

# Sustainability report

Europris ASA

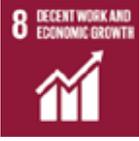


2019

# SUSTAINABILITY REPORT



## Our approach – sustainability in all we do

Sustainability topics	Main priority areas	Commitments	UN SDGs
<b>Sustainable value chain</b>	<ol style="list-style-type: none"> <li>1. Sustainable low-impact products</li> <li>2. Responsible supply chain management</li> </ol>	<p>Europris recognises that its main impact on ESG issues comes from the products sourced and sold in its stores. The group therefore seeks to improve the sustainability performance of private-label and brand-name merchandise. The supplier code of conduct ensures that ESG issues are prioritised in supplier engagements.</p>	
<b>Resource-efficient business model</b>	<ol style="list-style-type: none"> <li>3. Climate-friendly operations and logistics</li> <li>4. Circular solutions and waste reductions</li> </ol>	<p>Europris acknowledges that its operations have an impact on the environment, and strives to reduce its environmental footprint by promoting circular initiatives in its operations. The group seeks new and innovative solutions to ensure efficient logistics and facility management.</p>	
<b>Responsible employer</b>	<ol style="list-style-type: none"> <li>5. Equal opportunities and a constructive working environment</li> <li>6. Health and safety in the workplace</li> <li>7. Business ethics and anti-corruption</li> </ol>	<p>Employees are part of the Europris family. The group therefore works for an inclusive, safe and constructive workspace. Its core values and business ethics are communicated so that employees can use them as guidelines in their working day. The group promotes diversity and ensures the health and wellbeing of employees, providing them with opportunities to develop long and meaningful careers. The policies and guidelines in place apply to all employees, whether full- or part-time, permanent staff or temporaries.</p>	 
<b>Empowering customers and communities</b>	<ol style="list-style-type: none"> <li>8. Satisfied customers</li> <li>9. Safe and good-quality products</li> <li>10. Data protection</li> <li>11. Local value creation</li> <li>12. Community engagement</li> </ol>	<p>Europris cares about its customers and the local communities in which it operates. The group therefore works to enable customers to make greener, safer and better-quality choices, and engages with local communities through sponsorships, partnerships and other community-building activities.</p>	

# SUSTAINABILITY REPORT



I am very excited to have been given the opportunity of taking over responsibility for sustainability in Europris as the new head of sustainability for the group. Initially, I might have associated Europris first and foremost with low prices. However, I was very motivated to find a strong engagement with sustainability, quality and safety. A common success criterion when working with sustainability at a corporate level is that this is embedded in with top management, and the tone set by the top management is always mentioned as another key factor. I am very excited to find that we are already one step ahead – motivation for sustainability can be found both in management and across the whole organisation. That makes me very optimistic.

This has already helped in achieving a lot. Recycling and energy efficiency rates have been improved greatly in recent years, and are now on a par with the market leaders. Another very important sustainability consideration for us concerns the products we sell and how they are produced. Work has already started in areas such as mapping sustainability aspects of the product portfolio or working alongside our new partner, the Business Social Compliance Initiative (BSCI), on ensuring environmental standards and workers' rights in our value chain. Greater attention is also being paid to finding new ways of reducing plastic packaging and creating a circular economy in stores and with suppliers, all of which I very much look forward to working on. I am very passionate about this and have previous experience. I hope this can result in a good collaboration with all our committed people, and make sustainability a common way of thinking for us in Europris. I am certain that customers will appreciate good solutions here as we continue working towards providing sustainability for you, me and everyone.



Tatiana Gutierrez Eide  
Sustainability manager

## Sustainability in all we do

Growth creates a larger environmental footprint and, in a world where the climate is rapidly changing and natural resources are increasingly put under pressure, remaining conscious of the common responsibility we all share for our planet is more important than ever. In 2015, the global community convened in Paris to sign a landmark climate agreement, joining forces to work towards a sustainable future. In the same year, the UN also adopted a set of sustainable development goals (SDGs) dealing with a wider range of global issues, such as human rights, good governance, peace and stability. Meeting these targets requires a concerted effort from all businesses and markets.

Europris shares the vision of a sustainable future embodied in these agreements and recognises that its operations are associated with significant sustainability risks and opportunities. Integrating this acknowledgement into the organisation, Europris authored a sustainability policy in 2018. The policy defines the group's path to sustainable growth for the years to come.

### *Our vision*

Provide sustainability for ordinary people

### *Our objective*

Become the most sustainable European discount variety retailer by 2025

To realise its vision and objectives, the group takes a broad approach to sustainable development with the overall aim of ensuring long-term value creation. Europris integrates environmental, social and governance (ESG) aspects in its value chain and operations, and in its engagements with customers and communities. These four aspects create the structure of the sustainability report, which is divided in four main chapters: a sustainable value chain, a resource-efficient business model, a responsible employer and empowering customers and communities.



Figure: Europris' main sustainability aspects

## Focus on the most material sustainability aspects

In keeping with its “pay less – save more” culture, Europris builds its sustainability aspirations on finding and adopting simple and measurable solutions for meeting its responsibilities as effectively as possible.

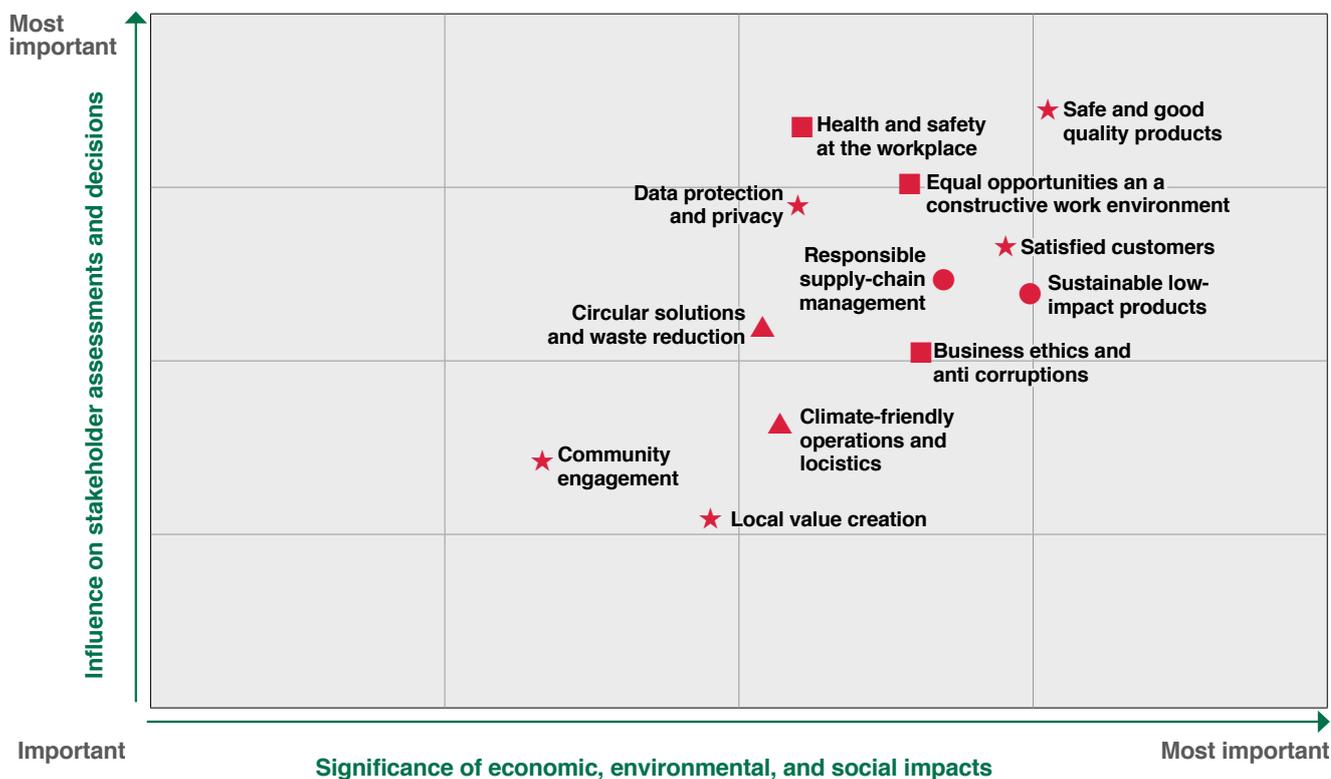
Europris further refined its approach to sustainability reporting by basing content and structure on the principles in the Global Reporting Initiative (GRI). To streamline sustainability work and reporting in accordance with these standards, key sustainability impacts in the group's value chain are identified and mapped in the materiality matrix below. The position of each topic depends on its relevance to Europris and the group's stakeholders, where both employees and management have been consulted. In addition, the opinions and expectations of external stakeholders – such as customers, regulators and investors – have been investigated to learn what they believe are the most important ways in which Europris can contribute to a more sustainable future.

