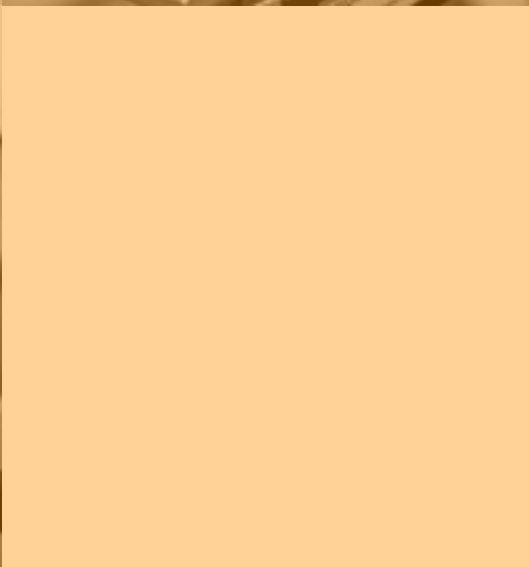


GRI Appendix 2021



REITAN CONVENIENCE





About Reitan Convenience GRI reporting

Reitan Convenience AS (RC) reports its sustainability work through an annual sustainability report. The 2021 report, which is RC's second sustainability report, has been prepared in accordance with the Global Reporting Initiative (GRI) and describes how RC works for sustainable development where environmental, business ethics and economic as well as social issues are integrated into the core business. Along with the sustainability report and this GRI appendix, the described information is judged to meet the reporting requirements for GRI Standards 2016 at the Core level.

The accompanying GRI index, see page 5, refers to where information on the respective GRI indicator can be found in the sustainability report or this appendix. Clarifying comments are also provided for some of the indicators. Unless otherwise stated, the page numbers refer to RC's sustainability report 2021.

GRI Standards was updated on October 5, 2021. The updated version GRI Standards 2021 will be applied in the 2022 report.

RC's sustainability report 2021 can be accessed via the following link: www.reitanretail.no

For further questions about the sustainability report or RC's sustainability work, please contact Malin Eklund at: malin.eklund@reitanconvenience.no

Materiality analysis and stakeholder dialogue

To identify and prioritise the issues that are most relevant to our sustainable business development, RC has analysed stakeholders' expectations as well as the social, environmental and economic impacts along the value chain. In addition to this, prevailing research and science have been taken into account and are of great importance in the strategic approach. RC has in 2021 carried out a comprehensive trend analysis with the support of external expertise. Both owners and representatives from all seven countries have participated in the process to contribute with important input, requirements and expectations. The participants from all seven countries in turn represented relevant stakeholders in their own respective countries and businesses.

The analysis was made based on key environmental and social trends along with current science, research and global frameworks. Three impact areas were identified as particularly important to focus on, and each area has been further concretised through a set of shared ambitions, see page 4.

Although each of the seven countries have their own sustainability challenges, business risks and opportunities, as well as different policy contexts, the impact areas and strategic approach are applicable to all countries within Reitan Convenience.

Stakeholders involved in the materiality analysis
























- Science, research and global frameworks
- Customers
- Employees
- Merchants
- Suppliers
- Owners

Company specific KPI's

The Reitan Convenience Strategy for the Anthropocene was determined in December 2021. The main work of implementing the strategy and conduct activities from the action plans will begin in 2022. The process of establishing long-term measurement methods for the company specific KPI's is also at an initial stage. Therefore, there will be gaps, in particular regarding the company specific indicators, in this year's GRI-reporting. The ambition is to report data for all company specific indicators in 2022 years GRI report.



