

Migros GRI Content Index 2012

Migros' sustainability reporting is part of the Annual Report available only online (<http://m12.migros.ch>). In this reporting, Migros discloses its main economic, ecological and social contributions in accordance with the GRI standard (G3.0). The GRI states that the reporting fulfills the requirements of Application Level B. Migros' Annual report also represents a Communication on Progress (COP) in the sense of the UN Global Compact.

[Principles of Sustainability Reporting](#)

Legend: ● fully reported ▸ partially reported ○ not reported

Part 1: Profile

GRI-Nr.	GC Nr.	Disclosure/Indicator	Cross-reference	Direct answer or supplementary information
1. Strategy and Analysis				
1.1		Chairman and CEO's statement	● Chairman and CEO's statement 2012	
1.2		Risks and opportunities	● The Strategic Business Units Sustainability Progresses 2012	
2. Organizational Profile				
2.1		Name of organization	● Migros Group	
2.2		Primary brands, products and services	● Companies and Foundations	
2.3		Operational structure	● Group Structure: Organisational Chart	
2.4		Location of headquarters	● Impressum	
2.5		Countries of operation	● Figures and Charts of the Strategic Business Units > Distribution network	
2.6		Nature of ownership and legal form	● Organisation	
2.7		Markets served	● Figures and Charts of the Strategic Business Units > Distribution network	
2.8		Scale of the organisation	● Key Figures 2012	
2.9		Significant structural changes	● Acquisitions and Disposals	
2.10		Awards received	● Awards 2012	
3. Report Parameter				
3.1		Reporting period	● Principles of Sustainability Reporting	
3.2		Date of most recent previous report	● Principles of Sustainability Reporting	
3.3		Reporting cycle	● Principles of Sustainability Reporting	

3.4	Report contact person	● >>>	Federation of Migros Cooperatives, Issue Management & Sustainability Department, Limmatstrasse 152, CH-8031 Zurich Tel: +41 44 277 23 42, E-Mail: isabel.specker@mgb.ch
3.5	Report content: process for defining	● >>>	The method suggested by the GRI (Sustainability Reporting Guidelines) for defining the relevance of topics was applied in this report. The following topics are relevant for Migros: a) significant economical, ecological and social effects; b) particular concerns of target groups. The topics are selected as part of the annual sustainability screening by the Issue Management & Sustainability Department from annual expert discussions with the respective experts and from findings from the Issue & Stakeholder Forum. The process takes into consideration the central stakeholders and their informational interests. Apart from customers and employees, these are, for instance, business partners, the media, social partners, authorities or non-government organizations (NGOs). The Migros Annual Report (Sustainability Report) primarily addresses professionals (persons responsible for sustainability, the media, social partners, authorities or NGOs). The interests of the customers and of the population as a whole are covered in an annual "Sustainability" supplement of the weekly customer magazine "Migros Magazin".
3.6	Boundary of the report	● Principles of Sustainability Reporting	
3.7	Limitations on report scope	● Principles of Sustainability Reporting	
3.8	Basis for reporting	● >>>	The basis for reporting has not changed during the last financial year.
3.9	Data measurement techniques	● >>>	The report in general adheres to the indicators defined by the GRI. Where national legislation imposes other methodical procedures, the data collecting methods differ slightly.
3.10	Re-statements of information	● >>>	No relevant changes compared to previous years.
3.11	Significant changes in scope and methods	● >>>	A few new aspects and key figures of the Group were included. But all in all no relevant changes occurred compared to previous years.
3.12	GRI Content Index	● Principles of Sustainability Reporting	
3.13	Assurance	● Principles of Sustainability Reporting	