The final matrix sets the direction for Europris' sustainability strategy and is the foundation for the sustainability report, where the following aspects have been identified as the most material to the group.

- **Sustainable value chain:** the bulk of Europris' impact is found in the products it sources
- ▲ **Resource-efficient business model:** more efficient operations and logistics to reduce the environmental footprint
- **Responsible employer:** being an ethical, inclusive and constructive workplace
- ★ **Constructive social player:** contributing to local communities in order to foster long-term relationships.

Through management of and improvements to these major aspects, Europris can direct efforts to where they count the most and deliver on its vision of providing sustainability for ordinary people. By lowering the overall environmental footprint and ensuring equity and fairness to employees along the value chain, the group will also reduce overall climate and sustainability risk and align Europris with the UN SDGs and the low-carbon future of the Paris agreement.

## Materiality assessment



Europris makes efforts to discuss sustainability issues with employees in their day-to-day work and to integrate sustainability in its corporate culture. This sustainability report is a part of the stakeholder engagement, since it promotes transparency, honesty and approachability. Europris has professional-

ised its approach to sustainability with a dedicated manager, charged with following up work in this area throughout the organisation. Sustainability is incorporated as a priority in the group's business strategy, and results are regularly communicated to the management group and the board on an annual basis.

## Working to turn climate risk into positive impacts and opportunities

The global climate challenge is growing more acute as emissions increase and climate change causes negative impacts worldwide. This inevitably presents new risks for business and society at large – but opportunities as well for those who can help solve the problem of a green transition.

Europris has conducted a climate risk analysis to ensure long-term value creation and protect the interests of key stakeholders. Climate risk aspects are included in the group's strategy, where it is identified as one of the key enterprise risk factors to be considered. This analysis identifies several climate risk areas and corresponding management responses, which are subject to annual review by the board. The findings are reported to the Carbon Disclosure Project (CDP), an independent rating initiative for climate reporting. Europris received the score of B, an improvement from last year which marks the progress made in the group.

The analysis builds on the main recommendations of the Task Force for Climate-Related Financial Disclosures (TCFD), initiated by the G20 Financial Stability Board to help businesses respond to a lack of information on how climate change will affect them. The TCFD guidelines advise that climate risk should be assessed and reported for two mutually exclusive scenarios. One is based on a world which fails to make the green transition, with a big increase in temperature and devastating climate change posing a physical risk to business. The other is focused on a successful green transition where the world limits warming to below 2°C. This will involve transition risk for businesses which fail to change carbon-intensive or environmentally harmful commercial models in time.

Where Europris as a discount variety retailer is concerned, both physical and transitional climate risk is considered for all parts of the value chain – the products sourced, logistics and transport, and its own operations.

### Physical climate risk

A physical risk scenario will imply increased volatility in the supply chain owing to negative impacts on

sourced products. Logistics could be disrupted by storms or by damage to the transport infrastructure owing to flooding and rising sea levels. Heatwaves or changes in precipitation can destroy crops or delay production, disrupting access to key ingredients and causing price hikes or shortages. This can, for example, be seen today with key ingredients such as coffee and chocolate, which face extreme challenges from climate change in their regions of origin.

### Management approach

To respond, Europris carries out ongoing assessments of its product portfolio and logistics operations which tie into the ongoing sustainability work. Strong operational control is provided through active product-category management, routines for quality and close coordination with the Shanghai sourcing office. This permits fast and dynamic responses to changes in market supply, which will minimise any adverse impacts and shortages.

### Transition risk

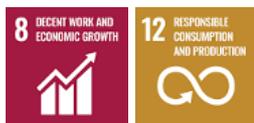
As a retailer, Europris' own operations have relatively low direct emissions. The transition risk is expected to come primarily from the changing preferences of key stakeholders such as investors, customers and employees, or from environmental regulations relating to different products. As progress is made to a low carbon economy, pressure on Europris to contribute will increase. Failure to comply may lead to a loss of reputation, market share or investment support. That could potentially lead to substantial financial losses.

### Management approach

To avoid such transition risk, Europris has set ambitious sustainability targets. These will be met through managing sustainability impacts in both the supply chain and its own operations. All goods are mapped in accordance with their sustainability impact, which can help reduce regulatory and reputational risk. One example could be providing sustainable alternatives to single-use plastic cutlery and plates in advance of the EU directive banning such products. This protects value while attracting potential new customers by offering sustainable products. Through keeping ahead of the curve, Europris can demonstrate leadership in the green transition and create an opportunity by expanding market shares while achieving a positive impact and long-term value.



## Sustainable value chain



Europris recognises that its main impacts on environmental, social and governance (ESG) issues relate to the

products sourced and sold in the stores. The group therefore seeks to improve the sustainability performance of private-label and brand-name merchandise. The supplier code of conduct ensures that ESG issues are prioritised in supplier engagements. Limiting the group's ecological footprint while enhancing its commitment to business ethics contribute to UN SDGs 12 – responsible consumption and production – and 8 – decent work and economic growth.

**Commitment:** ensure that merchandise in all stores is produced and sourced in a sustainable manner, and communicated clearly to permit sustainable choices.

## Sustainable low-impact products

While retail does not directly use significant natural resources compared with other industries, its product value chains certainly do. Both manufacturing processes and raw materials may negatively impact forests, water supplies and local ecosystems. Europris takes a holistic view of sustainability and believes its environmental footprint should not be limited to its stores and logistics, but extend to its product range as well. The group therefore strives to

limit the adverse impacts which products may have on the environment over their life cycle.

### Policy

Europris believes in providing freedom of choice to its customers and works to offer sustainable quality alternatives wherever possible. The group is committed to reducing the environmental footprint of all merchandise, with its internal sourcing policy setting the path to a more sustainable product offering. Overall, Europris seeks to increase the proportion of environmentally certified products where product-specific sourcing policies apply to those product groups considered to have a higher environmental footprint.

### Actions and results

Europris worked in 2019 on mapping and classifying all the products in its wide-ranging product universe in accordance with their sustainability impact in order to create a system which allows it to provide more sustainable products to its customers. Since choosing more sustainably often can be a complicated and demanding process, Europris has chosen to rely on pre-existing product labelling schemes. The EU and Nordic Ecolabels have currently been found to accord with Europris' sustainability policy, since they rest on rigorous life-cycle assessment and performance criteria.

