

# *CSR & Food Transition*

**2020 RESULTS**

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# CARREFOUR CSR & Food Transition Index



# 115%

LEVEL OF ACHIEVEMENT



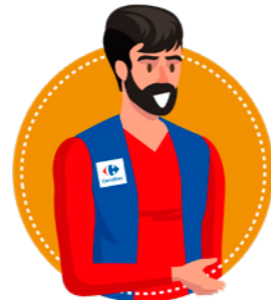
**1. PRODUCTS**  
106%



**3. CLIENTS**  
100%



**2. STORES**  
163%



**4. EMPLOYEES**  
90%

## 1. PRODUCTS

OBJECTIVE	SCORE
1. <b>Organic products</b> €4.8 billion in sales of organic products by 2022	90%
2. <b>Carrefour Quality Lines</b> 10% of Carrefour Quality lines products within Fresh Products by 2022	101%
3. <b>Sustainable fishing</b> 50% of Carrefour seafood products sold come from responsible fishing by 2020	88%
4. <b>Sustainable forests</b> Implementation of a sustainable forests action plan for the products linked to deforestation by 2020	88%
5. <b>Packaging</b> 10,000 tons of packaging saved by 2025	168%

## 2. STORES

OBJECTIVE	SCORE
6. <b>Food waste</b> Reduce food waste by 50% by 2025 (vs. 2016)	191%
7. <b>Waste</b> Recover 100% of waste by 2025	96%
8. <b>CO<sub>2</sub> emissions</b> Reduce CO <sub>2</sub> emissions by 40% by 2025 and by 70% by 2050 (vs 2010)	303%
9. <b>Food transition "superheroes"</b> 2,000 employees identified as «superheroes of the food transition» in stores by 2020	114%

## 3. CLIENTS

OBJECTIVE	SCORE
10. <b>In-store food transition</b> 80% of our customers identify food transition in stores by 2022	106%
11. <b>Local products &amp; purchasing</b> 100% of countries roll out a program focused on local products and purchasing by 2020	93%
12. <b>Act for Food program</b> 100% of countries implement an annual Act For Food communication program	100%
13. <b>"Healthier diet" action plan</b> 100% of countries roll out a Healthier Diet action plan by 2022	100%

## 4. EMPLOYEES

OBJECTIVE	SCORE
14. <b>Gender Equality</b> 40% of women in appointments to key positions by 2025	75%
100% of countries roll out GEEIS certification by 2020	100%
15. <b>Disabled workers</b> 4% of disabled people employed by the Group by 2025	103%
16. <b>Training</b> 13 hours of training by employee in the Group by 2025	69%
17. <b>Health &amp; safety at work</b> 100% of countries implement an action plan on health/safety/quality of life at the work by 2020	100%

## CSR & Food Transition

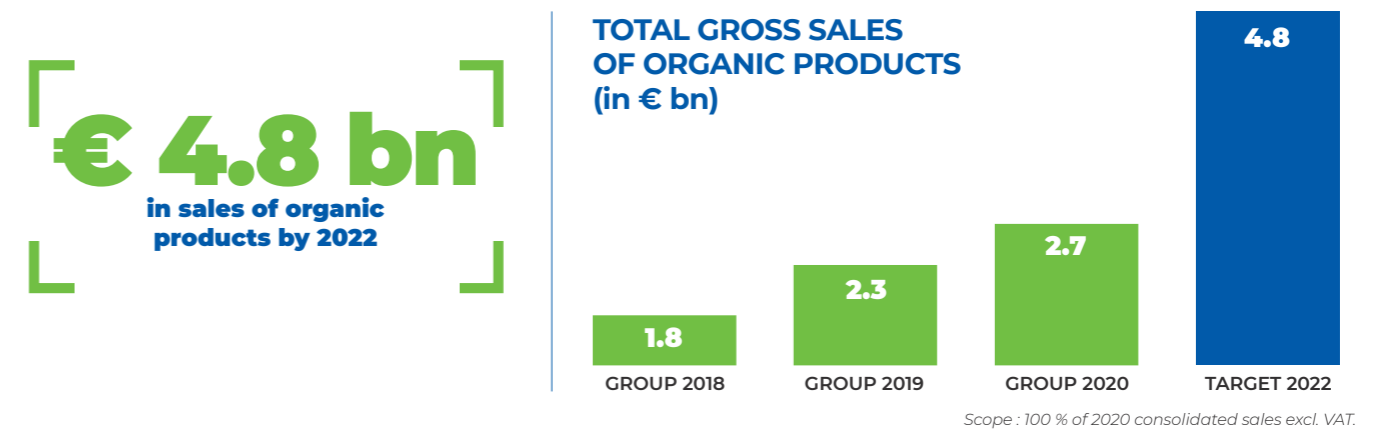


# 1. PRODUCTS

## 1.1 Organic products

### SCORE 2020: 90%

- Gross sales from organic products grew by more than 17% in 2020 and reached €2.7bn
- 56 Bio Expérience are deployed in hypermarkets, 164 spaces dedicated to organic products in supermarkets, 168 specialised shops (So.bio, Bio C Bon).
- 1,145 references of organic products with Carrefour brands.
- More than 2,150 producers supported, including 188 in conversion in France (target of 3,000 in 2022).