IMPACT AREA I
Climate action that makes a real difference

| IMPACT AREAS & AMBITIONS | MATERIAL TOPICS | GLOBAL GOALS | TOPIC OR COMPANY SPECIFIC INDICATORS |
|---|---|--|---|
| 1. 1,5 °C TARGET. Strive for climate action in line with the 1,5 °C target of the Paris Agreement, following in the footsteps of RC Sweden who have already set Science Based Targets to reduce their emissions. | Emissions. |  | 305-1, 305-2, 305-3, 305-5 |
| 2. SUPPLIER ENGAGEMENT. Engage with our suppliers and encourage them to set their own ambitious climate targets. | Supplier engagement and relations. |   | Company specific: 1) Playbook for supplier engagement. 2) Code of conduct in place. |
| 3. PACKAGING. Reduce unnecessary packaging and single use items, support a circular packaging system, adopt more sustainable packaging solutions. | Packaging including material, waste management and circularity. |   | 301-1 Company specific: 1) Reduction in plastic packaging. 2) Percentage of stores have in-store sorting facilities (%). 3) Sorting degree (%). |
| 4. FOOD WASTE. Aim for zero food waste. | Food waste. |    | Company specific: 1) Food waste (wasted articles / total articles). 2) Reduction of obsolescence waste in key food categories. 3) Percent of unsold food products put to good use. |
| 5. ENERGY & BUILDINGS. Minimise our carbon footprint when building stores, operating in store machinery and increase renewable energy use across our store network. | Energy efficiency and renewable energy use. |  | 302-1, 302-4, 305-2 |
| 6. PLANETARY HEALTH DIET. Review and align our assortment with the Planetary Health Diet, meaning: • Replenishing our assortment with more plant-based alternatives. • More fresh/local/organic produce. • Reduce levels of sugar and fat in our range. | Customer's health. |     | Company specific: 1) Planetary health diet alignment. 2) Sold food on-the-go articles minus sold food on the go articles where red meat content is more than "decorative". 3) Sold baked goods articles minus sold baked goods articles with high calorie content. |
| 7. RISK COMMODITIES. Map out & selectively source risk commodities in our range and supply chain, such as; palm oil, soy, cocoa, coffee and pesticide treated fruits to promote social and ecological sustainability globally. | Non-risk products & sustainable value-chain. |   | Company specific: 1) part of confectionery assortment containing palm oil. |
| 8. ANIMAL WELFARE & SAFE USE OF ANTIBIOTICS. Promote animal welfare & ensure that animal protein is sourced in a safe way that counteracts antibiotics resistance. | Animal welfare and safe use of antibiotics. |   | Company specific: 1) Country of origin knowledge (%). 2) Sold confectionery items minus sold confectionery items containing palm oil. 3) Sustainable coffee to-go. |
| 9. PARTNERSHIPS. Seek new partnerships with innovative suppliers in order to curate an assortment in line with our ambitions while at the same time supporting regenerative farming systems. | Innovation and regenerative farming systems. |  | No indicator. |
| 10. LEADERS OF FUTURE CONVENIENCE. Empower and build capacity in our team to become leaders of future convenience. With an empowered team, we will be in a stronger position to tackle sustainability challenges as well as other challenges ahead, share the responsibility among us, build individual agency and support innovation along the way. | Empowerment & capacity. |   | 404-3 Company specific: 1) Investment in capacity building among staff relating to sustainability, innovation and/or leadership. 2) Employee self assessment of empowerment & capacity. |
| 11. RESPONSIBLE ACTOR IN SOCIETY. Reinforce our role as a responsible actor in society by lifting the "local hero" in stores, our service offices or anywhere in between, who speaks up for what is right. This way, we will further emphasise, articulate, and live our values of equality, inclusion, and diversity. This ambition demonstrates our values externally. | Equality and human rights. |    | 205-2, 401-1, 405-1 Company specific: 1) Investment in local hero initiative. 2) Customer brand affinity. 3) Employee perceptions of DEI work. |
| 12. DEMOCRATISE SUSTAINABILITY. Make sustainability convenient for all. We want to democratise sustainability by making it an accessible, easy choice for all customers. This way sustainability is the 'go-to' for us and our customers. | Making sustainability convenient. |  | Company specific: 1) proportion of campaigns promoting healthy and sustainable choices. 2) Customer brand affinity. |

