products</li> <li>– Establishment of additional Slow Food presidia (speciality promotion groups) and related communication measures (*)</li> <li>– Implementation of SwissGAP gets off to a good start</li> </ul>
<ul style="list-style-type: none"> <li>– Coop Aid for Mountain Regions</li> </ul>	<ul style="list-style-type: none"> <li>– Preservation of value creation in mountain regions</li> <li>– Promoting sales of products produced in mountain regions</li> <li>– Improvement of the living and working conditions of people living in Swiss mountain regions</li> <li>– Securing the livelihoods of people living in Swiss mountain regions</li> </ul>	<ul style="list-style-type: none"> <li>– Expansion of the Pro Montagna label for products from Swiss mountain regions (2009 sales: over 25 million francs); as a token of solidarity, a portion of the sales price of every product sold goes to Coop Aid for Mountain Regions to finance self-help projects in the Swiss mountains (2009: a total of over 700,000 francs)</li> <li>– Proceeds (over 225,000 francs) from the 1<sup>st</sup> of August "Weggen" (bread roll) campaign at Coop go to the Belalp Alpine Cooperative</li> </ul>

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<b>Animal welfare</b>		
<ul style="list-style-type: none"> <li>– Federal Veterinary Office</li> <li>– Consortium of Coop Naturafarm producers (EGN)</li> <li>– IG CLP (interest group for producers of Coop labelled goods)</li> <li>– KAGfreiland (organization defending the rights of livestock)</li> <li>– Mutterkuh Schweiz (Suckler Cow Switzerland)</li> <li>– Swiss College of Agriculture SHL</li> <li>– Swiss Animal Protection SAP</li> <li>– FOUR PAWS</li> </ul>	<ul style="list-style-type: none"> <li>– Long-term success of Coop Naturafarm with eggs and labelled meat</li> <li>– Development of guidelines for Coop Naturafarm with partners</li> <li>– Animal welfare</li> <li>– Promotion of humane husbandry of foster and suckler cows</li> </ul>	<ul style="list-style-type: none"> <li>– Support for immunocastration (vaccine) and anesthesia to ensure pain-free piglet castration</li> <li>– Coop continues to be the most important buyer of Naturabeef (about 90 %)</li> <li>– Development of Natura Veal line; test sales in a number of stores get off to a very good start</li> <li>– New “Young Boar Fattening” working group to test castration-free rearing of male piglets, taking quality and customer acceptance aspects into account (*)</li> <li>– School project for children and adolescents to raise their awareness of animal welfare issues (*)</li> </ul>
<b>Nutrition and health</b>		
<ul style="list-style-type: none"> <li>– Federal Office of Public Health</li> <li>– Federation of the Swiss Food Industries (FIAL) Working Group for Nutrition</li> <li>– Swiss Foundation for Health Promotion</li> <li>– IG Zöliakie (IGZ, Swiss Celiac Association)</li> <li>– Cantonal chemical officers</li> <li>– Pro Senectute</li> <li>– Swiss Obesity Foundation (SAPS)</li> <li>– Swiss Diabetes Society (SDG)</li> <li>– Swiss Nutrition Association (SGE)</li> <li>– Swiss Cancer League (“5 a day” campaign)</li> <li>– Swiss Association of Dietitians (SVDE)</li> <li>– Swiss Vegetarian Union (SVV)</li> <li>– Weight Watchers</li> </ul>	<ul style="list-style-type: none"> <li>– Food safety and the prevention of misleading labelling</li> <li>– Preventive health measures (focus on nutrition, exercise, addictive behaviour)</li> <li>– Preparedness for pandemics</li> <li>– Products for population groups with special dietary requirements (allergy sufferers, vegetarians, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>– Implementation of detailed food profiles on over 2,000 Coop own-brand products</li> <li>– Cooperation with the “5 a day” campaign, including use of its logo on products</li> <li>– New edition of Coop’s brochure on hygiene</li> <li>– Expansion of Jamadu label offering well-balanced products for children</li> <li>– Various sponsorship activities in the nutrition and exercise field</li> <li>– Expansion of Free From label for people with food allergies</li> <li>– Performance of three broad-based surveys of eating habits and nutritional knowledge, with specialist support from the SGE</li> <li>– Cookery book on “Affordable Cooking for People with Diabetes” written and published with the cooperation of the SDG</li> <li>– Commitments to improve the nutritional value of various products in the framework of the Federal Office of Public Health’s “actionsanté” drive</li> </ul>