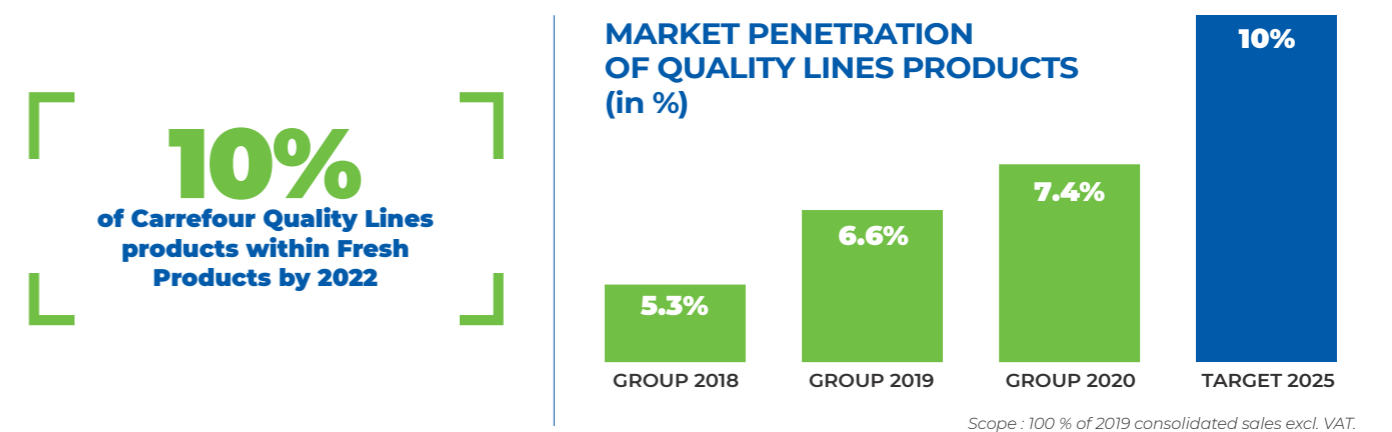
## 1.2 Carrefour quality lines

### SCORE 2020: 101%

- CQL penetration rate rose by 1.1% in 2020 (vs. 2019), while gross sales exceeded one billion euros.
- In 2020, we have 753 CQL in the Group and almost 28,000 CQL producers in partnership.
- 25 fruits and vegetables have an agro-ecological claim in France.

### OBJECTIVE:

- 10% penetration of Carrefour Quality Lines products within fresh products by 2025
- 100% of Carrefour Quality Lines products carrying an agroecology-specific message by 2022 (e.g. "fed GMO-free", "fed without antibiotics", "grown without chemical treatment", etc.).



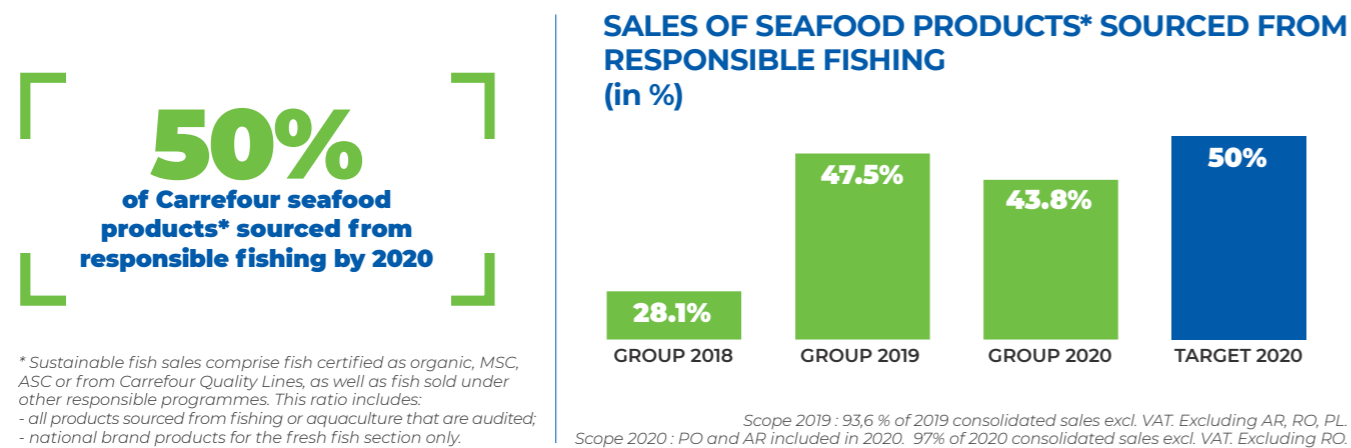
# 1. PRODUCTS

## 1.3 Sustainable fishing

**SCORE 2020: 88%**

- In 2020, 43.8% of Carrefour seafood products are sourced from responsible fishing (-3.7% pts vs 2019).
- 602m€ gross sales of sustainable fishing / fish-farming products in 2019 (+49%) - Bio, ASC, MSC certified, FQC and other responsible fishing initiative.

Corrective action plans will be implemented in 2021 in order to reach the target of 50% of fish sold under Carrefour-brand products (and national brand products in the traditional section) come from sustainable sources by the end of 2020.