Products have also been identified with established sustainability issues which breach the group's sus-

## A more sustainable supply chain



### Sustainable products

Europris works to ensure that goods sold in its stores are as sustainable as possible. It carries out safety testing and ongoing evaluation of sustainability impacts associated with individual products.



### Efficient logistics and distribution

Europris minimises road transport to stores with its new central warehouse. Use of electric road transport is being planned in cooperation with the Port of Moss.



Goods are exported as far as possible using more environment-friendly maritime transport.



264 stores



### Shanghai sourcing office

Europris mainly sources products produced in China through its Shanghai sourcing office.

The physical climate risk in China is evaluated by ND Gain as being in the upper middle range (57 points) based on the estimated physical climate impact and the overall social and political vulnerability and adaptive capacity. China is also associated with other risks related to human rights abuse and poor working conditions.

To prevent the risk of disruption in the supply of goods or violation of the Europris code of conduct, the sourcing office carries out supplier audits. Europris is also a member of the business social compliance initiative, which covers a wide range of ESG issues.

tainability policy. A shortlist of 10 products currently exists where Europris can make a difference by replacing them with more sustainable alternatives. This process is already well under way where the majority of these are concerned, with an increased percentage of sustainable alternatives introduced in 2019.

In accordance with this strategy, Europris has introduced its own brands with a strong sustainability focus, such as candles from ECO Vie or Natur bio-degradable plates and cutlery.

## *Sourcing for a better future*

**The Plastic Pledge:** Europris has joined the Plastic Pledge initiated by Green Point Norway. Its goal is to encourage companies to pay greater attention to their use of plastics in their day-to-day business, and thereby make it easier to achieve the EU's plastic targets for 2025-30. The main objectives are to increase the use of recycled plastic, avoid unnecessary use of plastics and design for recycling.

**Plastic bags:** Europris has introduced new plastic carrier bags made of recycled plastic. This demonstrates how the group integrates circularity in its sourcing policy in order to find solutions which have a significantly lower carbon footprint than plastic bags previously made of virgin plastic. The group is also looking into active ways of reducing plastic-bag use through its MER customer club. This is also a project in its early stages, which Europris hopes will have a significant impact. We have continued to pursue focused sourcing policies for some specific product materials. These groups are targeted because they make up a significant percentage of overall sales while having a higher environmental footprint.

**Candle wax:** The greenhouse effect is a growing source of concern in the world today. Both wax candles (biomass) and paraffin candles (fossil fuel) release CO<sub>2</sub> when burning. The benefit of using wax candles is that they do not contribute additional CO<sub>2</sub> to the atmosphere (low carbon footprint), providing their biomass comes from sustainable sources. In 2018, candles made from sustainable wax material (not palm oil or soya) represented 13 per cent of our total candle sales. By 2025, 50 per cent of total candle sales will be sustainable varieties. In 2019 Europris launched VIEeco. Our own ecofriendly private label of wax candles, giving the customer an affordable and sustainable choice.



**Single-use plastics:** Single-use plastics have received much attention, pushing companies to take urgent action. We provide alternatives to popular single-use plastic products, and launched a range of disposable plates in 2018 made of 100 per cent biodegradable material. By 2020, 50 per cent of sales of single-use products should be made of alternatives to plastics, reaching 100 per cent by 2021. In this way, we will comply with the EU curb on single-use plastics expected to be come into force in 2021.

### *Targets and ambitions*

The overall aim is to increase the proportion of products certified in accordance with at least one environmental standard. To achieve this, Europris will work to increase the incorporation of sustainability details in the project information management system in order to improve logging of information about a product's environmental performance and labelling. This will provide more and better data on the overall sustainability of the product portfolio.

Europris will continue an ongoing assessment of product sustainability, and will work to add additional sustainability certifications. As this work progresses in 2020, the group will also aim to create a more specific sustainable product strategy for 2025, covering all product categories. For each category, the group will formulate specific sourcing policies, implement improvement programmes and set targets.

At the same time, Europris will work to phase out problematic products, including efforts to introduce sustainable alternatives for these – particularly products containing kerosene, such as certain candles and firelighters. By targeting high-risk products, Europris can improve the sustainability performance of its product offering while ensuring low prices and good quality.

### **Responsible supply-chain management**

The majority of Europris' products are sourced from third-party suppliers with production sites at locations worldwide. The sheer number of suppliers increases the risk that some are in violation of the group's code of conduct, with poor labour conditions or operations involving a significantly negative environmental impact. The corruption risk is also higher in Europris' supply chain than in its immediate operations. Incidents may affect the group's ability to provide merchandise to customers, negatively affect the brand, and result in financial litigation.

#### *Policy*

As Europris has a limited ability to affect supplier operations, it works to improve supply chain transparency. Suppliers who can prove superior performance with regard to ESG issues are preferred partners.

All suppliers are required to sign the supplier code of conduct. In addition to upholding excellent busi-

ness ethics and anti-corruption standards, the code states that all suppliers must minimise adverse impacts on human health and the environment throughout their value chains. National and international environmental legislation must be respected. The code requires all suppliers to adhere to the eight fundamental International Labour Organisation (ILO) conventions protecting labour rights. Should national laws cover topics similar to those in the ILO convention, the most stringent standards will apply.

Europris maintains separate packaging guidelines for all suppliers. These specify requirements related to the type, amount and method of packaging which are designed to minimise waste and permit more efficient transport. A new policy on sustainable materials has also been integrated in the procurement guidelines.

About a third of Europris merchandise sales come from products sourced from China. Following a risk-based approach, most attention is directed towards this aspect owing to the substantial purchases being made in a regulatory environment where ESG performance could be an issue. The remainder of the merchandise comes either from producers in Norway or involves US or European household brands which feature proven attention to sustainability and operate in well-regulated environments. These provide a comparatively lower level of supply chain risk for Europris.

#### *Actions and results*

Europris continued work during 2019 to improve oversight and corporate social responsibility (CSR) in the supply chain.

The group has conducted its own oversight and auditing of selected suppliers. A total of 49 suppliers in China – roughly the same number as the year before – completed a self-assessment questionnaire. Among other questions, the suppliers were asked to answer ones based on the UN Global Compact's guiding principles covering human and labour rights, environmental performance and anti-corruption. All respondents responded that they had a system for following up the supply chain via either supplier self-assessments or on-site inspections.

In 2019, Europris joined Amphori business social compliance initiative (BSCI), the largest sustainabili-

ty audit organisation. The BSCI provides a common ESG audit approach and a shared pool of factory audits, which allow members to coordinate their own audits better as well as to choose between previously audited suppliers.

That allows Europris to join forces with other companies using the BSCI approach to improve oversight and accountability and to strengthen ethical safeguards in international sourcing operations. Around 63 per cent of suppliers are currently BSCI-certified, predominately through joint sourcing with the Finnish company Tokmanni. This is slightly lower than the 66 per cent attained in 2018. By becoming an active member of the BSCI, however, Europris hopes to achieve a higher percentage in 2020 through leveraging access to BSCI information.

#### *Targets and ambitions*

Europris will continue to raise environmental, labour rights and human rights standards among its suppliers to ensure that they are all aligned with the code of conduct. However, the group acknowledges that a better screening and auditing processes must be implemented to strengthen prevention of social and environmental breaches. Europris will therefore continue work with existing suppliers, carrying out factory audits and regular supplier dialogues on sustainability.