IMPACT AREA II
Products for people and planet

IMPACT AREA III
Value-driven transformation
to shape the future together

General disclosures

| GRI-indicators | Page reference | Comment |
|---|---------------------|--|
| Organisational profile | | |
| 102-1 Name of the organisation | p. 3 | |
| 102-2 Brands and services | p. 3 | |
| 102-3 Location of headquarters | See comment | Oslo, Norway. |
| 102-4 Location of operation | p. 3 | |
| 102-5 Ownership and legal form | p. 3 | |
| 102-6 Markets served | p. 3 | |
| 102-7 Scale of the organisation | p. 3 | |
| 102-8 Information on employees and other workers | GRI appendix p. 10 | |
| 102-9 Supply chain | p. 3 | |
| 102-10 Significant changes to the organisation and its supply chain | GRI appendix | No significant changes. |
| 102-11 Precautionary Principle or approach | p. 3-7 | |
| 102-12 External initiatives | GRI appendix p. 11 | |
| 102-13 Membership of associations | GRI appendix p. 11 | |
| Strategy | | |
| 102-14 Statement from CEO | p. 4 | |
| Ethics and integrity | | |
| 102-16 Values, principles, standards, and norms of behavior | p. 3, 7 | |
| Governance | | |
| 102-18 Governance structure | p. 4-8 | |
| Stakeholder engagement | | |
| 102-40 List of stakeholder groups | GRI appendix p. 3 | |
| 102-41 Collective bargaining agreements | GRI appendix p. 12 | |
| 102-42 Identifying and selecting stakeholders | GRI appendix p. 3 | |
| 102-43 Approach to stakeholder engagement | GRI appendix p. 3 | |
| 102-44 Key topics and concern raised | GRI appendix p. 4 | |
| Reporting practice | | |
| 102-45 Entities included in the financial statements | p. 3 | |
| 102-46 Defining report content and topic boundaries | GRI appendix p. 3 | |
| 102-47 List of material topics | GRI appendix p. 4 | |
| 102-48 Restatements of information | See comment | No restatements of information. |
| 102-49 Change in reporting | See comment | First GRI report. |
| 102-50 Reporting period | See comment | Fiscal year 2021. |
| 102-51 Date of most recent report | See comment | No previous report. |
| 102-52 Reporting cycle | See comment | Annual. |
| 102-53 Contact point for questions regarding the report | GRI appendix p. 2 | |
| 102-54 Claims of reporting in accordance with the GRI Standards | p. 2 | |
| 102-55 GRI content index | GRI appendix p. 5-9 | |
| 102-56 External assurance | See comment | No external assurance regarding GRI reporting. |

Topic-specific disclosures

| GRI indicator | Page reference | Comment |
|---|--------------------------------|---|
| 200 ECONOMIC | | |
| 205 Anti-corruption | | |
| 103-1 Explanations and boundaries | p. 11 | |
| 103-2 Management approach | p. 3, 6-7, 11 | |
| 103-3 Evaluation of management approach | p. 8-11, see comment below | |
| 205-2 Communication and training | See comment | No data available for this years reporting due to late strategic implementation. The ambition is to find a suitable measurement method in 2022 that can be applied in all countries. For further explanation see GRI appendix p. 3. |
| 300 ENVIRONMENT | | |
| 301 Materials | | |
| 103-1 Explanations and boundaries | p. 8-9 | |
| 103-2 Management approach | p. 3, 6-9 | |
| 103-3 Evaluation of management approach | p. 8-11, GRI appendix p. 12 | |
| 301-1 Material used | GRI appendix p. 12 | |
| 302 Energy | | |
| 103-1 Explanations and boundaries | p. 8-9 | |
| 103-2 Management approach | p. 3, 6-9 | |
| 103-3 Evaluation of management approach | p. 8-11, GRI appendix p. 13 | |
| 302-1 Energy consumption within organisation | GRI appendix p. 13 | |
| 302-4 Reduction in energy consumption | GRI appendix p. 13 | |
| 305 Emissions | | |
| 103-1 Explanations and boundaries | p. 8-9 | |
| 103-2 Management approach | p. 3, 6-9 | |
| 103-3 Evaluation of management approach | p. 8-11, GRI appendix p. 13-14 | |
| 305-1 Direct (Scope 1) GHG emissions | GRI appendix p. 13-14 | |
| 305-2 Energy indirect (Scope 2) GHG emissions | GRI appendix p. 13-14 | |
| 305-3 Other indirect (Scope 3) emissions | GRI appendix p. 13 | |
| 305-5 Reduction of GHG emissions | | |
| Packaging | | |
| 103-1 Explanations and boundaries | p. 8-9 | |
| 103-2 Management approach | p. 3, 6-9 | |
| 103-3 Evaluation of management approach | p. 8-11, see comment below | |

Company specific:

| | | |
|--|-------------|---|
| 1) Reduction in plastic packaging | See comment | No data available for this years reporting due to late strategic implementation. The ambition is to find a suitable measurement method in 2022 that can be applied in all countries. For further explanation see GRI appendix p. 3. |
| 2) Percentage of stores have in-store sorting facilities (%) | See comment | See comment above. |
| 3) Sorting degree (%) | See comment | See comment above. |