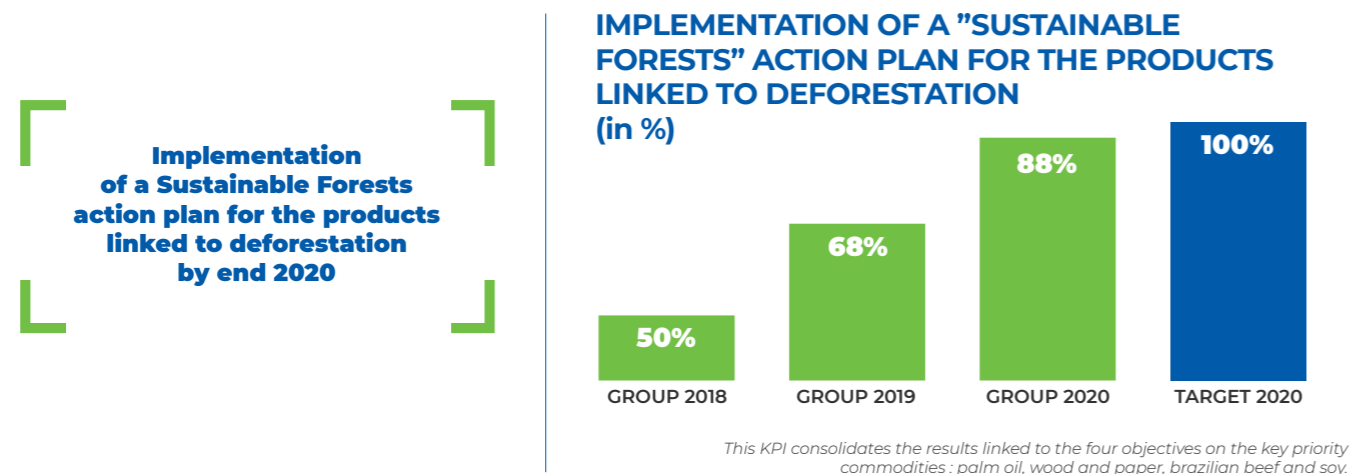


## 1.4 Sustainable forest

**SCORE 2020: 88%**

- 82.8% of the palm oil used in Carrefour-branded products uses a certification solution, 53% of which comes from fully traced channels.
- 100% of Tier 2 beef suppliers in Brazil are geo-referenced.
- 70.2% of our wood or paper products sold are certified.
- Carrefour Quality Lines products guaranteeing zero deforestation linked to soya have been developed in all countries.

The Group is slightly behind in all countries and is strengthening its action plans. In 2020, Alexandre Bompard has taken the lead of international efforts in the context of the Consumer Goods Forum (CGF) serving as co-chair of the Deforestation Coalition.



## 1.5 Packaging

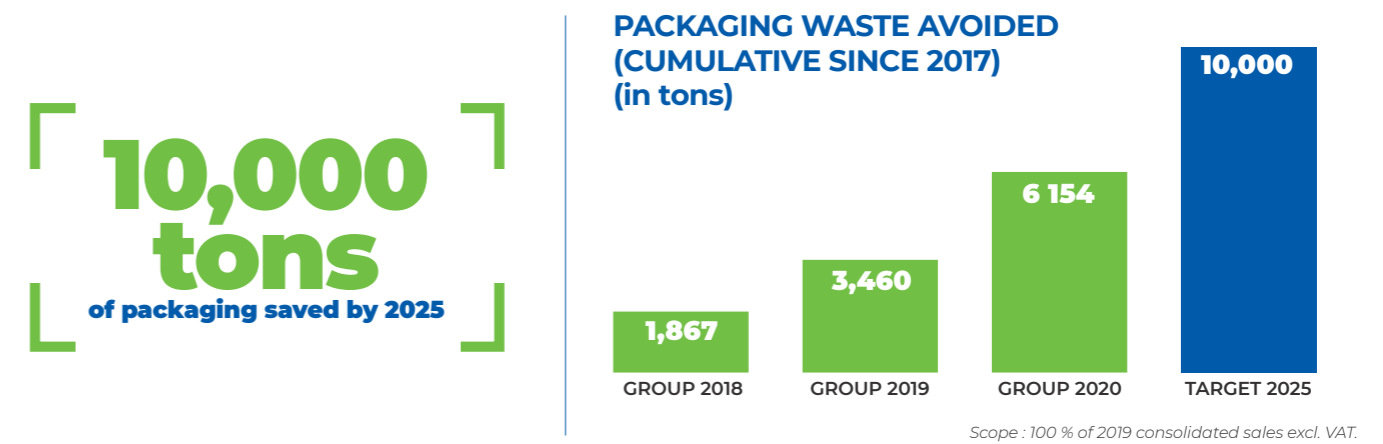
**SCORE 2020: 168%**

**OBJECTIVES:**

- 10,000 tons of packaging saved by 2025.
- 100% reusable, recyclable or biodegradable packaging for Carrefour brands products by 2025.

By saving 6 154 tons from 2016, Carrefour is in advance on its path to reach 10,000 tons saved per year in 2025.

The group plans to reinforce its CSR and Food Transition Index shortly to account for the recyclability level of its packaging.



## CSR & Food Transition



# 2. STORES

## 2.1 Food waste

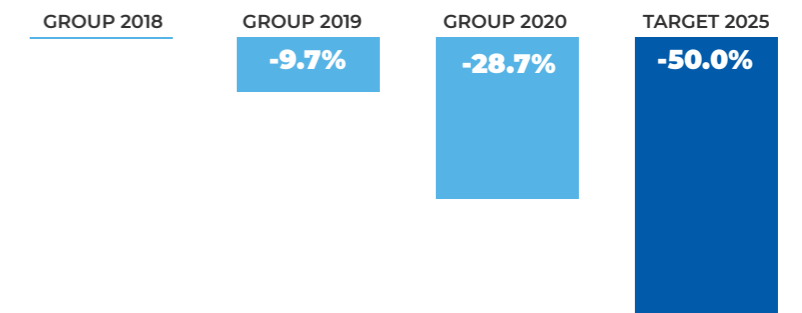
### SCORE 2020: 191%

By achieving a 28.7% reduction in 2020, Carrefour is in line with its objective of achieving a 50% reduction by 2025. And exceeds the targets it had set for 2020.