4. Governance, Commitments and Engagement

4.1	Governance structure	● Group Structure	
4.2	Chair/ executive officer status	● >>>	The chairman of the Board has no operational function.
4.3	Board: non-executive directors	● The Board of Directors	
4.4	Board: mechanisms for feedback	● Assembly of Delegates	
4.5	Remuneration: senior executives	● Remuneration Report	
4.6	Board: conflicts of interest	● The Board of Directors	
4.7	Board: qualifications and expertise	● >>>	No specific processes for defining qualifications with regard to economic, social and ecological topics have been defined for other members of the FMC board.
4.8	Internal statements: mission and principles	● Unsere Grundsätze (G, F, I only) Die Personalpolitik der Migros (G, F, I only) Der Landes-Gesamtarbeitsvertrag der Migros-Gruppe (G, F, I only)	

4.9	Board: oversight of performance	● The Board of Directors	
4.10	Board: evaluating own performance	● >>>	No such processes have been implemented.
4.11	7 Precautionary principle	● Unsere Grundsätze (G, F, I only) Product safety is the top priority	
4.12	External charter/initiatives endorsed	● In dialogue with stakeholders Global Compact (G, F, I only)	
4.13	Memberships	● Partnerschaften & Mitgliedschaften (G, F, I only)	
4.14	Stakeholder: list	● Partnerschaften & Mitgliedschaften (G, F, I only) Stakeholder	
4.15	Stakeholder: identification and selection	● >>>	As part of the group strategy process the key stakeholders were identified: customers, employees, members of the Cooperatives, suppliers and society itself, including apart from the general public, also the media, authorities, the economy, politics and associations/NGOs. The specialist departments are in contact with various organisations, e.g. the Ecology Department with different disposal organizations, Marketing with animal welfare associations, the Commercial Policy department with farmers' associations, the personnel department with internal and external social partners. The Issue Management & Sustainability Department, for instance, identifies on one hand the main sustainability topics and looks for an exchange with organizations, operating in these areas. On the other hand it actively approaches NGOs, discusses their concerns, searches for mutual solutions, where possible and also enters into partnerships with NGOs from time to time – such as with the WWF.
4.16	Stakeholder engagement: approaches	● In dialogue with stakeholders Partnerships Feeling the Pulse of its Customers	The specialist departments maintain a regular contact to their central interest groups. For this purpose they either look for a bilateral exchange (e.g. as part of the strategic partnership with the WWF the common steering committee meets three times a year), participate in interest groups (e.g. apart from regular meetings, the interest group Swiss Retail Trade also arranges meetings addressing specific topics) or set up their own committees. The rhythm of contact ranges from once a week (Migros magazine) up to once a year. In order to choose the relevant topics for this year's report, Migros has conducted a survey among internal and external stakeholders in Autumn 2012. By this the interests of the target groups were taken into account. Internal sustainability specialists as well as representatives of national NGOs and interest groups in the area of environment and consumption took part. The participants evaluated the completeness and readability of the report and rated the relevance of different topics.

4.17

Stakeholder engagement: key topics

● [In dialogue with stakeholders](#)

Due to the stakeholder feedback (see 4.16) this year's report has undergone several modifications: The report focusses more on aspects relevant to the stakeholders, for instance the collaboration with partners. Also, the linkage to Migros website has been strengthened. Moreover, the GRI Content Index has been enhanced by the Food Processing Sector Supplement. The chapter Stakeholder contains a selection of interest groups as well as their core interests. Within the WWF Climate Group member companies agree to meet climate protection goals – the climate protection measures are disclosed in the chapter Energy & Climate. Another issue for the WWF is biodiversity – Migros' accomplishments in this area are described in the chapter Water & Biodiversity. Customers can air their concerns through various channels, for instance, through the Helpline M-Infoline and via the Online platform migripedia.ch. Migros addresses each individual concern – this is, for instance, apparent from a drink being offered in new packaging after requests from customers.