Food waste

| | | |
|---|--|--|
| 103-1 Explanations and boundaries | p. 8-9 | |
| 103-2 Management approach | p. 3, 6-9 | |
| 103-3 Evaluation of management approach | p. 8-11, GRI appendix p. 14, see comment below | |

Company specific:

| | | |
|---|---------------------------------|---|
| 1) Wasted articles per total articles | GRI appendix p. 14 | |
| 2) Reduction of obsolescence waste in key food categories | GRI appendix p. 14, see comment | No data available for this years reporting due to late strategic implementation. The ambition is to find a suitable measurement method in 2022 that can be applied in all countries. For further explanation see GRI appendix p. 3. |
| 3) Percent of unsold food products put to good use | See comment | See comment above. |

Risk commodities

| | | |
|---|----------------------|---|
| 103-1 Explanations and boundaries | p. 10 | |
| 103-2 Management approach | p. 3, 6-7, 10 | |
| 103-3 Evaluation of management approach | p. 8-11, see comment | Evaluation will be carried out in 2022. |

Company specific:

| | | |
|--|-------------|---|
| 1) part of confectionery assortment containing palm oil | See comment | No data available for this years reporting due to late strategic implementation. The ambition is to find a suitable measurement method in 2022 that can be applied in all countries. For further explanation see GRI appendix p. 3. |
| 2) Sold confectionery items minus sold confectionery items containing palm oil | See comment | See comment above. |
| 3) Sustainable coffee to-go | See comment | See comment above. |

Safe use of antibiotics

| | | |
|---|----------------------|---|
| 103-1 Explanations and boundaries | p. 10 | |
| 103-2 Management approach | p. 3, 6-7, 10 | |
| 103-3 Evaluation of management approach | p. 8-11, see comment | Evaluation will be carried out in 2022. |

Company specific:

| | | |
|---|-------------|---|
| 1) Country of origin report | See comment | No data available for this years reporting due to late strategic implementation. The ambition is to find a suitable measurement method in 2022 that can be applied in all countries. For further explanation see GRI appendix p. 3. |
| 2) Sales of key products with meat, dairy & egg minus sales of key products with meat, dairy & egg from high-risk country without credible certification. | See comment | See comment above. |

400 SOCIAL

401 Employment

| | |
|---|-----------------------------|
| 103-1 Explanations and boundaries | p. 3, 11 |
| 103-2 Management approach | p. 3, 6-7, 11 |
| 103-3 Evaluation of management approach | p. 8-11, GRI appendix p. 14 |
| 401-1 New employees hires and employee turnover | GRI appendix p. 14 |

404 Training and education

| | |
|--|-----------------------------|
| 103-1 Explanations and boundaries | p. 11 |
| 103-2 Management approach | p. 3, 6-7, 11 |
| 103-3 Evaluation of management approach | p. 8-11, GRI appendix p. 14 |
| 404-3 Percentage of employees receiving regular performance and career development reviews | GRI appendix p. 14 |

405 Diversity and equal opportunity

| | |
|--|-----------------------------|
| 103-1 Explanations and boundaries | p. 11 |
| 103-2 Management approach | p. 3, 6-7, 11 |
| 103-3 Evaluation of management approach | p. 8-11, GRI appendix p. 15 |
| 405-1 Diversity of governance bodies and employees | GRI appendix p. 15 |

416 Customer health and safety

| | |
|---|----------------------------|
| 103-1 Explanations and boundaries | p. 10 |
| 103-2 Management approach | p. 3, 6-7, 10 |
| 103-3 Evaluation of management approach | p. 8-11, see comment below |
| Company specific: | |
| 1) Planetary health diet alignment | See comment |
| 2) Sold food on-the-go articles minus sold food on the go articles where red meat content is more than "decorative" | See comment |
| 3) Sold baked goods articles minus sold baked goods articles with high calorie content | See comment |

No data available for this years reporting due to late strategic implementation. The ambition is to find a suitable measurement method in 2022 that can be applied in all countries. For further explanation see GRI appendix p. 3.

See comment above.

See comment above.