- 1 million Too Good To Go baskets sold in 2020, i.e. nearly 4,000 tonnes of unsold goods (+66% vs. 2019).
- 57.4% of unsold food is recovered (+3.2% vs 2019).
- 77 million meals distributed to associations. (-26% vs. 2019)
- 400 products with an extended DLC or DDM.

Reduce food waste by **50%** by end 2025 (vs. 2016)

### REDUCTION OF IN-STORE FOOD WASTE (% of tons per m<sup>2</sup>)



Scope : 75 % of 2019 consolidated sales excl. VAT. Including : Argentina, France, Poland and Italy.

## 2.2 Waste

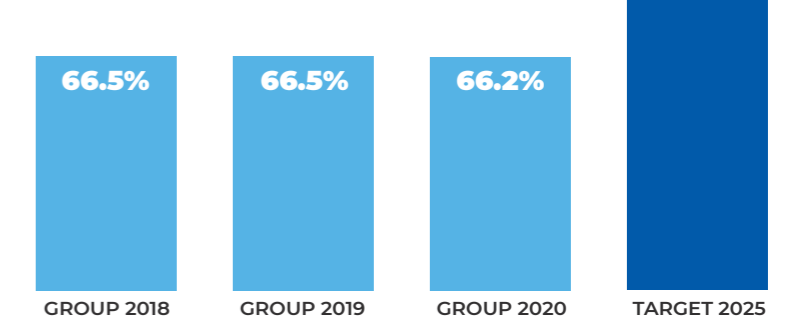
### SCORE 2020: 96%

By reaching a recovery rate of 66.2% in 2020, Carrefour is almost on track with its objective to reach 100% of waste is recovered by 2025. We expect an acceleration in 2021.

- 74% of waste recovery in Europe
- 728,677 tons of waste (+4.7% vs 2019)
- 50.7 kg of waste /m<sup>2</sup> in 2020 (-3.8 vs 2019)

Recover **100%** of waste by 2025

### SHARE OF RECYCLED WASTE (in %)



Scope : 79,4% of 2020 consolidated sales excl. VAT. Excluding : RO, ESP (PRX, C&C), IT (PRX, C&C).

# 2. STORES

## 2.3 CO<sub>2</sub> emissions

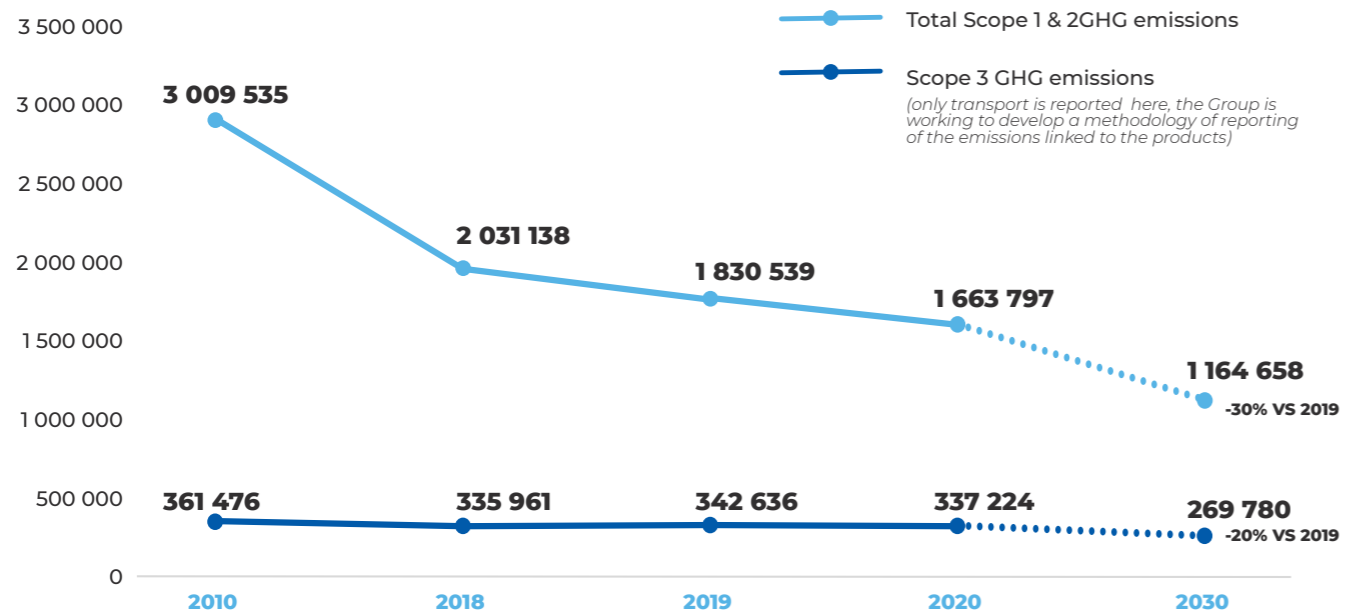
Reduce CO<sub>2</sub> emissions by **30%** by 2030 vs 2019 (scope 1&2)

Reduce CO<sub>2</sub> emissions by **29%** by 2030 vs. 2019 (scope 3)

In 2020, Carrefour updates its climate plan and the new targets have been approved by the Science Based Target initiative.