The group will work to continue improving its approach to sustainable supply management by increasing the proportion of factories with BSCI or other certification in cooperation with the BSCI. Its goal will be to reach 100 per cent BSCI-certified suppliers in China.

## Resource-efficient business model



Europris acknowledges that its operations have an impact on the environment and strives to reduce its environmental footprint by promoting

circular initiatives in its operations. The group seeks new and innovative solutions to ensure efficient logistics and facility management. By reducing waste and energy use in its own operations and by implementing renewable and new low-carbon transport, Europris hopes to contribute to UN SDGs 12 – responsible consumption and production – and 13 – climate action.

**Commitment:** limit the impact of the business through resource-efficient operations and logistics.



## Climate-friendly operations and logistics

The growth in Europris' retail operations has increased its responsibility for limiting the environmental footprint of its operations. The group's direct environmental footprint relates mainly to its operations in running the many stores and warehouses, and to the transport of merchandise. A resource-efficient business model therefore depends on efficient energy use and on reducing greenhouse gas (GHG) emissions. Europris thereby hopes to contribute to the UN SDGs.

### Policy

Europris' new internal energy and environmental strategy for 2019-23 applies to all the stores. This strategy details specific measurable activities for promoting sustainable operations, technical solutions and optimised energy use.

The group aims to improve energy efficiency and maintain its state-of-the-art technical systems for monitoring energy consumption. Europris' headquarters in Fredrikstad and its central warehouse have both achieved Eco-Lighthouse certification and thereby set a standard for the sustainable operation which should be achieved by all stores and premises.

### Actions and results

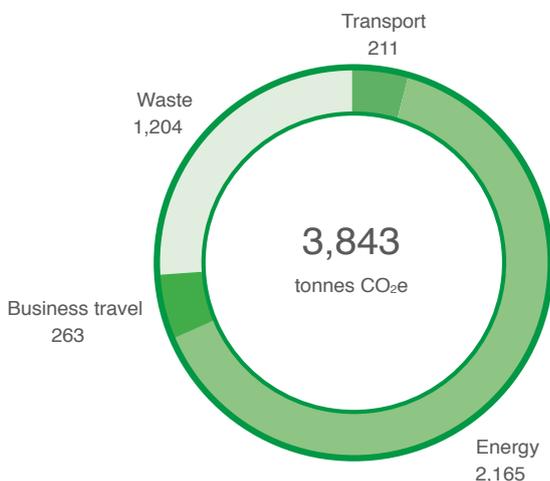
To meet its environmental strategy objectives, Europris measures and assesses its emissions and

energy use. The group's main source of carbon emissions is energy consumption and waste, while business travel and transport in group-owned vehicles represent a smaller proportion (see the figure below).

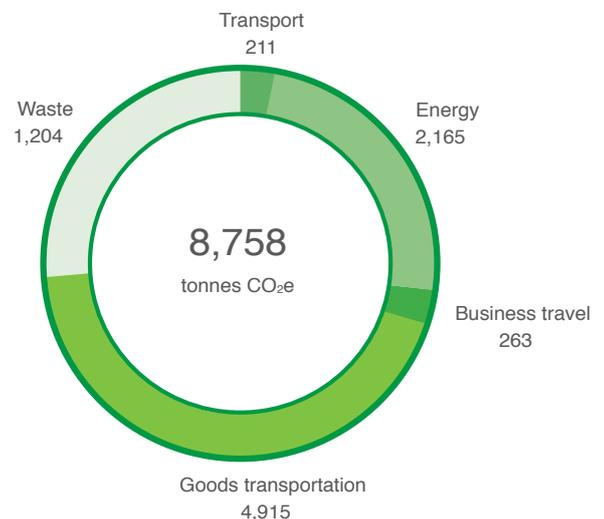
Europris' total carbon footprint in 2019 totalled 3,843 tonnes of CO<sub>2</sub> equivalent (CO<sub>2</sub>e). This represent a decrease of 19 per cent since 2018. Over the past six years (2014-19), Europris has reduced its total CO<sub>2</sub> emissions (scopes 1, 2 and 3) by 41 per cent, despite opening 44 additional stores over the same period. The decrease derives primarily from enhanced energy efficiency and reduced consumption (down 28 per cent) and waste reduction (down 12 per cent). Over the same period, total energy-related emissions fell by 55 per cent as a result of targeted reduction measures as well as a lower proportion of fossil fuels in the energy mix. The footprint is calculated in accordance with the GHG Protocol covering scopes 1, 2 and 3 (excluding goods transport) using the operational control perspective, including activities which Europris has direct or partial control over.

Moreover, energy reduction measures in the stores have yielded a decline of 17.7 per cent (kWh per square metre, temperature corrected). Transport emissions rose by 9.5 per cent since 2014 but reflected a downward trend since they were cut by 4.7 per cent from 2018 to 2019.

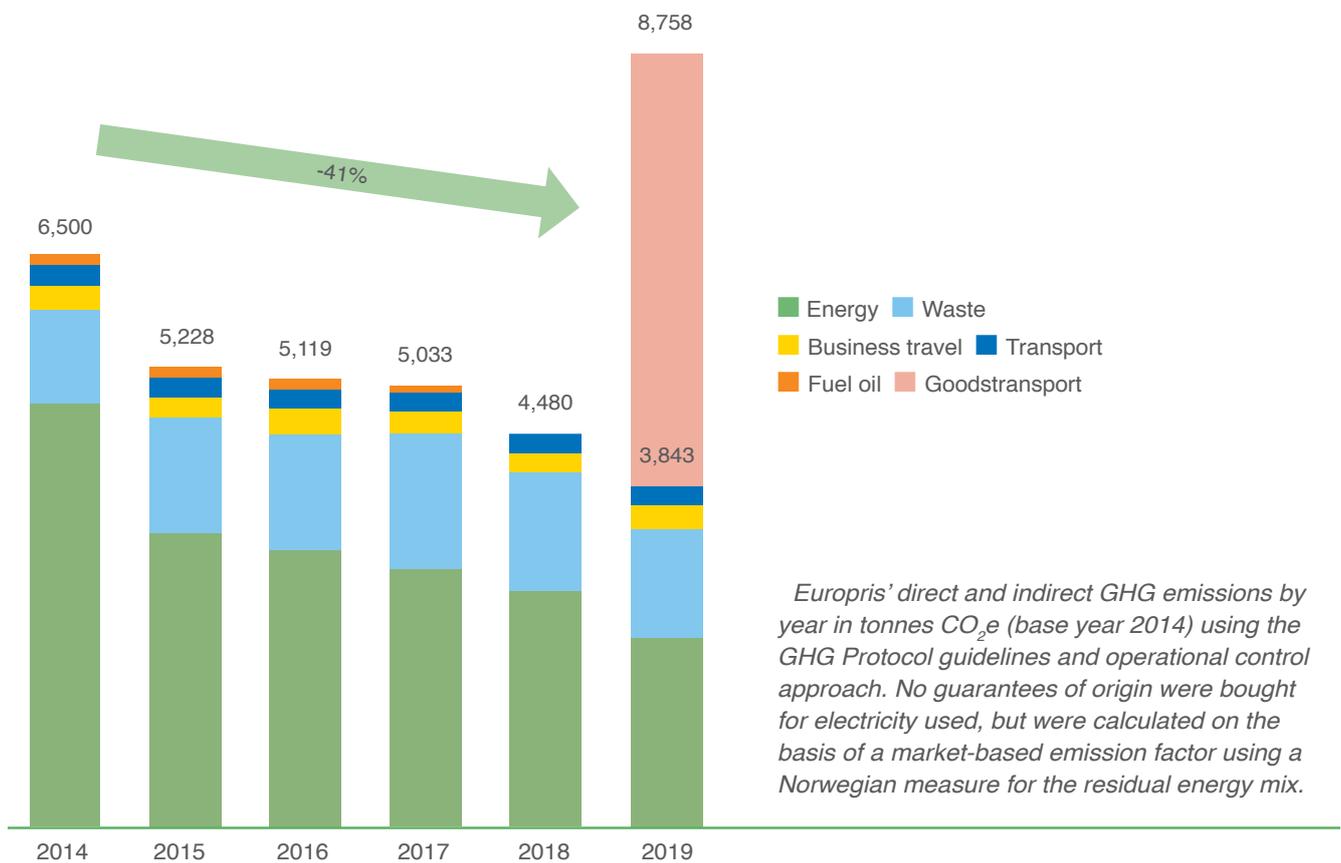
Emissions from sourced goods transport are also included for the first time from 2019. In accordance with the GHG Protocol, these are not attributed to