[Feeling the Pulse of its Customers](#)

Part 2: Management Approaches

DMA SC	Sourcing	
	Protecting natural resources	● Starting with high-quality raw materials
	Minimizing toxicity	● Product safety is the top priority
	Fair trade	● Fair Trade Max Havelaar (G, F, I only)
	Fair compensation for labor	● Encouragement and control at source
	Traceability	● Herkunft (G, F, I only)
	Genetically modified organisms (GMOs)	● Gentechnisch veränderte Organismen (G, F, I only)
	Animal welfare	● Tierwohl (G, F, I only)
	Biofuels	● Ecology takes the driving Seat
DMA EC	Economic	
	Economic performance	● The Migros Group Strategy Paper
	Market presence	● The Migros Group Strategy Paper
	Indirect economic impacts	● Unsere Grundsätze (G, F, I only)
DMA EN	Environmental	
	Materials	● Unsere Grundsätze (G, F, I only)
	Energy	● Protecting the climate by using less energy
	Water	● Conserving natural resources
	Biodiversity	● Conserving natural resources
	Emissions, effluents and waste	▸ Steadfast commitment to reducing waste
	Products and services	▸ Ökologisch faire Produkte & Labels (G, F, I only)
	Compliance	▸ Unsere Grundsätze (G, F, I only)
	Transport	● Green mobility pays off
	Overall	● Unsere Grundsätze (G, F, I only)
DMA LA	Labor Practices and Decent Work	
	Employment	● Gesamtarbeitsvertrag (G, F, I only)
	Labor/management relations	● Personalpolitik (G, F, I only)
	Occupational health and safety	● Gesundheitspolitik (G, F, I only)

	Training and education	● Arbeiten bei Migros (G, F only)	
	Diversity and equal opportunity	● Chancengleichheit (G, F, I only)	
	Equal remuneration for women and men	● Lohnleichheit (G, F, I only)	
DMA HR	Human Rights		
	Investment and procurement practices	● Anforderungen an die Lieferanten (G, F, I only)	
	Non-discrimination	● Arbeiten bei Migros (G, F only)	
	Freedom of association and collective bargaining	● Gesamtarbeitsvertrag (G, F, I only)	
	Child labor	● Global Compact (G, F, I only)	
	Prevention of forced and compulsory labor	● Global Compact (G, F, I only)	
	Security practices	● >>>	The safety measures of Migros take into account international human rights standards as well as the laws and occupational standards of the countries, in which they apply, and are solely used for the prevention of risk and to avert danger. All safety personnel is obliged to observe the physical and psychological integrity of all people without restriction and to refrain from any type of physical or psychological force.
	Indigenous rights	● Anforderungen an die Lieferanten (G, F, I only)	
	Assessment	▶ Anforderungen an die Lieferanten (G, F, I only)	
	Remediation	▶ Anforderungen an die Lieferanten (G, F, I only)	
DMA SO	Society		
	Local communities	● Unsere Grundsätze (G, F, I only)	
	Healthy and affordable food	● Gesundheit (G, F, I only)	
	Corruption	● L-GAV, Kaderanstellungsbedingungen, Anti-Korruptionsrichtlinie (PDFs in G and F)	
	Public policy	● In dialogue with stakeholders	
	Anti-competitive behavior	● L-GAV, Kaderanstellungsbedingungen, Anti-Korruptionsrichtlinie (PDFs in G and F)	
	Compliance	● L-GAV, Kaderanstellungsbedingungen, Anti-Korruptionsrichtlinie (PDFs in G and F)	

DMA PR	Product Responsibility		
	Customer health and safety	● Product safety is the top priority	
	Product and service labelling	● Product safety is the top priority	
	Marketing communications	● 48 Gebote für Werbung und Kinder (German and French only)	The Swiss Advertising Organisation SW has put up the code '48 Gebote für Werbung und Kinder' (48 imperatives on advertising and children). Migros' publicity agencies are as members of the SW obliged to abide by these rules. As for the childrens brand 'Lilibiggs' Migros has established further guidelines in terms of nutrition and communication. Moreover, Migros is currently elaborating a comprehensive code on marketing communication.
	Customer privacy	● Product safety is the top priority	
	Compliance	● Product safety is the top priority	
DMA AW	Animal Welfare		
	Breeding and genetics	● Download Richtlinien (G, F, I only)	Migros predominantly sells locally produced meat. This meat is produced in accordance with our animal welfare provisions, which are strict by international comparison. Under its label programmes Bio and Terra Suisse, Migros promotes a standard of animal husbandry that significantly exceeds legal requirements. The directives of the label programmes are regularly adjusted to the latest scientific findings, see links provided.
	Animal husbandry	● Tierwohl (G, F, I only) Haltungsarten Legehennen (G, F, I only) Download Richtlinien (G, F, I only)	See comments above (Breeding and Genetics)
	Transportation, handling and slaughter	● Download Richtlinien (G, F, I only)	See comments above (Breeding and Genetics)