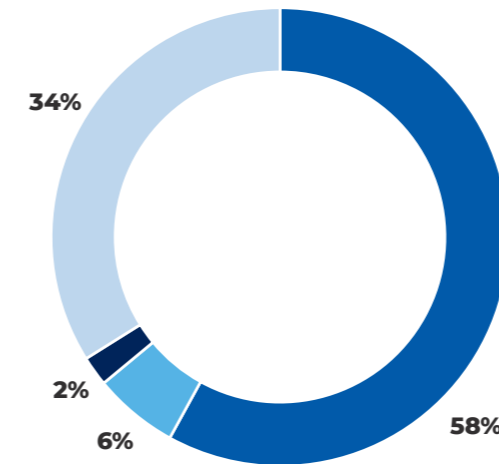
**SCORE 2020: 303%**

- SCOPES 1&2 : By reducing its CO<sub>2</sub> emissions by 9% in 2020 (vs. 2019), Carrefour is in advance on its objective toward a 2°C strategy.
- SCOPE 3 : the Group aims to reduce the CO<sub>2</sub> emissions of products sold in its shops and the emissions linked to transport.



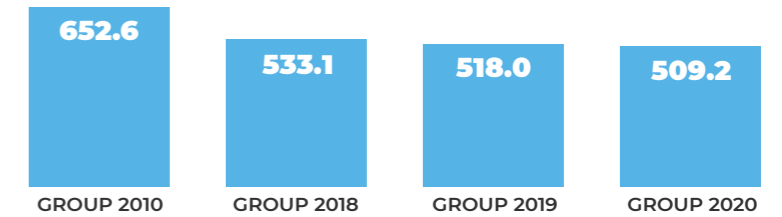
Scope : 100 % of 2020 consolidated sales excl. VAT.

### TOTAL SCOPE 1 & 2 GHG EMISSIONS

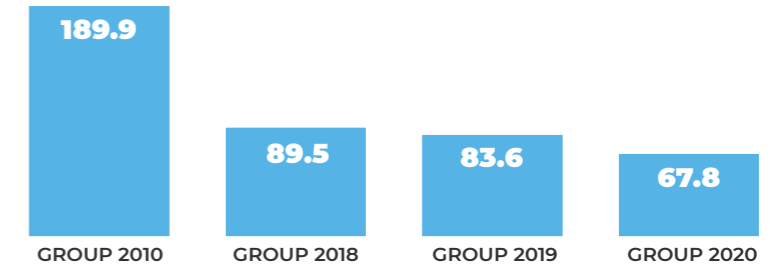


- GHG EMISSIONS - ELECTRICITY CONSUMPTION
- GHG EMISSIONS - GAS CONSUMPTION
- GHG EMISSIONS - FUEL CONSUMPTION
- GHG EMISSIONS - REFRIGERANTS

### ENERGY CONSUMPTION INTENSITY (in kWh/sqm)



### GHG EMISSIONS (REFRIGERANT) INTENSITY (in kg CO<sub>2</sub>/sqm)



Scope : 100 % of 2020 consolidated sales excl. VAT.

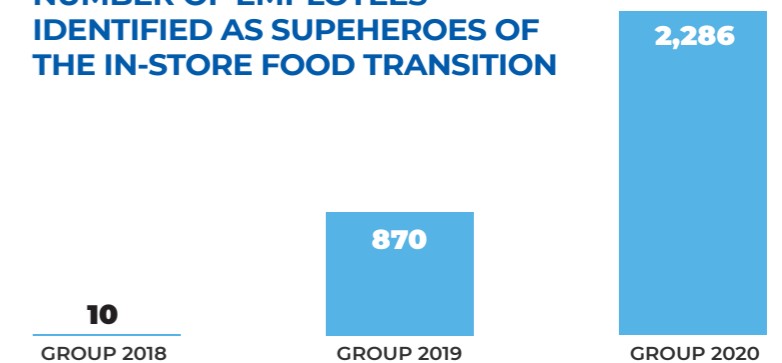
## 2.4 Food transition superheroes

**SCORE 2020: 114%**

- Carrefour is deploying a unique empowerment program for its teams in stores towards the food transition.
- With 2,286 employees hired in 2020, the group has exceeded its target.