Leaders of convenience

| | |
|--|----------------------|
| 103-1 Explanations and boundaries | p. 11 |
| 103-2 Management approach | p. 3, 6-7, 11 |
| 103-3 Evaluation of management approach | p. 8-11, see comment |
| Company specific: | |
| 1) Investment in capacity building among staff relating to sustainability, innovation and/or leadership. | See comment |
| 2) Employee self-assessment of empowerment and capacity | See comment |

Evaluation will be carried out in 2022.

No data available for this years reporting due to late strategic implementation. The ambition is to find a suitable measurement method in 2022 that can be applied in all countries. For further explanation see GRI appendix p.3.

See comment above.

Local Hero

| | | |
|---|----------------------|---|
| 103-1 Explanations and boundaries | p. 11 | |
| 103-2 Management approach | p. 3, 6-7, 11 | |
| 103-3 Evaluation of management approach | p. 8-11, see comment | Evaluation of the Local Hero Program will be carried out in 2022. |
| Company specific: | | |
| 1) Employee perceptions of DEI work. | p. 11, see comment | A pilot was carried out in 2021 and will be evaluated in 2022. |
| 2) Investment in local hero initiative | See comment | No data available 2021. See previous comments and further explanation on GRI-appendix p. 3. |
| 3) Customer brand affinity | See comment | See comment above. |

Democratise sustainability

| | | |
|--|----------------------|---|
| 103-1 Explanations and boundaries | p. 11 | |
| 103-2 Management approach | p. 3, 6-7, 11 | |
| 103-3 Evaluation of management approach | p. 8-11, see comment | Evaluation will be carried out in 2022. |
| Company specific: | | |
| 1) Proportion of campaigns promoting healthy and sustainable choices | See comment | No data available 2021. See previous comments and further explanation on GRI-appendix p. 3. |
| 2) Customer brand affinity | See comment | See comment above. |

ADDITIONAL DISCLOSURES

102-7 Scale of the organisation

(MNOK)

| | 2020 | 2021 |
|------------------------|--------|--------|
| Net sales | 13 536 | 13 260 |
| Assets | – | – |
| Debt and equity | – | – |

Data for Assets and Debt & equity is not to be disclosed in the 2021 report due to confidentiality.

102-8 Information on employees and other workers

Total employees

| | Norway | Sweden | Denmark | Finland | Latvia | Estonia | Lithuania | Total |
|------------------------------|--------|--------|---------|---------|--------|---------|-----------|-------|
| Top management | 14 | 7 | 8 | 9 | 18 | 16 | 18 | 90 |
| Middle management | 14 | 20 | 5 | 27 | 14 | 10 | 17 | 107 |
| Production facilities | 0 | 0 | 0 | 0 | 5 | 0 | 39 | 44 |
| Warehouse/transport | 0 | 0 | 0 | 0 | 37 | 24 | 39 | 100 |
| Service Office | 85 | 74 | 38 | 75 | 59 | 46 | 61 | 438 |
| Stores | 19 | 5 | 0 | 321 | 107 | 279 | 615 | 1 346 |
| Total | 132 | 106 | 51 | 432 | 240 | 375 | 789 | 2 125 |

102-8 a+b Total number of employees by employment contract

Data not available for 2021 due to the fact that most countries do not keep statistics on employment contract permanent/temporary.

102-8 c Total number of employees by employment type (part-time/full-time) per country

| | Norway | Sweden | Denmark | Finland | Latvia | Estonia | Lithuania | Total |
|------------------|--------|--------|---------|---------|--------|---------|-----------|-------|
| Full-time | 108 | 100 | 50 | 197 | 238 | 274 | 300 | 1 267 |
| Part-time | 24 | 6 | 1 | 235 | 2 | 101 | 489 | 858 |
| Total | 132 | 106 | 51 | 432 | 240 | 375 | 789 | 2 125 |

Employment type by gender in total

| | Male | Female | Total |
|------------------|------|--------|-------|
| Full-time | 288 | 979 | 1 267 |
| Part-time | 98 | 760 | 858 |
| Total | 386 | 1 739 | 2 125 |