Part 3: Performance Indicators

SOURCING

FP1	Purchased volume from compliant suppliers	<ul style="list-style-type: none"> ▶ Encouragement and control at source Anforderungen an die Lieferanten (G, F, I only) 	
FP2	Purchased volume in accordance with production standards	<ul style="list-style-type: none"> ▶ Encouragement and control at source Anforderungen an die Lieferanten (G, F, I only) 	

ECONOMIC

EC1	Economic value generated	<ul style="list-style-type: none"> ● Financial Reporting Migros Group 	Downloadable document, Chapter 'Added value statement', p. 27
EC2 (7, 8)	Climate change: financial risks	<ul style="list-style-type: none"> ▶ Protecting the climate by using less energy 	
EC3	Benefit plan obligations	<ul style="list-style-type: none"> ▶ Staff Expenditure and Value Added 	
EC4	Financial assistance from government	<ul style="list-style-type: none"> ● Financial Reporting Migros Group 	Downloadable document, Chapter 'Other operating income', p. 90
EC5 (6)	Entry level wage	<ul style="list-style-type: none"> ● Mindestlöhne für Ungelernte (G, F only) Mindestlöhne für Gelernte (G, F only) 	
EC6	Locally-based suppliers: Policies, spendings	<ul style="list-style-type: none"> ▶ Aus der Region. Für die Region. (G, F, I only) 	
EC7 (6)	Local hiring policy	<ul style="list-style-type: none"> ● Staff Structure 	Migros has defined no specific procedure for personnel operating abroad. When recruiting and hiring staff, Migros applies the principle of treating all employees equally, irrespective of their origin and nationality. Migros also applies the universal principle of not discriminating against any employees along the entire value-added chain from the start to the termination of employment.
EC8	Infrastructure developments	<ul style="list-style-type: none"> ● Der Landes-Gesamtarbeitsvertrag der Migros-Gruppe (G, F, I only) Migros Culture Percentage Social Commitment 	
EC9	Indirect economic impacts	<ul style="list-style-type: none"> ● Industry and Wholesaling > Investments in Switzerland as a centre of industry and in sustainable development Social Commitment Aus der Region. Für die Region. (G, F, I only) 	