**2,000** employees identified as «food transition superheroes» in stores by 2020

### NUMBER OF EMPLOYEES IDENTIFIED AS SUPEHEROES OF THE IN-STORE FOOD TRANSITION



## CSR & Food Transition



# 3. CLIENTS

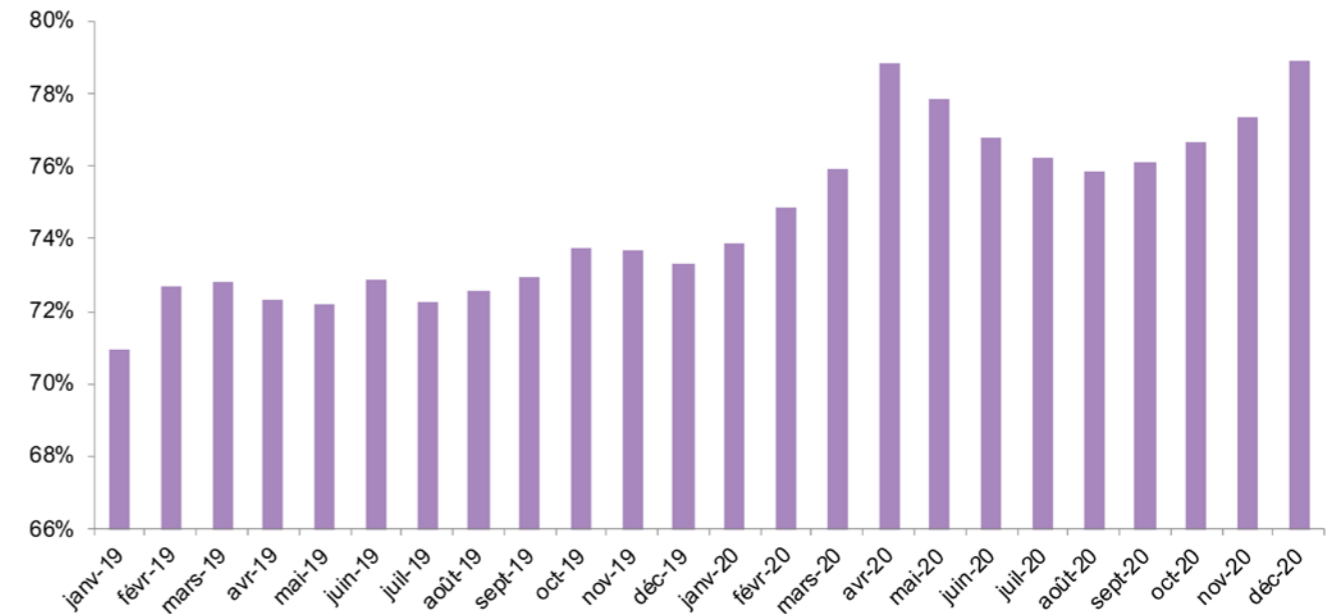
## 3.1 In store food transition & act for food program

**80%**  
of our clients consider that Carrefour help them having a healthier and more responsible diet with an accessible price by 2022

### SCORE 2020: 100%

→ Thanks to the deployment of the Act for Food program, the group is on track with its objective as 76% of its customers consider that Carrefour help them having a healthier and more responsible diet with an accessible price in 2020.

### SHARE OF CLIENTS CONSIDERING THAT CARREFOUR HELP THEM HAVING A HEALTHIER AND MORE RESPONSIBLE DIET WITH AN ACCESSIBLE PRICE.