102-12 External initiatives

102-12 a Externally developed economic, environmental and social initiatives supported divided by country

| | | |
|------------------|--|--|
| Norway | <ul style="list-style-type: none"> • MOT • TV-aksjonen • HANDELENS MILJØFOND | <ul style="list-style-type: none"> • HOLD • VM i DØDS • To good to Go |
| Sweden | <ul style="list-style-type: none"> • En Läsannde klass • Läsrörelsen | <ul style="list-style-type: none"> • Reportrar utan gränser • Unga leverantörer |
| Denmark | – | |
| Finland | <ul style="list-style-type: none"> • Ärrä tekee hyvää paikallisesti-program | <ul style="list-style-type: none"> • Ärrä tekee hyvää urheilussa-program |
| Latvia | <ul style="list-style-type: none"> • MOT • Maternity home fund • Children's Clinical University Hospital | <ul style="list-style-type: none"> • Association City for People • Society Youth Time |
| Estonia | <ul style="list-style-type: none"> • SOS Lasteküla • Ida-Viru Central Hospital • Foundation Pärnu Hospital • North Estonia Medical Centre Foundation • West Tallinn Central Hospital • Charity campaign "Let us Salute!" | <ul style="list-style-type: none"> • TULI The Estonian Marketing Association tennis tournament • Foundation Charity "Fund My Dream Day". • Duck Race – Donation for the organisation. • Estonian National Art University's Fashion Show 2021 model search even |
| Lithuania | <ul style="list-style-type: none"> • Lithuanian Diversity Charter – social initiatives and meetings related with diversity and inclusion • SOPA (Non-profit organisation Social Employment Agency) | <ul style="list-style-type: none"> • VŠĮ "Žiedinė ekonomika" (Public organisation "Circular economy") • Wings for life: world run 2021 |

102-13 Memberships of associations

102-13 a The main memberships of industry or other associations, and national/international advocacy organisations divided by country

| | | |
|------------------|--|--|
| Norway | <ul style="list-style-type: none"> • NHO | <ul style="list-style-type: none"> • NACS |
| Sweden | <ul style="list-style-type: none"> • Convenience Stores Sweden • Handelsns Säkerhetsgrupp • Svensk Handel • Svenska Franchise Föreningen | <ul style="list-style-type: none"> • Svenskt näringsliv • Norsk-Svenska handelskammaren • SBTi |
| Denmark | – | |
| Finland | <ul style="list-style-type: none"> • Kaupan Liitto (Finnish Commerce Federation) • Päivittäistavara-kaupan yhdistys (PTY) (Finnish Grocery Trade Association) | <ul style="list-style-type: none"> • Suomen Yrittäjät • Helsingin kauppa-kamari (The Chamber of Commerce) |
| Latvia | <ul style="list-style-type: none"> • The Latvian Food retailers association, • Norwegian Chamber of Commerce in Latvia • The Foreign Investors' Council in Latvia • Business Network International | <ul style="list-style-type: none"> • Latvian Association for People Management • Latvian Association of Marketing Professionals • Latvian Diversity Charter |
| Estonia | <ul style="list-style-type: none"> • Kaupmeeste Liit – Estonian Traders Association • Rohetiiger – a cross-sectoral cooperation platform | |
| Lithuania | – | |

102-41 Collective bargaining agreements

102-41 a Percentage of total employees covered by collective bargaining agreements

| | Total employees* | Percentage covered by collective bargaining agreements |
|-----------|------------------|--|
| Norway | 2 806 | 7 % |
| Sweden | 1 839 | 100 % |
| Denmark | 1 733 | 0 % |
| Finland | 432 | 98 % |
| Latvia | 923 | 0 % |
| Estonia | 432 | 0 % |
| Lithuania | 789 | 0 % |

* Including personnel in franchise stores.

301-1 Materials used by volume

301-1 a Material used to package primary products and services by quantity* (thousand articles)

| | Norway | | Sweden | | Denmark | | Finland | | Latvia | | Estonia | | Lithuania | |
|-----------------|--------|-------|--------|-------|---------|-------|---------|-------|--------|-------|---------|-------|-----------|-------|
| | 2020 | 2021 | 2020 | 2021 | 2020 | 2021 | 2020 | 2021 | 2020 | 2021 | 2020 | 2021 | 2020 | 2021 |
| Plastic lids | 940 | 243 | 7 952 | 5 454 | 2 392 | 720 | 5 939 | 5 640 | 1 370 | 215 | 0 | 0 | 1 657 | 681 |
| Plastic bags | 936 | 913 | 412 | 0 | 430 | 485 | 348 | 358 | 566 | 42 | 0 | 0 | 0 | 0 |
| Plastic cutlery | 318 | 6 | 0 | 1 | 794 | 602 | 1035 | 8 | 0 | 2 | 0 | 0 | 17 | 0 |
| Coffee cups | 5 812 | 6 463 | 9 876 | 9 402 | 3 591 | 3 819 | 10 046 | 9 475 | 3 568 | 4 815 | 1 718 | 1 184 | 2 798 | 2 179 |

* The data does not include the proportion of renewable /non-renewable material due to lack of data.