ECOLOGICAL

EN1	(8)	Materials: used	○	
EN2	8, 9	Materials: recycled input materials	▶	Steadfast commitment to reducing waste
EN3	(8)	Energy: direct energy consumption	●	Protecting the climate by using less energy The total energy consumption for 2012 of 1'589 GWh (5'720 TJ) can be split into 580 GWh (2'088 TJ) of direct energy consumption and 1009 GWh (3'632 TJ) of indirect energy consumption (see graph Share of Energy Carriers in total energy consumption). The Migros companies involved in the sustainability report do not produce any direct energy sources. All figures in the online report are expressed in gigawatt hours (GWh), as usual in Switzerland. 1 GWh = 3.6 Terajoule (TJ).
EN4	(8)	Energy: indirect energy consumption	●	Protecting the climate by using less energy The electricity consumption for 2012 amounted to 964 GWh (3'470 TJ). Green power certificates were purchased for 87 GWh (313.2 TJ). The energy consumption from long-distance heating amounted to 45 GWh (163.9 TJ) (mostly waste incineration). Migros produced 4.44 GWh (15.97 TJ) of solar energy. All figures in the online report are expressed in gigawatt hours (GWh), as usual in Switzerland. 1 GWh = 3.6 Terajoule (TJ).
EN5	8, 9	Energy: efficiency savings	●	Protecting the climate by using less energy
EN6	8, 9	Products: energy-efficient or renewables	●	Energieeffiziente Produkte (G. F. I only) Die klimafreundlichen Produkte der Migros (G. F. I only)
EN7	8, 9	Indirect energy consumption	▶	Protecting the climate by using less energy
EN8		Water: consumption	▶	Conserving natural resources
EN9		Water: sources	● >>>	All Migros enterprises are connected to the public drinking water supplies and sanitation systems. Therefore any adverse effect on underground water bodies or surface waters is inconceivable.
EN10	8, 9	Water: recycled	○	No systematic data available.
EN11	(8)	Biodiversity: land usage	● >>>	There is no knowledge of any buildings being located in or adjacent to zones with increased bio diversity.
EN12	(8)	Biodiversity: impacts on	●	Conserving natural resources Migros does not operate in any conservation areas. No major effects on the bio diversity in conservation areas and areas with a high bio diversity value are known.
EN13	8	Biodiversity: habitats protected or restored	●	Conserving natural resources
EN14	8	Biodiversity: managing impacts	▶	Conserving natural resources
EN15		Biodiversity: red list species	○	No data available.
EN16	(8)	Greenhouse gas emissions: direct and indirect	●	Protecting the climate by using less energy
EN17	(8)	Greenhouse gas emissions: other indirect	▶	Green mobility pays off
EN18	8, 9	Greenhouse gas emissions: reduction	●	Protecting the climate by using less energy
EN19	(8)	Ozone-depleting substances by weight	▶	Protecting the climate by using less energy

EN20	(8)	NOx & SOx, and other significant air emissions	● Green mobility pays off	
EN21	8	Wastewater: discharge (quality and destination)	● >>>	Nearly 100% of households and all industrial enterprises are connected to the sewage system and therefore to a sewage plant in Switzerland. Accordingly, the water consumed by Migros is also discharged into the public sewage treatment plants. The waste water quantity corresponds approximately to the water quantity procured: Cooperative Retailing and industrial enterprises discharged a total of some 6.4 million cubic metres of water in 2012. Special legal requirements apply for industrial waste water: industrial enterprises may only discharge their waste water into public sewage treatment plants if the required discharge values regarding water quality are not exceeded. The waste water of the ELSA milk processing enterprise, for instance, is therefore directed into the public sewage plant via basins and waste water pre-treatment. Clean water such as rain water, however, is kept away from the sewage system by the enterprises and shops as far as possible to relieve the sewage plant. The water seeps away or enters open bodies of water directly.
EN22	8	Waste: total weight and disposal method	● Steadfast commitment to reducing waste	
EN23	(8)	Significant spills: total number and volume	● >>>	No relevant spills known.
EN24	(8)	Hazardous waste: transported weight	○	
EN25	(8)	Affected water bodies	● >>>	All Migros enterprises are connected to the public drinking water supplies and sanitation systems. Therefore any adverse effect on underground water bodies or surface waters is inconceivable.
EN26	8, 9	Products: environmental impacts reduction	● Treating animals and the environment with respect Energieeffiziente Produkte (G, F, I only) Die klimafreundlichen Produkte der Migros (G, F, I only)	
EN27	8, 9	Products/packaging: percentage reclaimed	▶ Steadfast commitment to reducing waste	
EN28	(8)	Non-compliance environmental laws	● >>>	No significant non-compliance of environmental laws is known.
EN29	(8)	Transport: environmental impacts of transport	● Protecting the climate by using less energy Green mobility pays off	
EN30	8	Environmental protection expenditures	▶ Industry and Wholesaling > Investments in Switzerland as a centre of industry and in sustainable development	

