

# Sustainability Management

Sustainability is part of the Migros culture and an integral component of Migros' corporate activity. Since 2019, Migros has been bundling and managing its sustainability activities within a Group-wide strategic framework.

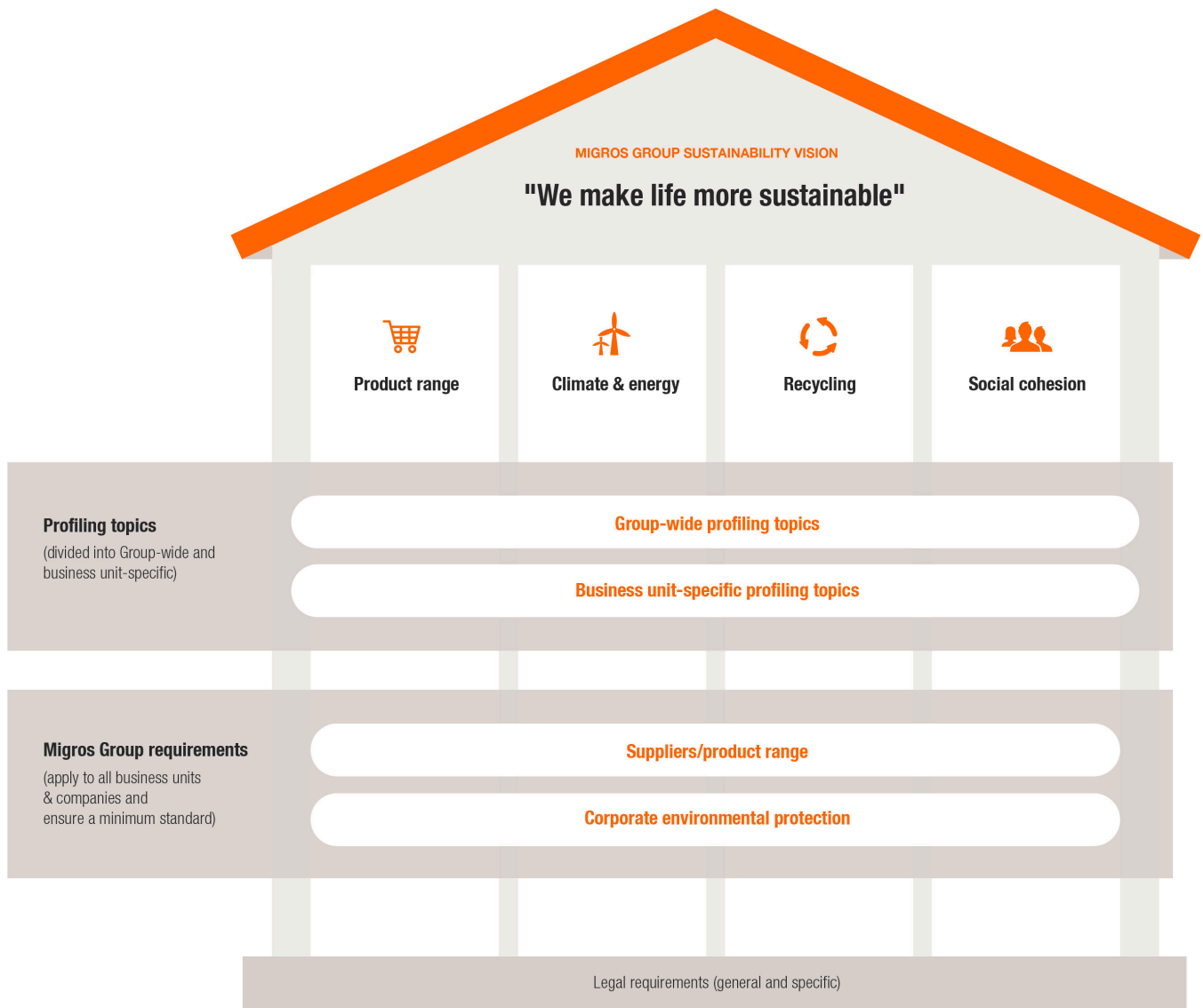
The values **responsibility and credibility** are part of the Migros Group strategy. The economic, social and ecological objectives are implemented along the entire value-added chain.