302-1 Energy consumption within the organisation

302-4 Reduction of energy consumption

| Energy consumption in total* (MWh) | | | | Renewable Energy sources** (%) |
|------------------------------------|--------|--------|-------------|--------------------------------|
| | 2020 | 2021 | Reduction % | 2021 |
| Norway | 46 611 | 43 828 | -6 % | 94 % |
| Sweden | 40 327 | 34 605 | -14 % | 56 % |
| Denmark | 30 137 | 29 617 | -2 % | 71 % |
| Finland | 35 220 | 35 012 | -1 % | 44 % |
| Latvia | 7 846 | 7 231 | -8 % | 48 % |
| Estonia | 4 750 | 5 322 | 12 % | 38 % |
| Lithuania | 3 950 | 5 010 | 27 % | 46 % |

* Scope 2 consumption.

** Scope 1 and 2 consumption.

305 Emissions

305-1 Direct (scope 1) GHG emissions

305-2 Energy indirect (scope 2) GHG emissions

305-3 Other indirect (scope 3) GHG emissions

305-5 Reduction of GHG emissions*

tCO₂e (all countries)

| | 2020 | 2021 | Reduction % |
|----------------|--------|--------|-------------|
| Scope 1 | 4 174 | 3 729 | -11 % |
| Scope 2 | 15 332 | 13 191 | -14 % |
| Scope 3 | 67 002 | 69 750 | 4 % |
| Total | 86 509 | 86 670 | 0 % |

tCO₂e (countries and scopes)

| | | 2020 | 2021 | Reduction % |
|------------------|---------|--------|--------|-------------|
| Norge | Scope 1 | 332 | 479 | 44 % |
| | Scope 2 | 385 | 438 | 14 % |
| | Scope 3 | 20 096 | 17 704 | -12 % |
| Sweden | Scope 1 | 298 | 242 | -19 % |
| | Scope 2 | 754 | 628 | -17 % |
| | Scope 3 | 40 155 | 39 180 | -2 % |
| Denmark | Scope 1 | 2 177 | 1 425 | -35 % |
| | Scope 2 | 4 600 | 3 694 | -20 % |
| | Scope 3 | - | 3 289 | |
| Finland | Scope 1 | 596 | 896 | 50 % |
| | Scope 2 | 4 260 | 3 441 | -19 % |
| | Scope 3 | 5 235 | 5 509 | 5 % |
| Estonia | Scope 1 | 147 | 132 | -10 % |
| | Scope 2 | 1 044 | 1 051 | 1 % |
| | Scope 3 | - | 1 392 | - |
| Latvia | Scope 1 | 143 | 227 | 59 % |
| | Scope 2 | 4 033 | 3 587 | -11 % |
| | Scope 3 | 1 501 | 2 276 | 51 % |
| Lithuania | Scope 1 | 482 | 329 | -32 % |
| | Scope 2 | 256 | 351 | 37 % |
| | Scope 3 | - | 402 | - |

* The calculating extent, mainly in scope 3, has been broadened for the majority of countries in the reporting for 2021, which in some cases makes the reduction misleading.

Calculation method and conversion factors

The RC carbon accounting is made using the climate calculation tool CEMAsys Carbon Footprint. The calculation model is based on the international standard The Greenhouse Gas Protocol Initiative (GHG protocol). The model includes a comprehensive database of global emission factors from sources such as DEFRA, Ecoinvent and IEA. Complementary conversion factors have been obtained from other sources or through calculations.

Company specific: food waste

Share of wasted food articles of total amount of food articles*

| | 2020 | 2021 |
|------------------|------|------|
| Norway | 28 % | 28 % |
| Sweden | 22 % | 20 % |
| Denmark | 30 % | 29 % |
| Finland | 63 % | 59 % |
| Latvia | 20 % | 14 % |
| Estonia | 37 % | 37 % |
| Lithuania | 33 % | 33 % |

* Refers only to solid food, i.e., beverages not included.