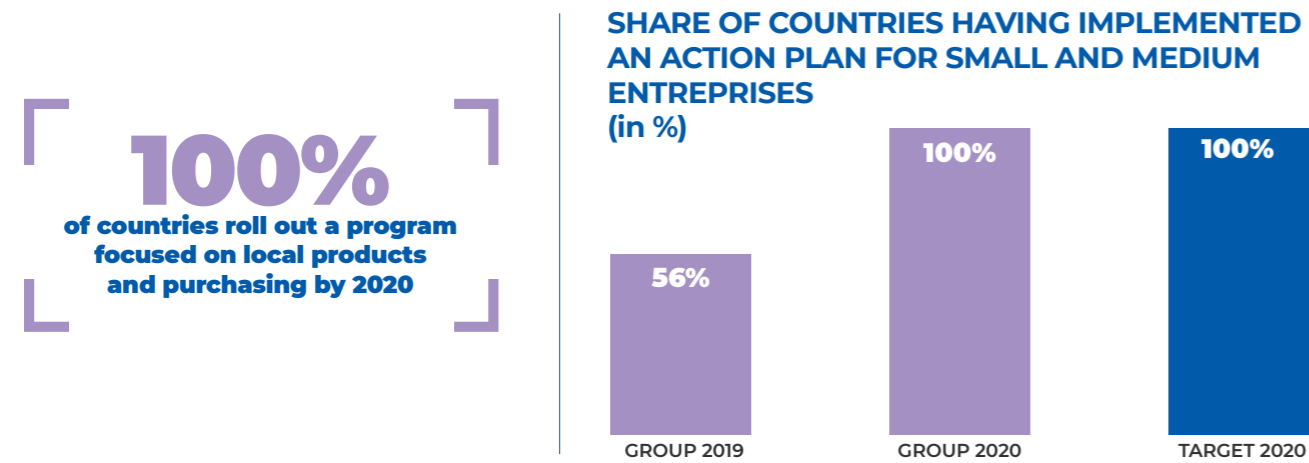


# 3. CLIENTS

## 3.2 Local products and purchasing

SCORE 2020: 93%

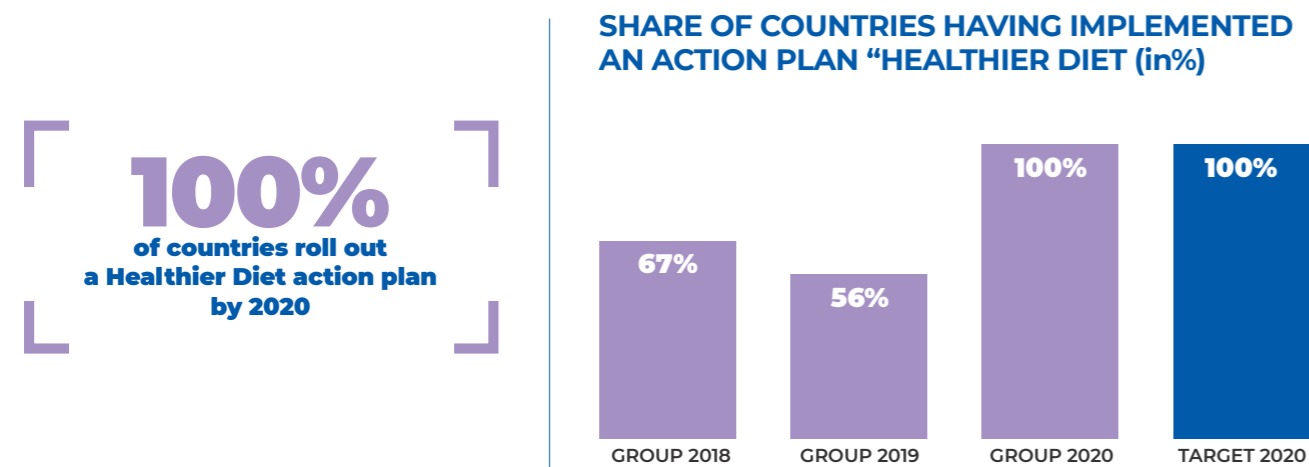
- Carrefour has deployed action plans in every country to facilitate partnership and increase the share of small and medium enterprises within its suppliers.
- Carrefour will reinforce its action plans to increase the share of local products in all countries.



## 3.3 “healthier diet” action plan

SCORE 2020: 79%

- The deployment of our action plans is completed in 2020.



# 4. EMPLOYEES

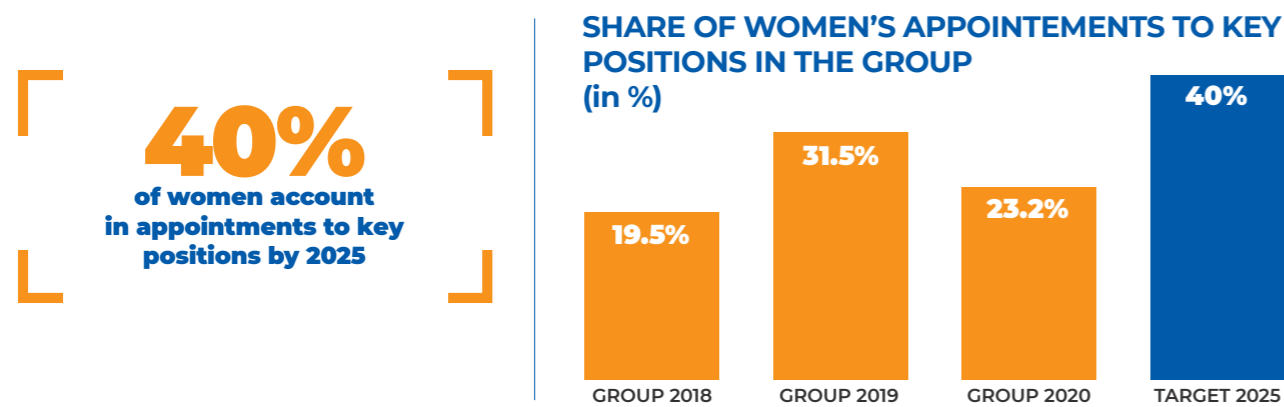


# 4. EMPLOYEES

## 4.1 Gender equality

**SCORE 2020: 75%**

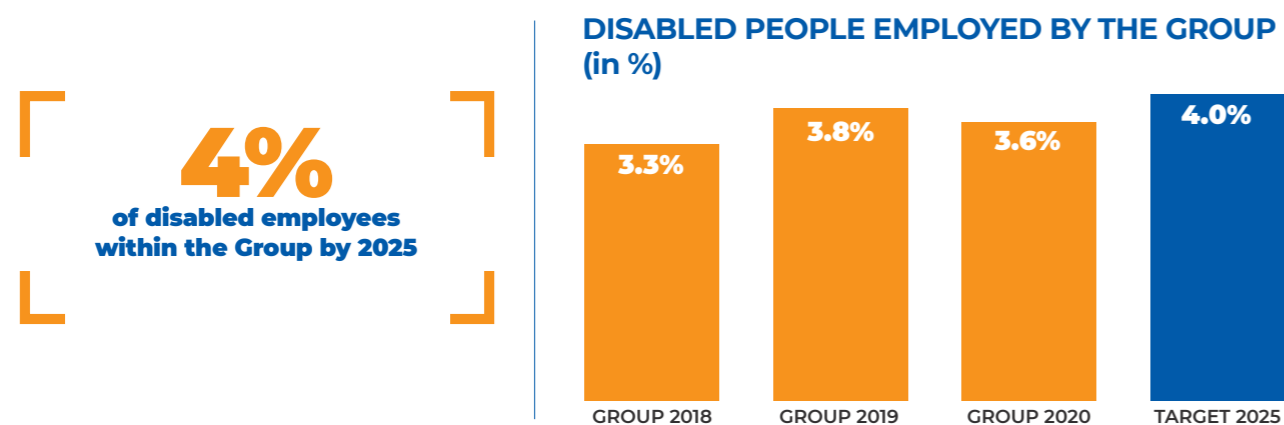
- The rate of feminization of management functions increased in 2020 (+0.4 pts for senior managers, + 0.5% for managers).
- However, there is a decrease in the number of women appointed to key positions (23% in 2020 vs. 32% in 2019). This decrease will be the subject of a dedicated action plan in 2021.
- Finally, Carrefour obtained GEEIS certification in all countries in 2020, in order to promote professional equality and diversity.