SOCIAL: LABOR PRACTICES AND DECENT WORK

LA1		Workforce: employment type, contract, region	● Staff Structure Subordination to Collective Labour Agreements	
LA2	6	Employee turnover by age group, gender, region	▶ Workforce and Staff Movements	
LA3	(6)	Employee benefits	● Staff Expenditure and Value Added	All employees who are part of the country-wide collective agreement receive the same benefits. There is no difference between full and part time positions.
LA4	(1), 3	Collective bargaining agreements	● Subordination to Collective Labour Agreements	
LA5	3	Operational changes: minimum notice period	▶ Die Personalpolitik der Migros (G, F, I only)	Such changes are generally communicated immediately following a decision, as stated in the internal and external communication guidelines.
FP3		Working time lost due disputes and strikes	● Working Hours, Absence and Accidents	None.
LA6		Health & safety: workforce in committees	● Participation	
LA7		Health & safety: rates of injury, lost days	▶ Working Hours, Absence and Accidents	
LA8		Health & safety: prevention of serious diseases	▶ Occupational Health Management	
LA9		Health & safety: agreements with trade unions	▶ Der Landes-Gesamtarbeitsvertrag der Migros-Gruppe (G, F, I only)	Within Migros' national collective agreement an occupational health management was agreed with the social partners beyond the classical issues such as occupational safety and health. The occupational health management which respects both working conditions and individual health behavior, was elaborated in collaboration with employees and social partners.
LA10		Training & development: hours per employee	● Personnel and Leadership Development	
LA11		Training & development: lifelong learning	▶ Personnel and Leadership Development	
LA12		Training & development: performance reviews	○	
LA13	(1), 6	Diversity statistics	● Work and Gender Staff Structure Women in Managerial Posts	
LA14	(1), 6	Remuneration: basic salary men - women	● Lohngleichheit (G, F only)	

SOCIAL: HUMAN RIGHTS

HR1	1, 2, (4), (5), (6)	Human rights: significant investments screening	● >>>	The BSCI standard, demanding and assuring the protection of human rights according to the Universal Declaration of Human Rights of the UN forms an integral part of all agreements. As Migros already applies the respective standard since 1997, this also includes long-term contractual relationships.
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HR2	1, 2, (4),(5),(6)	Human rights: procurement screening	● Encouragement and control at source	
HR3	1, (4), (5)	Human rights: employee training	○	
HR4		Discrimination: number of incidents	● >>>	No significant cases known.
HR5	1, 6	Freedom of association: right at risk	● Encouragement and control at source	Neither Migros nor independent audit firms commissioned with the monitoring and control of the BSCI standard have detected any business activities potentially endangering the freedom of association and right to collective bargaining. Activities that could contain such a potential hazard are generally already excluded from the business activities of Migros via the Pre-Clearance Compliance. In countries where freedom of assembly is not fully ensured due to the political situation (e.g. China), it will be made certain that legal requirements will be met and that the situation will, wherever possible, be locally discussed with all stakeholders and improved step by step (for example on occasion of regular round tables, training workshops for factory management, conferences, etc.).
HR6	1, 5	Child labour: operations with significant risk	● >>>	HR6 The information of HR 5 also apply to child labor.
HR7	1, 4	Forced labour: operations with significant risk	● >>>	HR7 The information of HR 5 also apply to forced labor.
HR8	1, 2	Human rights: security personnel trained	● >>>	The safety measures of Migros take into account international human rights standards as well as the laws and occupational standards of the countries, in which they apply, and are solely used for the prevention of risk and to avert danger. All safety personnel is continuously trained and instructed on this basis and is obliged to observe the physical and psychological integrity of all people without restriction and to refrain from any type of physical or psychological force.
HR9	1	Indigenous people rights: incidents	● >>>	The areas of business of Migros do not cover areas in which the interests or traditions of original inhabitants could be violated. Neither Migros nor third parties have made any statements that affect or could even violate the business activities of Migros and the rights of original inhabitants.