Share of GHG emissions in 2019 by emission source



Share of GHG emissions in 2019 by emission source, including goods transport



Europris' direct emissions but rather treated as indirect emissions to avoid double counting of emissions from individual transport companies. This accounted for 4,915 tonnes of CO<sub>2</sub>e, which is larger than Europris' direct emissions. Including this in the emission graph presented above results in higher total CO<sub>2</sub> emissions.

Europris' recognise the impact it shares with its suppliers, and is committed to finding efficient low-emission logistics solutions. The group hopes that monitoring emissions from sourced goods transport will provide a basis for further dialogue with partners to find more sustainable solutions. This means Europris has seen a rise in total emissions and a higher base year, but will hopefully have more precise measurements from 2020.

#### Targets and ambitions

Europris is satisfied with the decline in energy consumption at its stores. Given the great improvements made over the past six years, further reductions could prove challenging since they will require significant investment. However, the group has set a new target of limiting energy use per square metre by 10 per cent from 2018 to 2022. This will continue the long period of efficiency gains and cuts in energy consumption.

To achieve this, the group will work to find efficient solutions for energy savings. One example involves incorporating new LED lighting in 69 stores during 2020, which is expected to provide significant improvements in energy efficiency and reductions in total energy consumption. Europris moved to a new head office in Fredrikstad in 2019, and this will be equipped during 2020 with the largest Norwegian facility for in-house electricity generation to provide further emission cuts.

Europris started operating in 2019 out of its new central warehouse in Moss. As a state-of-the-art fully automated warehouse, energy intensity in such a facility might be expected to increase. However, the efficiency gains provided by automation will cut emissions from third-party logistics as well as shortening shelf-time and reducing waste.

To reduce logistics emissions even further, the group will continue to investigate opportunities for using trains, ships and electric road vehicles as alternative domestic transport methods. Attention will be concentrated on continuous improvements with the help of synergies from the new central warehouse. In addition, a new project will be launched in cooperation with the Port of Moss to test the use of electric vehicles from harbour to warehouse.

Where indirect emissions from goods transport are concerned, Europris will continue to cooperate with logistics partner Norlines. The latter will provide a full emission accounting for all transport in 2020.

## Circular solutions and waste reduction

A growing number of stores and warehouses puts pressure on Europris to decouple business growth and environmental impact. Waste management and circular solutions thus become important areas of attention.

### Policy

Europris is committed to reducing waste in own operations and encourages suppliers and customers to do the same. The group fulfils its legal obligations by financing recycling schemes for packaging as well as electrical and electronic (EE) products, and is a member of Green Dot Norway. All stores and warehouses have waste handling and separation routines to limit excessive waste and to promote recycling in day-to-day operations. Food waste is also minimised through efficient logistics and storage, as well as measures to sell products close to their expiry date. Food waste in Europris is already at low levels, since

the food offering comprises dry or canned goods with long expiry dates.

### Actions and results

Europris is now in the process of moving to a new warehouse in Moss. The group therefore expects total waste to increase in 2020, while the current recycling rate of 67 per cent is set to decrease. This is because the move may affect its overall ability to recycle leftover materials. Emptying the old premises meant more waste generation than usual as well as poorer recycling routines.

The Europris recycling rate in 2019 was 69.4 per cent, a small improvement from 68 per cent the year before. Compared with 2014, Europris has improved the recycling rate in its stores by five percentage points. This is satisfactory, particularly since 2019 saw the move to the new central warehouse, which increased waste generation and associated challenges.

Europris continued to improve recycling and waste management routines in its stores and warehouses during 2019. Work was also done with suppliers to find more efficient packaging solutions and to reduce the amount of unnecessary plastic packaging in order to cut overall waste in stores. An initiative to collect used boxes for loose-weight confectionary, for example, led to the recycling of 1.8 tonnes of plastic waste.

Moreover, Europris donates NOK 0.50 per plastic bag sold as a member of the Norwegian Retailers' Environment Fund. The group joined this initiative in September 2018 and contributed NOK 7.3 million in 2019. The fund's proceeds are invested in local and global initiatives to reduce plastic waste, particularly in the sea, and contributes to UN SDG 14 on life in water.

Europris has also signed a new agreement with the City Mission of the Church of Norway to place 100 textile collection boxes at various Europris stores in order to help support more responsible waste management and a circular lifestyle.

### Targets and ambitions

Europris will work to reduce waste from store operations with the aim of ensuring that at least 75 per cent of all store waste is recycled by 2020, and



85 per cent by 2022. To reach that goal, the group will work in 2020 to introduce better waste handling routines across all its stores, as well as in the new central warehouse.

The contribution to the Norwegian Retailers' Environment Fund is expected to reach NOK 7.9 million in 2019. However, the overall goal is to reduce the number of plastic bags sold. Europris is also looking for ways to promote circular solutions in its operations.

## Responsible employer



Employees are part of the Europris family. The group therefore works for

an inclusive, safe and constructive workspace. Europris' core values and standards of business ethics are communicated so that employees can use them as guidelines in their working day. The group promotes diversity and ensures the health and wellbeing of employees, providing them with opportunities to develop long and meaningful careers. The policies and guidelines in place apply to all employees, whether they are full- or part-time, permanent staff or temporaries. Through its work for gender equality, employee wellbeing and workplace inclusivity, Europris hopes to contribute to UN SDGs 3 – good health and wellbeing – 5 – gender equality – and 8 – decent work and economic growth.

**Commitment:** be an ethical and responsible business which develops and cares for its employees.

## Equal opportunities and a constructive work environment

Dedicated employees are Europris' most important asset. By fostering inclusive, safe and constructive workplaces, the group will be a place where employees thrive.

### Policy

Europris believes in the equality of all people, regardless of gender, sexual orientation, religion, ethnicity, nationality or political affiliation. The group promotes diversity through a transparent and open recruitment policy. In addition, jobs are offered to

those on social welfare schemes in close cooperation with the Norwegian Labour and Welfare Service (NAV) and other labour-market organisations.

Europris also has a policy on internal recruitment which allows employees to grow within its system by taking on new and important responsibilities for successful careers in the group. Europris' belief in people is reflected in its hiring and pay practices, and in the development programmes offered to employees. In line with group values, all Europris employees should thrive and feel good about their work.

Europris also maintained a whistleblowing system available to all stakeholders via its website in 2019 to make sure that important matters are reported anonymously. Through this, the group hopes to improve the identification and management of any potential problems related to breaches of its ethical guidelines.