The Migros Group has a clear concept of sustainability. It offers a broad range of sustainable products and services, serves as a partner for a healthy lifestyle, is a model employer, sets standards for climate protection and resource efficiency, and promotes social cohesion.

## Migros Group sustainability mission statement

In 2019, the Migros Group developed its first **sustainability mission statement, which applies to all companies**. It combines a sustainability vision and mission, Group-wide profiling topics and the Migros Group requirements for sustainability (formerly "basic requirements") all in one.

The mission statement embeds the sustainability strategies of the business units and the individual sustainability targets of the companies in a **Group-wide, overarching framework**. It follows the vision "We make life more sustainable" and focuses on a sustainable product range, climate protection, closed-loop recycling and promoting social cohesion.



## Group requirements

All companies of the Migros Group are obliged to meet a range of social and ecological minimum requirements, known as the **Migros Group requirements for sustainability** (formerly "basic requirements"). The Migros Group requirements were revised and clarified in the reporting year.

The **15 Migros Group requirements for suppliers and product range** include labour standards in the supply chain, and requirements relating to animal welfare and the protection of global fish stocks and rainforests. New requirements have been introduced for corporate environmental production in the supply chain, including a ban on peat, fur and mulesing. The latter is a technique that involves removing the skin of Merino sheep around the tail without anaesthetic.

The **Migros Group requirements for corporate environmental protection** include active and risk-based management of waste, electricity, heat and refrigerants. Furthermore, all companies are required to carbon offset their business flights, travel predominantly by public transport, and comply with procurement guidelines for climate-friendly cars.

## Cooperative Retailing

In 2019, Migros **successfully kept the two promises** "WWF environmental education" and "Free starts for children at running events". The promises originated from the Generation M sustainability programme, with which Cooperative Retailing transparently communicates specific and measurable sustainability objectives.

Generation M is a component of the **long-term sustainability strategy** of Cooperative Retailing, which was revised in the reporting year and aligned with the Migros Group sustainability mission statement. Individual sustainability goals were defined during this process, such as continued measures aimed at making ecological and social improvements to as many products as possible. To this end, Migros has analysed the negative effects of the most important raw materials along the entire value-added chain, and defined cultivation and processing requirements on the basis of the results. In addition, the issues of climate protection, water, biodiversity and closed-loop recycling will be tackled more intensively.

## Migros Industry

In the reporting year, the group certificate for the sustainability management of **Migros Industry under ISO 14001 was confirmed**. The standardised management and control system allows M-Industry to take systematic measures to optimise sustainability efforts, minimise the impact on the environment and meet the requirements under environmental law.

In 2019, eight sites were certified according to ISO 14001 for the first time. This means that a total of **19 Migros Industry companies were certified** as at the end of 2019. Certifying all companies according to ISO 14001 by 2020 is a component of the Migros Industry sustainability strategy, which includes more than 40 goals in the areas of environment, economy and society.

## Sustainable Development Goals (SDG)

The Sustainable Development Goals (SDGs) adopted by the UN in 2015 comprise 17 goals as a **framework for global sustainable development**. The Migros Group makes an important contribution to implementing these global sustainability goals along the entire value-added chain.

In 2019, the Migros Group analysed its positive and negative effects on global development. The UN's sustainability goals were **incorporated into the development of the Migros Group's sustainability mission statement**. Detailed information about the Migros Group's contribution to the SDGs can be found [here](#).

## Regular progress checks

**The Migros Group is again the world's most sustainable retailer.**

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In order to manage the achievement of targets, Migros uses KPIs to measure its progress in the area of sustainability. As part of **regular monitoring**, the degree to which the Migros Group requirements are implemented and individual goals met in the strategic business units is checked centrally by the Federation of Migros Cooperatives (FMC). The progress (including status indicators) is reported to internal decision makers and, to some extent, made public.

In 2019, the independent ratings agency ISS-oekom analysed the social and environmental commitment of the Migros Group in detail. Of 243 retail companies assessed worldwide, the Migros Group achieved the best result throughout the industry. This again made it the **world's most sustainable retailer** in the reporting year.