

# © Targets 2010

## Sustainability management

- Ensure that The Co-operative's sustainability accounting and reporting systems are recognised as being at the leading edge of best practice in the retail and/or financial sectors in 2010.
- Commence development of an Ethical Strategy for The Co-operative Funeralcare.

## Community investment

- Launch and implement an 'inspiring young people' strategy.
- Identify four charity partners for The Co-operative Foundation; one each in Manchester, Glasgow, Bristol and London, which can fulfil the aims and objectives of the Truth about Youth programme.
- Provide financial support, through the Community Fund, to a minimum of 1,000 community groups across the UK, totalling at least £850,000 during 2010.
- Assess community investment impacts across a minimum of three major community programmes.

## International development and human rights

- Ensure all Co-operative Food own-brand tier-one production sites identified as high risk, as at end September 2010, have a valid independent audit in 2010.
- Extend awareness-raising and training sessions on sound sourcing for The Co-operative Food suppliers, with a focus on the UK, China, Italy, Kenya, Thailand and South Africa.
- Provide labour standards training to all relevant Co-operative Clothing merchandisers in 2010 and ensure that systems to monitor labour standards are actively managed throughout 2010.
- Increase the number of Travelife-accredited properties, used for The Co-operative Travel's own-brand holidays, to 25 by the end of 2010.
- Commence a project with The Travel Foundation to create supply links between agricultural co-operatives and hotels used by The Co-operative Travel in Turkey.
- Introduce an affinity product in The Co-operative Pharmacy that supports overseas development during 2010.
- Launch a new microfinance scheme via The Co-operative Bank during 2010.
- To benefit Fairtrade sugar producer communities in Malawi, ensure existing damaged boreholes are repaired, over 300 new latrines are constructed and over 50,000 trees are planted by end 2010.
- Commence water access, sanitation and renewable energy project with Fairtrade banana co-operative communities in Panama during 2010.
- Successfully establish two pilot funeral co-operatives in South Africa.

## Animal welfare

- Implement Elmwood standards across own-brand fresh and frozen pork and sausage ranges.
- Extend the range of turkey products accredited to the Elmwood standard.
- Further extend the range of chicken products accredited to Elmwood standards.

## Diet and health

- Achieve an average overall reduction in salt and saturated fat levels in crisps and snacks range.
- Launch a new front-of-pack nutrition labelling scheme.
- Roll out traffic-light labelling to all relevant corporate website and magazine recipes.
- Extend The Co-operative Pharmacy Weight Management service to a total of 240 branches.
- Use in-store digital media to support key public health targets every week throughout 2010.

## Ethical finance

- The Co-operative Asset Management (TCAM) to integrate climate change impacts into fund analysis on all core equity investments.
- TCAM to co-file shareholder resolutions at Royal Dutch Shell plc and BP plc regarding tar sands operations.
- Consider a distinctive social and ethical consumer proposition for the general insurance business.
- Launch a Social Banking Unit to bring together banking services for the environmental, social and charity sectors.

## Social inclusion

- Recruit a total of 3,000 young people in disadvantaged communities as StreetGames Young Volunteers by 2012.
- Roll out the Credit Union Current Account to a further six credit unions in 2010.

## Diversity

- Complete the Trading Group diversity data capture programme in Co-operative Food stores in the three remaining regions by the end of 2010<sup>1</sup>.
- Roll out Trading Group diversity data capture programme to one further business by the end of 2010.
- Design and implement a publicly available CFS strategy, policy and governance structure for diversity for the merged business.
- Deliver diversity awareness training to all CFS employees during 2010.
- Formalise disability objectives for the Trading Group and CFS in 2010.

## Inspiring young people

- Launch and implement an 'inspiring young people' strategy during 2010.
- Launch and implement 'Green Schools' during 2010.
- Launch The Co-operative Academy of Manchester and The Co-operative Academy at Brownhills in Stoke-on-Trent in September 2010.
- Launch young people's campaign in 2010 to lower the voting age to 16.
- Begin work to enable the launch of a Co-operative Apprenticeship Academy by the end of 2011.