### Actions and results

Europris welcomed 678 new employees to the group in 2019. Staff turnover was 17.2 per cent, a slight decrease from previous years. Although this rate differs between store employees and management owing to the nature of their work, Europris handles workforce changes by offering its employees opportunities for learning and constructive long-term careers. The group is dependent on a predictable workforce, and dedicated employees are dependent on stable employment relationships. One way Europris manages staff turnover is by working to minimise the number of temporary personnel. Compared with previous years, the proportion of such temporaries has been reduced from 33 to 19 per cent of the total workforce, which is regarded as a satisfactory trend.

	Men	Women	Total
Temporary	226	317	543
Permanent	1,004	1,271	2,275
<b>Total</b>	<b>1,230</b>	<b>1,588</b>	<b>2,818</b>

The group has a zero-discrimination policy and works to improve the gender balance both in the workforce and for pay. A gender gap exists with regard both to central management, where men outnumber women, and to store employees, where there are more women than men. This gap has widened slightly since the year before as a result

of changes to the organisational structure. Europris hopes to close this gap through a recruitment policy where at least one male and one female candidate must be included when considering appointments to posts in the extended corporate management. However, the gender ratio of store managers is almost 1:1, and Europris is pleased with this result.

	Men	Women
Executive management	80%	20%
Central management	81%	19%
Store managers	47%	53%
Store employees	36%	64%

Europris policy is that there should be equal pay for equal work regardless of gender. For store managers, the company has a pay gap of one per cent in favour of the male store managers. This is a reduction from a wage gap of three per cent in 2018. The company has a conscious attitude to the wage differentials and uses the annual wage settlements as an arena to offset differences where possible. The gender pay gap can also be influenced by the employee's seniority and various external factors such as regional wage level differences.

In order to follow up its zero-discrimination policy, the group monitors its whistleblower mechanisms. It had five whistleblower cases in 2019, which were handled by the HR and legal departments. Interviews and surveys were also conducted where relevant. All incidents had been resolved by 31 December 2019. While Europris is satisfied with the way the incidents were handled, it recognises the importance of continuing efforts to prevent further discrimination of all kinds in order to maintain the good working environment which it values.

Europris is concerned to ensure employee job satisfaction, and believes that the attention it devotes to employee and manager development is reflected in the results from its employee survey. The group believes that motivated and loyal employees lead to increased efficiency and profitability.

The 2019 employee survey showed that employees are dedicated to their work. When asked if they were willing to "go the extra mile" to improve the performance of their team, positive responses reached 6.6 out of seven points for the administration and 6.3 for

logistics and warehouse. And the question on general work satisfaction scored six out of seven points for the administration and 6.3 for logistics and warehouse. These results show that devoting continuous attention to employee satisfaction pays off.

Europris' employees are offered several courses for skills development intended to contribute to a long and meaningful career. A training programme based on AI simulation is provided to boost the skills and expertise of store managers. In 2019, 87 per cent of middle managers had completed leadership training, receiving more than four hours of tuition on average.

Over the past year, Europris appointed 16 store managers through internal recruitment processes. This shows that professional training for employees is an important driver for retaining talented personnel. Employees familiar with the group's culture and values are important contributors to value creation.

Europris also has programmes in place for the unemployed. It welcomed 133 employees in 2019 through its collaboration with social welfare schemes such as those run by the NAV. This is an important partnership for Europris, since it allows the group to contribute to a wider aspect of value creation by providing people with the opportunity to gain work experience and get back into the workforce.

#### *Targets and ambitions*

Europris will continue to work towards its ideal of an inclusive and constructive workplace. To prove its dedication to equal opportunities, non-discrimination and pay equality, it will maintain its efforts to increase the proportion of women employed in leading management positions. Where store managers are concerned, Europris has also introduced a target that 50 per cent of new hires from 2020 must be female.

Internal recruitment will again be a priority in 2020. The short-term goal is to increase the number of employees completing the talent programme and the proportion of internally recruited store managers. To help develop employee skills, the group aims to introduce its Europris Academy, to make better provision of new and existing training offerings to employees.

## Health and safety in the workplace

The majority of Europris' employees work in the stores and warehouses. Ensuring that the stores are welcoming and stocked with the merchandise customers want calls for physical work, and group employees are therefore prone to occupational injuries and illnesses. Health, safety and environmental (HSE) work is therefore of central importance to Europris for preventing accidents and ensuring the safety of its employees. The group's management team also includes a dedicated HSE director, who is responsible following up issues and ensuring improvements.

### Policy

The group has several tools in place for ensuring employee health and safety. These include training for store staff, running in-house HSE courses, and providing specialised courses for safety delegates. The annual HSE cycle is implemented in the general employee management system, ensuring that training and internal audits are conducted on a regular basis.

### Actions and results

Sickness absence is an important area of concern for Europris, since its rate has remained above the desired level for several years. Among other responses, employees faced with health issues have been offered individual follow-up and customised solutions. Statistics related to sickness absence in the group for 2019 are presented in the following table.

Sickness absence	2018	2019
Store employees	7.8%	8.3%
Administrative employees	6.7%	5.9%

The results show an increase in sickness absence for store personnel, the largest employee group. Europris regards this result as unacceptable, and will continue its efforts to help employees and facilitate workplace inclusivity and to look for new ways to reduce the rate of sickness absence.



### *Targets and ambitions*

Europris works continuously to increase work attendance and to promote employee health. A significant ambition for 2025 is to reduce sickness absence among employees to around five per cent, and six per cent in 2023. To achieve this, Europris will integrate more HSE-related aspects in training for store managers and introduce new policies on inclusiveness and workplace customisation for employees with special health concerns or age-related issues. The group will also work to improve injury data to include injuries among store employees.

## **Business ethics and anti-corruption**

Compliance with rules on environmental, socio-economic and business ethics is fundamental to maintaining the strong Europris brand position. Breaches of such requirements may also damage the group's ability to attract and retain personnel with the right talents.

### *Policy*

Stakeholders should feel assured that Europris complies with all relevant laws and regulations, and that no ethical breaches are taking place in the group. Its code of conduct is communicated to all employees in order to ensure a shared understanding of the group's ethics. Europris maintains an anonymised whistleblowing portal. To reduce the risk of corruption in the organisation, the group's anti-corruption policy and guidelines are communicated to and signed by all procurement staff as well as by personnel in high-risk positions. Anti-corruption and business ethics also form part of the standard training programme offered to all employees.

### *Actions and results*

No incidents concerning compliance with anti-competitive, socioeconomic or marketing regulations were reported in 2019.

### *Targets and ambitions*

Europris will continue to devote attention to internal routines for ethical business conduct. Its guidelines and policies on business ethics are continuously reviewed, with improvements made on the basis of corruption risk assessments.

## **Empowering customers and communities**



Europris cares about its customers and the local communities in which it operates. The group therefore works to

enable its customers to make greener, safer and better-quality choices, and to engage with local communities through sponsorships, partnerships and other community-building activities, as well as with charities helping those who are worst off in society. In this way, Europris hopes to contribute to UN SDGs 1 – no poverty – and 17 – partnerships for the goals.

**Commitment:** ensure the wellbeing and satisfaction of customers and give back to the group's local communities.

## **Satisfied customers**

Europris' core strategy is to solidify its position as a leading discount variety retailer in the Norwegian market. To achieve this, it goes without saying that the company depends on a strong customer base and therefore strives to provide customers with a positive and welcoming shopping experience.

### *Policy*

Europris' slogan "pay less – save more" promises to help customers save both time and money. When visiting a Europris store, customers will have a good shopping experience with helpful staff and the opportunity to choose between a wide range of products.