<b>New technologies</b>		
<ul style="list-style-type: none"> <li>– Nanotechnologies action plan (Federal Office of Public Health, Federal Office for the Environment BAFU/FOEN, State Secretariat for Economic Affairs SECO)</li> <li>– FOPH dialogue platform on synthetic nano-materials in products</li> <li>– Werkstatt Ernährung &amp; Gentechnologie (nutrition and genetic engineering working group)</li> </ul>	<ul style="list-style-type: none"> <li>– Finding constructive solutions with input from the authorities, consumers and business representatives</li> <li>– Public discussion of the opportunities and risks of genetic engineering and nanotechnology</li> </ul>	<ul style="list-style-type: none"> <li>– Start to implementation of the Nanotechnology Code of Conduct in the framework of the IG DHS retailers’ association</li> <li>– Formulation of a questionnaire for business partners on implementation of the code of conduct</li> <li>– Participation in the VIGO project being run by EMPA (Swiss Federal Laboratory for Materials Testing and Research) on risk assessment of nanoparticles</li> <li>– Participation in the Confederation’s nano-technology dialogue platform</li> <li>– Commitment to finding a feasible solution for labelling products from animals that have not been reared on genetically modified feed</li> </ul>

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<b>Environment</b>		
<ul style="list-style-type: none"> <li>– Swiss Energy</li> <li>– Energie-Agentur-Elektrogeräte (eae)</li> <li>– Federal Office of Energy</li> <li>– Federal Office for the Environment (BAFU/FOEN)</li> <li>– Business Energy Agency (EnAW)</li> <li>– Swiss agency for efficient energy use (S.A.F.E) / topten.ch</li> <li>– Agency for Renewable Energy and Energy Efficiency (A EE)</li> <li>– WWF Climate Group</li> <li>– BiomassEnergie</li> <li>– myclimate</li> <li>– Climate Cent Foundation</li> <li>– SwissWinds</li> <li>– Various recycling organizations (SENS, SLRS, Ferro Recycling, Igora, Inobat, PRS)</li> </ul>	<ul style="list-style-type: none"> <li>– Programmes for energy efficiency and renewable energies</li> <li>– Target agreements and projects to reduce CO<sub>2</sub> emissions and improve energy efficiency</li> <li>– CO<sub>2</sub> reduction measures for sites, products and employees</li> <li>– Promotion of energy efficiency in general and of energy-efficient appliances</li> <li>– Support for climate protection projects</li> <li>– Promotion of renewable energies</li> <li>– Promotion and practical organization of recycling systems</li> <li>– Calculation and administration of prepaid recycling charges</li> </ul>	<ul style="list-style-type: none"> <li>– Strong presence at Coop and Fust outlets as part of the Swiss Energy/eae “Energy Day 2009”</li> <li>– Membership of Topten</li> <li>– Membership of A EE (Agency for Renewable Energy and Energy Efficiency)</li> <li>– Expansion of number of Minergie-compliant (low-energy) sales outlets and testing of a zero-energy store</li> <li>– New five-year contracts with IWB, Swisshydro and BKW for purchasing green electricity (*)</li> <li>– Approval of a position paper and programme on the energy/CO<sub>2</sub> vision for 2023, including clear reduction targets</li> <li>– Expansion of organic waste recycling to produce biogas and biodiesel, and purchase of correspondingly powered trucks; further support for agricultural biogas plants on the farms of Naturafarm and Naturaplan producers (*)</li> <li>– Financial and creative support for the two “tropic houses” in Frutigen and Wolhusen</li> <li>– Range of energy-saving lamps and energy-efficient appliances extended</li> <li>– Relaunch of CO<sub>2</sub> monitor for employees (*)</li> <li>– Air freight, business travel and coop@home deliveries offset by WWF (*)</li> <li>– Support for a study involving the construction of wind measurement masts to determine the potential value of wind power in Switzerland (*)</li> <li>– Promotion of electricity produced from water, wind and sun under the “nature made star” label by funding environmental added value and purchasing green electricity to cover part of Coop’s own needs (*)</li> </ul>