## 4.2 Disabilities

**SCORE 2019: 10%**

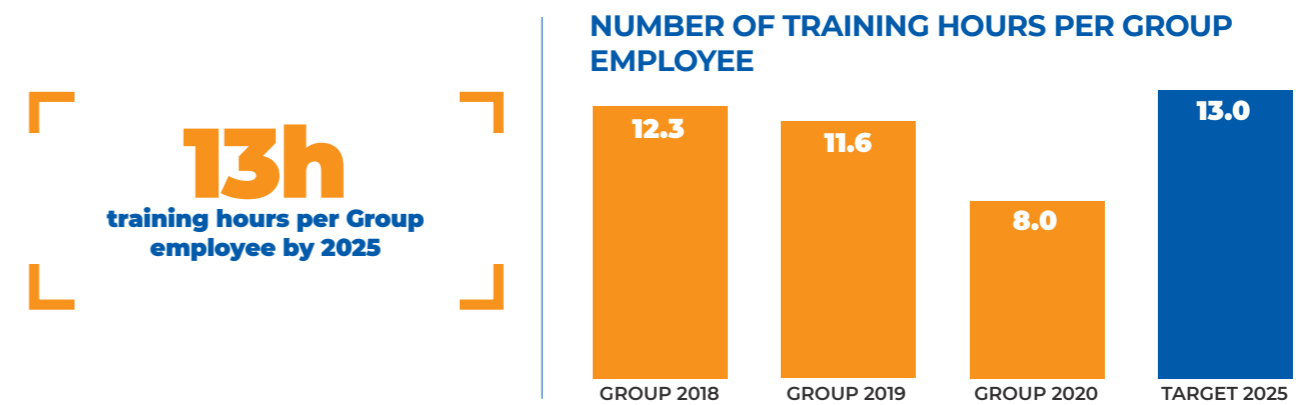
- Carrefour employs people with disabilities up to 3.6% of its workforce in 2020 (vs. 3.8% in 2019). In 2020, restructuring actions affected store formats very committed to the employment of disabled workers (RCC hypermarkets in France in particular).



## 4.3 Training

**SCORE 2020: 75%**

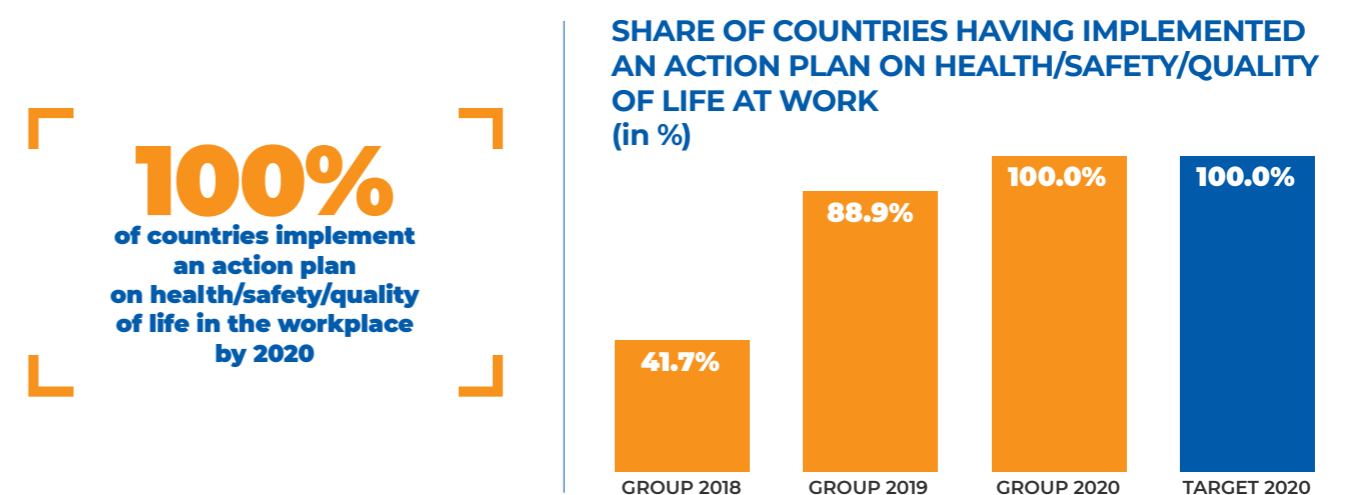
- The average number of training hours in 2020 is 8 hours (vs. 11.5 in 2019). The ban on movement, confinement and the constraints of distancing have considerably hampered the implementation of face-to-face training in all countries.
- To compensate for these difficulties, an action plan was quickly implemented: digital training sessions were created and offered: the number of participants in these training courses increased by 330% in France from 2019 to 2020.
- Nevertheless, these training courses are shorter than those offered face-to-face and certain canceled training courses are not materially virtualizable (CACES, bakery, butcher, fishmonger training ...).



## 4.4 Health and safety

**SCORE 2020: 100%**

- All countries have implemented a health and safety action plan in 2020. This year was marked by the COVID-19 crisis in all countries. The health system implemented by Carrefour has been certified by third-party organizations (AENOR health certification in Spain, international My Care label in Brazil, SAFE Asset Group certificate in Romania, AFNOR Certification in France, etc.).



*For more Informations*

<https://www.carrefour.com/fr/rse/engagements-rse>