### *Actions and results*

The number of customer complaints in 2019 was down by 11 per cent from the year before, which continued a long period of decline. This reflects the great attention paid by Europris to ensuring appropriate standards for all products while retaining a focus on preserving low prices and affordability as well as on providing customers with good-quality products at affordable prices.

Europris works to maintain a close dialogue with its customers, using an extensive Brandtracker survey to help map customer satisfaction and expectations. Since 2013, the group's customer impression score has shown the greatest progress of all survey participants. Customers increasingly appreciate Europris' product range and seasonal merchandise, and associate the chain with a positive shopping experience. The "perceived product quality" area is also improving, although at a slower rate and with a lower overall score compared with other areas, while "low prices" has stagnated. Both product quality and low prices are important Europris trademarks, and the group will concentrate attention on these aspects of customer satisfaction in the time to come.

#### *Targets and ambitions*

Part of the Europris value proposition is making quality products accessible to everyone. The group is committed to providing such products to a diverse customer base, including people with mobility issues or the visually- or hearing-impaired. Moreover, achieving the sustainability ambition by 2025 calls for greater attention to be paid to creating a sustainability profile as well as to encouraging employees to get better at providing customers with what they want and at creating longer lasting relationships.

## **Safe and good-quality products**

Europris takes its responsibility for customer safety seriously. The group works diligently to avoid hazardous substances in products and to continue meeting high standards of quality, transparency and safety. This is particularly important since Europris sources merchandise from a multitude of suppliers across the globe, which increases the risk of certain products failing to meet national requirements.

#### *Policy and management approach*

To ensure safe and good quality products, Europris has a dedicated product quality and safety department. All imported products are tested to ensure that they comply with international and national legislation. Producers who fall under the Reach regulation must sign a statement confirming compliance. Europris also requests full documentation from all producers and suppliers as specified by a bill of materials (BOM) – an exhaustive list of product components. That gives Europris a better basis for determining the need to conduct additional safety testing beyond the standard relevant for the product category.

Europris merchandise is carefully tested in the group's own laboratory to provide a guarantee for



the safety and quality of the products it sells. These extensive checks cover factors such as product labelling, contents, net weight, microscopic measurements and refractometric analyses, and the results are compared with Europris' own requirements and the Codex product standard. The same procedure is carried out for all new products, which should also be covered by additional documentation for all ingredients and origins, and by analysis certificates to demonstrate zero content of genetically modified organisms (GMOs), mycotoxins, histamine or other undesirable substances.

#### *Actions and results*

The product information management (PIM) system monitors product risk and safety. This permits more targeted testing and increased consumer protection while reducing the total number of tests conducted. Testing follows the approach of the British Retail Consortium (BRC) for monitoring risks in different product groups. To reduce risks even further, Europris requires additional safety testing for toys and electronics. The group conducted 2,124 product tests in Norway during 2019. Only 11 nonconformities were found and corrected,

primarily concerning insufficient product labelling. Additional testing is also carried out at the Shanghai sourcing office in cooperation with partner SGS.

Two cases arose in 2019 where Europris found it necessary to act on product quality and safety. One concerned a life vest for children, which was tested and performed in accordance with the requirements. Following feedback from media and customers which questioned the quality of the vest, however, Europris found it appropriate – especially given the nature of the product – to withdraw it from the market. The other involved a chewing bone for dogs. This was similarly subject to randomised testing in the laboratory before going in-store. However, some were found to contain plastic threads which posed a possible safety hazard for dogs. These had not been removed because of a producer error. Fortunately, Europris was able to respond quickly and recall the faulty products from its stores. After the fault was discovered, it took only five minutes before the product had been barred in all stores, and 79 minutes before everyone who had bought the product in question had been contacted. Europris is happy with this result, since it demonstrates the group's ability to maintain a high level of safety and responsiveness to customers.



#### *Targets and ambitions*

Europris' ambition is to guarantee that all its merchandise conforms with relevant laws and requirements, and to strengthen its reputation as a trustworthy and dependable retailer of discount variety merchandise. The group will use its PIM system to track the performance record of different product groups to ensure continuous quality of and safety improvements for the overall product catalogue.

Development of the testing and assurance system will also continue, with even more products being tested by SGS in Shanghai to ensure optimal quality. Europris will improve its risk-based approach to product testing. Dialogue with suppliers and clearly communicated requirements will be among the measures taken to ensure better sourcing practices and fewer compliance issues.

#### **Data protection and privacy**

The digital age poses new challenges for consumer rights in terms of responsible treatment of consumer data. Consumers are also increasingly aware of and

informed about their rights, putting greater demands on retailers to ensure that these are upheld. Europris wants to contribute to maintaining the trust of its customers in order to build long-lasting relationships and mutual value.

#### *Policy*

Europris' data privacy and protection policy is publicly available on its website, and is reviewed annually. The policy provides information on the type of data collected and for what purpose. Stakeholders may directly contact the data privacy manager, whose contact information is included in the policy.

#### *Actions and results*

When the general data protection regulation (GDPR) was implemented on 20 July 2018, Europris updated its data privacy policy and practices. Among other things, the group obtained the consent of everyone registered in its database to continue collecting information. The group had zero complaints regarding customer privacy and loss of customer data in 2019. However, one major cyber attack was recorded, where the user ID and password of 259 customers were compromised. All customers were contacted and informed about the incident, which is currently being investigated by the police and the Norwegian Data Protection Authority.

#### *Targets and ambitions*

Europris will always work to guard the integrity and security of customer data and be up-to-date on the latest GDPR requirements. The company will also work to improve cyber security. That applies particularly to front-end software solutions, which caused the recent data breach.

### **Local value creation**

Europris stores are located across Norway, many of them in smaller communities. Good relationships with the latter are emphasised by the group as a local goods provider and value creator. Such relationships are fundamental to its licence to operate.

#### *Policy*

To make quality products at low prices accessible to everyone, a key part of Europris' strategy is to establish stores in locations where such outlets do not already exist. This means that Europris is present nationwide, often outside the larger urban centres.

Europris recognises its role as a local value creator, will always adhere to local tax regulations, and will strive to create value through local job creation.

A key part of Europris' strategy is to establish stores in areas where it contributes to the local communities in which it operates. By providing job opportunities and paying local taxes, the group contributes to direct value creation.

#### *Actions and results*

Europris added six new stores in 2019, making a total of 264 across Norway. Several of these were in areas where people had to travel a long way to do their shopping. By establishing stores closer to where people live, Europris hopes to make peoples' lives more convenient and contribute to regional economies and value creation.

#### *Targets and ambitions*

Europris will continue to strengthen its local presence by establishing stores in new locations nationwide. That allows people to access products where they live, making their lives more convenient and sustainable.

### **Community engagement**

#### *Policy*

Europris also contributes to indirect value creation by supporting local activities and organisations, such as sports clubs, humanitarian and charitable organisations, cultural festivals and other events which take place in the areas where it has a presence.

#### *Actions and results*

Europris has continued its close partnership with the City Mission of the Church of Norway, where the group makes significant annual financial contributions to the work of improving conditions for those in need. These funds are primarily devoted to social and humanitarian initiatives in Bergen, Fredrikstad, Oslo and Stavanger.

#### *Targets and ambitions*

The group will continue to foster strategic partnerships with local initiatives, and thereby encourage social and environmental value creation beyond its immediate operations.

## *Store openings in 2019:*



Gunerius



Fosnavåg



Vestnes



Meråker



Øksnevad



Etnes

## Europris GRI index 2019

The Global Reporting Initiative (GRI) is an independent international standards organisation which has developed the world's most widely used framework for sustainability reporting. These guidelines consist of reporting principles, aspects and indicators which organisations can use to disclose information related to their financial, environmental and social performance. This report has been prepared in accordance with the GRI standards: core option.