<ul style="list-style-type: none"> <li>– Federal Office for the Environment (BAFU/FOEN)</li> <li>– Greenpeace</li> <li>– IGSU Interest Group for a Clean Environment</li> <li>– Practical Environmental Protection Switzerland (Pusch)</li> <li>– sanu – Partnership for Environmental Training and Sustainability</li> <li>– Pro Natura</li> <li>– Öbu – Swiss Association for Ecologically Aware Company Management</li> <li>– WWF</li> </ul>	<ul style="list-style-type: none"> <li>– Promotion of environmentally friendly products</li> <li>– Shifting of freight from road to rail</li> <li>– Waste reduction</li> <li>– Raising of public awareness</li> <li>– Energy-saving technology</li> <li>– Promotion of environmentally compatible behaviour and sustainable consumption</li> <li>– Preservation of biodiversity</li> </ul>	<ul style="list-style-type: none"> <li>– First steps taken towards a comprehensive Round Table on Sustainable Consumption under the leadership of the Federal Office for the Environment</li> <li>– Financial and creative support for IGSU in its efforts to combat littering</li> <li>– Involvement in round table discussions on littering</li> <li>– Collaboration in the updating of life-cycle assessments</li> <li>– Screening of packaging</li> <li>– Negotiation of a new framework agreement with WWF with reference to the subprojects Wood Group (wood and paper), Climate Group (energy and climate change) and Seafood Group (fish and seafood)</li> <li>– Raising awareness of sustainable consumption and sustainable development by means of various initiatives (*)</li> </ul>

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<b>Employees</b>		
<ul style="list-style-type: none"> <li>– Trade unions, employee associations</li> <li>– Professional organizations</li> <li>– Public authorities and offices</li> <li>– Universities and schools</li> <li>– Disability insurance offices / social institutions / regional job centres</li> </ul>	<ul style="list-style-type: none"> <li>– Representation of employees' interests</li> <li>– Minimum wages as a function of training; pay negotiations in general</li> <li>– Equal pay for men and women</li> <li>– A fair system of profit-sharing</li> <li>– Shop opening hours</li> <li>– Permanent employment contracts on a monthly-wage basis</li> <li>– Training and continuing education</li> <li>– Conduct of final examinations</li> <li>– Compliance with legal specifications</li> <li>– Offering career entry opportunities</li> <li>– Offering placements for professional re-integration following illness, accident or unemployment</li> </ul>	<ul style="list-style-type: none"> <li>– Progressive, nationwide Coop collective employment agreement, including generous holiday entitlement and payment of two-thirds of state insurance contributions by the employer</li> <li>– Expansion of internal and external continuing education</li> <li>– Coop Child Care programme (helping single-parent employees meet the costs of external child care)</li> <li>– Success bonuses for employees in the form of gift vouchers</li> <li>– Number of apprentices raised to over 3,000</li> <li>– Language exchange programme for apprentices who have completed their training</li> <li>– Risk analysis of maternity rights completed and measures instituted</li> <li>– Solution found for implementing the "Light at the workplace" Ordinance</li> <li>– Participation in job fairs</li> <li>– Carrying out work trials for the long-term ill</li> <li>– Offering placements for school-leavers with poor grades</li> </ul>

(\*) Coop Sustainability Fund projects