SOCIAL: SOCIETY

SO1	1	Impacts of operations on communities	● Migros Culture Percentage	
FP4		Programs and practices for healthy lifestyles	● Healthy food on the shelves	
SO2	10	Corruption: number of business units analyzed	▮ Internal Control Instruments	

SO3	10	Anti-corruption: training	<ul style="list-style-type: none"> ● L-GAV, Kaderanstellungsbedingungen, Anti-Korruptionsrichtlinie (PDFs in G and F) 	While the acceptance of gifts and the avoidance of conflicts of interests and unwarranted advantages within the scope of company business are comprehensively governed by the Nationwide Collective Labor Agreement (L-GAV) and the Executive Employment Conditions (KAB), these do not apply to all Migros companies. The Anti-Corruption Guideline, however, applies to the whole Group. Migros is currently introducing a central compliance system that not only stipulates hierarchically suitable rules and an effective monitoring and sanctioning mechanism, but also communication and training measures.
SO4	10	Corruption: actions taken in response to	● >>>	Migros does not keep a central register of corruption cases. However, its legal department does not know of any employees dismissed because of violations of the corruption ban. There is also no evidence of any legal proceedings against the Migros Group or any employees because of corruption charges. As a result, no measures had to be taken.
SO5	(10)	Public policy development	● In dialogue with stakeholders	
SO6	(10)	Political contributions: total value	● >>>	Migros on principle does not support any political parties and does not support individual candidates in their election campaign. Migros does, however, support projects of organisations and associations.
SO7		Legal actions: anti-competitive behavior	● >>>	Due to its acquisitions, Migros is in constant contact with cartel authorities (merger control). There are currently no known antitrust proceedings involving Migros.
SO8		Non-compliance: significant fines	● >>>	No significant cases known.

SOCIAL: PRODUCT RESPONSIBILITY

PR1		Products: customer safety assessments	<ul style="list-style-type: none"> ● Product safety is the top priority ● Healthy food on the shelves 	
PR2		Non-compliance: customer health & safety	<ul style="list-style-type: none"> ● Product safety is the top priority 	
FP5		Production volume according food safety management system standards	● Product safety is the top priority	
FP6		Products lowered in saturated fat, trans fats, sodium and sugars	● Healthy food on the shelves	
FP7		Products containing healthy or functional food additives	<ul style="list-style-type: none"> ● Healthy food on the shelves ● Functional Food (G, F, I only) 	
PR3	(8)	Products: information requirements	● >>>	Migros provides suppliers with information regarding declaration/marketing of products, particularly of foodstuffs. The statutory regulations according to Swiss law must be fully complied with by all suppliers. 100% of the in-house brands must fulfill additional Migros requirements regarding labeling.
FP8		Communication about ingredients an nutrition	● Healthy food on the shelves	

PR4	(8)	Non-compliance: product information	○	
PR5		Customer satisfaction	▶	In touch with customers around the clock
PR6		Marketing communications: voluntary codes	○	
PR7		Non-compliance: marketing communications	● >>>	There are no known relevant procedures or infringements of the law.
PR8		Customer complaints: customer privacy	● >>>	There are no known relevant incidents.
PR9		Non-compliance: provision of products	● >>>	There are no known relevant incidents.

ANIMAL WELFARE

FP9		Animals raised and/or processed by species and breed type	▶	Treating animals and the environment with respect
FP10		Practices related to physical alterations and the use of anaesthetic	○	
FP11		Animals by species and breed type, per housing type.	▶	Treating animals and the environment with respect Tierwohl (G, F, I only)
FP12		Use of antibiotic, anti-inflammatory, hormone, and/or growth promotion treatments	▶	Treating animals and the environment with respect
FP13		Incidents of non-compliance with laws, and adherence with voluntary standards related to transportation, handling, and slaughter practices	○	



Statement GRI Application Level Check

GRI hereby states that **Migros** has presented its report "Migros Annual Report 2012" to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level B.

GRI Application Levels communicate the extent to which the content of the G3 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3 Guidelines. For methodology, see www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 4 April 2013

A handwritten signature in blue ink, appearing to read "Nelmara Arbex".

Nelmara Arbex
Deputy Chief Executive
Global Reporting Initiative



The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. www.globalreporting.org

Disclaimer: Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 25 March 2013. GRI explicitly excludes the statement being applied to any later changes to such material.