The table below shows Europris reporting relative to the GRI Standards.

### General disclosures

GRI section	Description	Source
<b>Organisational profile</b>		
102-1	Name of the organisation	Europris ASA
102-2	Activities, brands, products and services	In the director's report
102-3	Location of headquarters	Dikeveien 57, 1661 Rolvsøy, Norway
102-4	Location of operations	In the sustainability report
102-5	Ownership and legal form	In the director's report
102-6	Markets served	In the director's report
102-7	Scale of the organisation	In the director's report
102-8	Information on employees and other workers	In the sustainability report
102-9	Supply chain	In the director's report and sustainability report
102-10	Significant changes to the organisation and its supply chain	In the director's report
102-11	Precautionary principle or approach	The precautionary principle is applied
102-12	External initiatives	In the sustainability report
102-13	Membership of associations	In the sustainability report
<b>Strategy</b>		
102-14	Statement from senior decision-maker	Message from the chair
<b>Ethics and integrity</b>		
102-16	Values, principles, standards and norms of behaviour	In the sustainability report
<b>Governance</b>		
102-18	Governance structure	In the corporate governance report
<b>Stakeholder engagement</b>		
102-40	Message from the chair	In the sustainability report
102-41	Collective bargaining agreements	In the sustainability report
102-42	Identifying and selecting stakeholders	In the sustainability report
102-43	Approach to stakeholder engagement	In the sustainability report
102-44	Key topics and concerns raised	In the sustainability report
<b>Reporting practice</b>		
102-45	Entities included in the consolidated financial statements	In the consolidated financial statements, note 1.3
102-46	Defining report content and topic boundaries	In the sustainability report
102-47	List of material topics	In the sustainability report and GRI index
102-48	Restatements of information	NA
102-49	Changes in reporting	NA
102-50	Reporting period	01.01.19-31.12.19
102-51	Date of most recent report	2018
102-52	Reporting cycle	Annually
102-53	Contact point for questions regarding the report	Tatiana Gutierrez Eide - tatiana.eide@europris.no
102-54	Claims of reporting in accordance with the GRI standards	Europris GRI index - 2019
102-55	GRI content index	Europris GRI index - 2019

## Material topics

GRI section	Description	Source	Explanation
<b>Sustainable value chain</b>			
<b>Sustainable low-impact products</b>			
<i>GRI 103 - Management approach</i> <i>G4 FP1- Procurement/sourcing practices</i>			
FP1	Percentage of purchased volume from suppliers compliant with company's sourcing policy	In the sustainability report	Data not available. A reporting system will be established in 2020 to repair this omission
<i>G4 FP2 - Procurement/sourcing practices</i>			
FP2	Percentage of purchased volume which is verified as being in accordance with credible, internationally recognised responsible production standards, broken down by standard	In the sustainability report	Data only available for some product groups
<b>Responsible supply-chain management</b>			
<i>GRI 103 - Management approach</i> <i>GRI 308 - Supplier environmental assessment</i>			
308-1	New suppliers which were screened using environmental criteria	In the sustainability report	Europris has indicative data but will work on establishing more reliable figures
<i>GRI 414 - Supplier social assessment</i>			
414-1	New suppliers which were screened using social criteria	In the sustainability report	Europris has indicative data, but will work on establishing more reliable figures
<b>Resource-efficient business model</b>			
<b>Climate-friendly operations and logistics</b>			
<i>GRI 103 - Management approach</i> <i>GRI 302 - Energy</i>			
302-1	Energy consumption within the organisation	In the sustainability report	Note: energy use per m <sup>2</sup>
302-2	Energy consumption outside the organisation	In the sustainability report	
302-3	Energy intensity	In the sustainability report	
302-4	Reduction of energy consumption	In the sustainability report	
<i>GRI 305 - Emissions</i>			
305-1	Direct (scope 1) GHG emissions	In the sustainability report	
305-2	Energy indirect (scope 2) GHG emissions	In the sustainability report	
305-3	Other indirect (scope 3) GHG emissions	In the sustainability report	
305-5	Reduction of GHG emissions	In the sustainability report	
<b>Circular solutions and waste reduction</b>			
<i>GRI 103 - Management approach</i> <i>GRI 306 - Effluents and waste</i>			
306-2	Waste by type and disposal method	In the sustainability report	

GRI section	Description	Source	Explanation
<b>Responsible employer</b>			
<b>Equal opportunities and a constructive work environment</b>			
<i>GRI 103 - Management approach</i> <i>GRI 401 - Employment</i>			
401-1	New employee hires and employee turnover	In the sustainability report	No reporting of age group, gender or region
<i>GRI 404 - Training and education</i>			
404-2	Programmes available for upgrading employee skills and transition assistance programmes	In the sustainability report	Not an exhaustive list of all programmes. No information about programmes to facilitate continued employability
<i>GRI 405 - Diversity and equal opportunity</i>			
405-1	Diversity of governance bodies and employees	In the sustainability report	Diversity in governance bodies or other minority categories. No reporting by region or age group
405-2	Ratio of basic pay and remuneration of women to men	In the sustainability report	Norway is the significant location of operations
<i>GRI 406 - Non-discrimination</i>			
406-1	Incidents of discrimination and corrective actions taken	In the sustainability report	
<b>Health and safety in the workplace</b>			
<i>GRI 103 - Management approach</i> <i>GRI 403 - Occupational health and safety</i>			
403-2	Types of injury and rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities	In the sustainability report	No reporting on rates of lost days or occupational disease. Not broken down by region or gender
<b>Business ethics and anti-corruption</b>			
<i>GRI 103 - Management approach</i> <i>GRI 205 - Anti-corruption</i>			
205-2	Communication and training about anti-corruption policies and procedures	In the sustainability report	Only indicative data available. Europris will work to provide more reliable data
205-3	Confirmed incidents of corruption and actions taken	In the sustainability report	
<i>GRI 206 - Anti-competitive behavior</i>			
206-1	Legal actions for anti-competitive behaviour, anti-trust and monopoly practices	In the sustainability report	
<i>GRI 417 - Marketing and labelling</i>			
417-3	Incidents of non-compliance concerning marketing communications	In the sustainability report	
<i>GRI 419 - Socioeconomic compliance</i>			
419-1	Non-compliance with laws and regulations in the social and economic area	In the sustainability report	
<b>Empowering customers and communities</b>			
<b>Satisfied customers</b>			
<i>GRI 103 - Management approach</i> <i>Europris - Own indicator</i>			
	Brandtracker survey	In the sustainability report	
<b>Safe and good-quality products</b>			
<i>GRI 103 - Management approach</i> <i>GRI 416 - Customer health and safety</i>			
416-1	Assessment of the health and safety impacts of product and service categories	In the sustainability report	Only information for certain products is provided. Europris will work to provide a more exhaustive overview
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	In the sustainability report	
<i>GRI 417 - Marketing and labelling</i>			
417-2	Incidents of non-compliance concerning product and service information labelling	In the sustainability report	
<b>Data protection and privacy</b>			
<i>GRI 103 - Management approach</i> <i>GRI 418 - Customer privacy</i>			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	In the sustainability report	
<b>Local value creation</b>			
<i>GRI 103 - Management approach</i> <i>GRI 201 - Economic performance</i>			
201-1	Direct economic value generated and distributed	In the sustainability report	
<b>Community engagement</b>			
<i>GRI 103 - Management approach</i>			

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