## Climate change

- Reduce energy consumption across The Co-operative by 20% by 2010 and 25% by 2012, based on 2006 levels.
- Generate 15% of energy requirements from sustainable energy sources by 2012.
- Reduce greenhouse gas emissions from refrigerant leakages in The Co-operative Food's stores by 50% by 2013, based on 2006 levels.
- Maintain transport CO<sub>2</sub> emissions from The Co-operative Food's distribution fleet at 15% below 2005 levels.
- Attain a post-construction BREEAM 'outstanding' rating for new head office complex.
- The Co-operative Bank to commit £200m to finance renewable energy projects in 2010.
- Conduct further product carbon footprinting work in The Co-operative Food.

## Waste and packaging

- Extend the consolidation of waste management contracts across The Co-operative to further improve accounting systems for general and recycled waste streams.
- Maintain less than 50% of total waste arisings being sent to landfill from The Co-operative Food.
- Reduce the carbon impact of The Co-operative Food's packaging by 10% by 2012, compared with 2009<sup>1</sup>.
- Reduce total waste arisings and maintain a 70% reuse/recycling rate across CFS' main offices, excluding the former Britannia estate.
- Increase the amount of cardboard and polythene recycled by The Co-operative Food.

## Biodiversity

- Ensure all own-brand fish products are labelled as 'Responsibly Sourced'.
- Ensure no own-brand products contain fish from the Marine Conservation Society's (MCS's) 'Fish to Avoid' list.
- Ensure palm oil used in all own-brand products is 100% certified sustainable palm oil (CSPO) by 2015.
- Complete the conversion of at least 15 own-brand products to CSPO during 2010.
- Progress wildflower seed trials on The Co-operative Farms' sites, as part of Plan Bee, during 2010.
- Pursue 'Graduate Status' for The Co-operative Food within the WWF-FTN in 2010.
- Raise, through the RSPB credit card, £400,000 for Britain's threatened wetlands during 2010.
- Ensure 90% or more of The Co-operative Travel's point-of-sale material remains FSC-certified during 2010.
- Achieve FSC certification for The Co-operative Food's greaseproof paper during 2010.

## Persistent, bioaccumulative and toxic (PBT) chemicals

- Complete the roll-out of The Co-operative Food's Pesticides Policy across frozen vegetable categories.
- Review The Co-operative Food's pesticides residue testing programme to increase the scope of testing, and improve results analysis and online reporting.
- Progress the development of a REACH database within The Co-operative Food.
- Extend the range of household products accredited to the EU Eco-label standard.

## Water

- Reduce water consumption across The Co-operative's estate by 5% in 2010, excluding The Co-operative Farms.
- Improve water consumption accounting and reporting across The Co-operative.
- Introduce a water policy framework for own-brand produce suppliers for The Co-operative Food to encourage better water stewardship.

## Membership and co-operation

- Increase number of members trading with more than one Co-operative Group business by 10% in 2010.
- One million new Membership cards to be activated in the former Somerfield estate in 2010.
- Complete development of a consolidated Membership scheme for the expanded business, following the recent mergers and acquisition.
- Increase participation in regional members' meetings by 5%.
- Increase proportion of area committee elections that are contested<sup>1</sup> by 10%.
- Engage with former Britannia members to encourage their participation in the 2010 area committee ballots.
- Implement new Membership engagement strategy and develop an engagement index to measure progress.

## Economic impact

- Achieve a Trading Group Return on Capital Employed of 11.2%.

## Employees

- Roll out the Trading Group employee survey to former Somerfield, to determine a baseline employee engagement score for the enlarged business in 2010.
- Increase the percentage of Trading Group employees who agree that 'Talkback has led to improvements where I work in the last 12 months' from 57% to 60%.
- Produce Trading Group management guidelines on responding to the top 10 issues emerging from the Talkback employee survey at a team level.
- By the end of 2010, roll out flexible working to a further 200 Trading Group head office employees.
- By the end of 2010, develop a new people measurement strategy for the CFS employee survey.
- Achieve a CFS employee engagement score consistent with the level attained by the top 25% of benchmark businesses.

## Customers

- Maintain a CFS advocacy score that is 6% ahead of the top five in peer group.
- Ensure that at least 4,500 outlets have been rebranded by the end of 2010.

## Public policy

- Develop a new strategy for public policy engagement with consideration of co-operative Values and Principles.