401-1 New employee hires and employee turnover

401-1 a) Total number of new employee and ended employments hires by age group and gender*

| | 2019 | | | 2020 | | | 2021 | | |
|---------------|----------|------------|------------|----------|------------|------------|----------|------------|------------|
| | New emp. | Ended emp. | Total emp. | New emp. | Ended emp. | Total emp. | New emp. | Ended emp. | Total emp. |
| Age | | | | | | | | | |
| <30 | - | - | 793 | 649 | -741 | 701 | 895 | -890 | 706 |
| 30-50 | - | - | 825 | 175 | -269 | 731 | 252 | -276 | 707 |
| >50 | - | - | 828 | 127 | -210 | 745 | 192 | -225 | 712 |
| Gender | | | | | | | | | |
| Female | - | - | 1 984 | 784 | -984 | 1 784 | 1 094 | -1 139 | 1 739 |
| Male | - | - | 462 | 167 | -236 | 393 | 245 | -252 | 386 |
| Total | - | - | 2 446 | 951 | -1 220 | 2 177 | 1 339 | -1 391 | 2 125 |

* Includes personnel in company operated stores, but not personnel in franchise stores.

404-3 a Percentage of employees receiving regular performance and career development reviews*

| | 2020 | 2021 |
|------------------|-------|-------|
| Norway | 100 % | 100 % |
| Sweden | 100 % | 100 % |
| Denmark | 91 % | 78 % |
| Finland | 25 % | 26 % |
| Latvia | 8 % | 34 % |
| Estonia | 11 % | 12 % |
| Lithuania | 9 % | 8 % |

* Including personnel in stores. Not divided into gender and employee category due to unavailable data.

405-1: Diversity of governance bodies and employees

405-1 a) Number of individuals within the organisation's board divided into gender and country*

| | Norway | Sweden | Denmark | Finland | Latvia | Estonia | Lithuania | Total |
|---------------|--------|--------|---------|---------|--------|---------|-----------|-------|
| Male | 5 | 3 | 3 | 2 | 3 | 2 | 5 | 23 |
| Female | 9 | 3 | 4 | 2 | 1 | 2 | 7 | 28 |

405-1 a) Number of employees divided by gender and country*

| | Norway | Sweden | Denmark | Finland | Latvia | Estonia | Lithuania | Total |
|------------------------------|--------|--------|---------|---------|--------|---------|-----------|-------|
| <i>Top management</i> | | | | | | | | |
| Male | 9 | 3 | 4 | 6 | 8 | 7 | 9 | 46 |
| Female | 5 | 4 | 4 | 3 | 10 | 9 | 9 | 44 |
| <i>Middle management</i> | | | | | | | | |
| Male | 5 | 9 | 4 | 7 | 1 | 0 | 3 | 29 |
| Female | 9 | 11 | 1 | 20 | 13 | 10 | 14 | 78 |
| <i>Production Facilities</i> | | | | | | | | |
| Male | 0 | 0 | 0 | 0 | 1 | 0 | 7 | 8 |
| Female | 0 | 0 | 0 | 0 | 4 | 0 | 32 | 36 |
| <i>Warehouse/transport</i> | | | | | | | | |
| Male | 0 | 0 | 0 | 0 | 12 | 7 | 8 | 27 |
| Female | 0 | 0 | 0 | 0 | 25 | 17 | 31 | 73 |
| <i>Service Office</i> | | | | | | | | |
| Male | 41 | 33 | 19 | 19 | 11 | 14 | 4 | 141 |
| Female | 44 | 41 | 19 | 56 | 48 | 32 | 57 | 297 |
| <i>Stores**</i> | | | | | | | | |
| Male | 10 | 0 | 0 | 40 | 15 | 28 | 42 | 135 |
| Female | 9 | 5 | 0 | 281 | 92 | 251 | 573 | 1 211 |

* Data divided by age group not available for 2021.

** Includes personnel in company operated stores, but not personnel in franchise stores.

Company specific: Supplier engagement

Code of conduct in place

| | Yes | No |
|------------------|-----|----|
| Norway | ✓ | |
| Sweden | ✓ | |
| Denmark | ✓ | |
| Finland | ✓ | |
| Latvia | | ✓ |
| Estonia | | ✓ |
| Lithuania | | ✓ |