




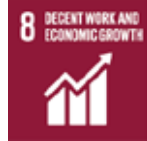

Sustainability report 2020



Euopris ASA

Sustainability report

Our approach – sustainability in all we do

Sustainability topics	Main priority areas	Commitments	UN SDGs
Sustainable value chain	<ol style="list-style-type: none"> 1. Sustainable low-impact products 2. Responsible supply chain management 	Europris recognises that its main impacts in ESG issues come from the products sourced and sold in the stores. The group commits itself to ensuring that merchandise in all stores is produced and sourced in a sustainable manner and that this is communicated clearly to encourage customers to make sustainable choices.	
Resource-efficient business model	<ol style="list-style-type: none"> 3. Climate-friendly operations and logistics 4. Circular solutions and waste reductions 	Europris acknowledges that its operations have an impact on the environment and strives to reduce its environmental footprint by promoting circular initiatives in its operations. The group seeks to limit the impact of its business through resource-efficient operations and logistics.	
Responsible employer	<ol style="list-style-type: none"> 5. Equal opportunities and a constructive work environment 6. Health and safety in the workplace 7. Business ethics and anti-corruption 	Employees are part of the Europris family. The group commits itself to being an ethical and responsible business which develops and cares for its employees.	 
Empowering customers and communities	<ol style="list-style-type: none"> 8. Satisfied customers 9. Safe and good-quality products 10. Data protection 11. Local value creation 12. Community engagement 	Europris cares about its customers and the local communities in which it operates. The group commits itself to ensuring the wellbeing and satisfaction of its customers and to giving back to local communities.	

Sustainability in all we do

Europris shares the vision of a sustainable future and recognises that sustainable development can only be realised through a concerted effort by all businesses and markets. The group supports international initiatives such as the Paris agreement, the UN Global Compact and the UN sustainable development goals (SDGs). To ensure that this commitment is integrated in the organisation, Europris authored a sustainability strategy in 2018. That defines the group's path to sustainable growth for the years to come.

The mission

Provide sustainable choices for everyone

The vision

Become the most sustainable variety retailer in Europe by 2025

To realise its mission and vision, Europris takes a broad approach to sustainable development with the overall aim of ensuring long-term value creation. It integrates environmental, social and governance (ESG) aspects in its value chain and operations, and in its engagements with customers and communities. These four aspects provide the structure for this sustainability report, which is divided into four main chapters: *sustainable value chain*, *resource-efficient business model*, *responsible employer*, and *empowering customers and communities*.

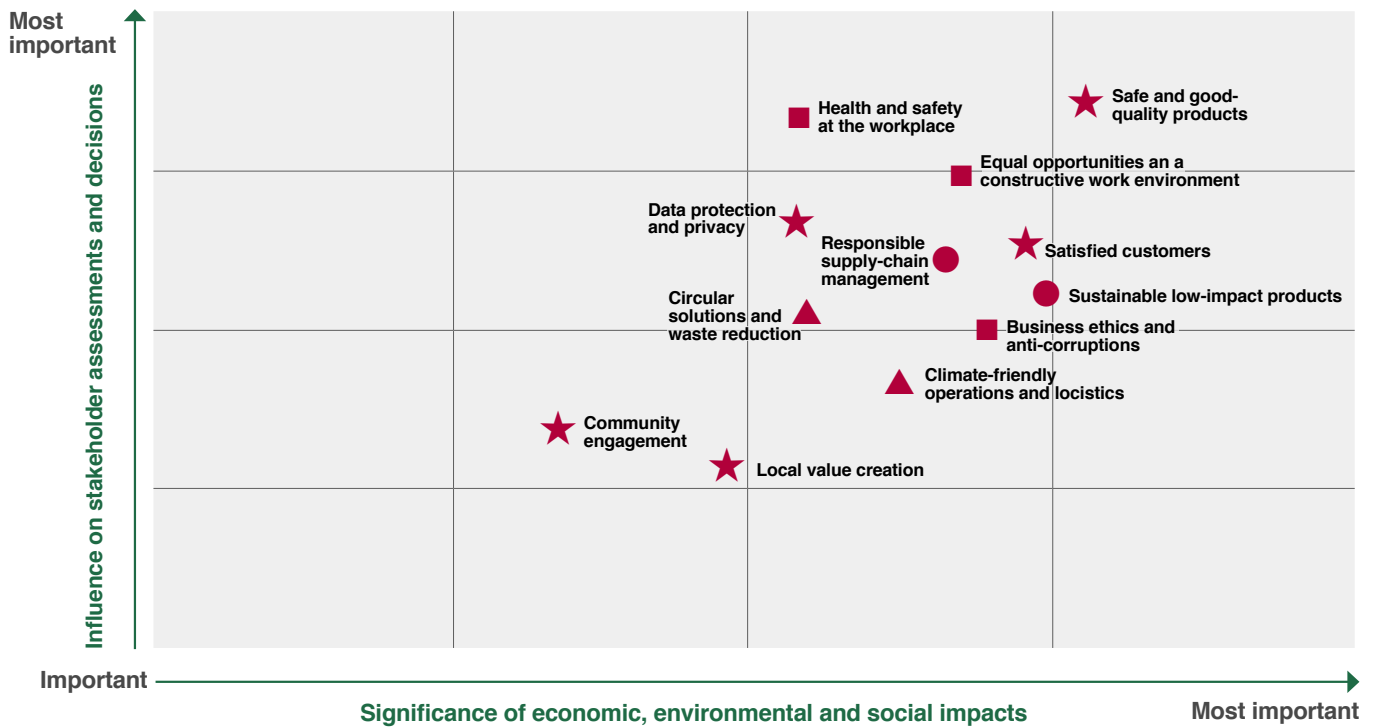


Figure: Europris' main focus areas for sustainability

A focus on the most material sustainability aspects

Europris identified key sustainability impacts in its value chain during 2018, and these were mapped in the materiality matrix below. The position of each topic depends on its relevance to Europris and the group's stakeholders, where both employees and management were consulted. The opinions and expectations of external stakeholders, such as customers, regulators and investors, were also explored to learn what they believe to be the most important ways in which Europris can contribute to a more sustainable future. One of the focus areas in 2020 was to provide and obtain in-depth information from stakeholders regarding sustainability. This information has been used to update the matrix below, which presents the direction for Europris' sustainability strategy and provides the foundation for the sustainability report. It shows the sustainability impacts which the different stakeholders have on the group's sustainability focus.

- **Sustainable value chain:** the bulk of Europris' impact is found in the products it sources
- ▲ **Resource-efficient business model:** more efficient operations and logistics to reduce the environmental footprint
- **Responsible employer:** being an ethical, inclusive and constructive workplace
- ★ **Empowering customers and communities:** contributing to local communities in order to foster long-lasting relationships.



The group increased its efforts in 2020 to discuss sustainability issues with employees in day-to-day work and to integrate sustainability into its corporate culture. A good example of this was a week dedicated to sustainability information in the group. Called the Sustainability Days, this initiative's objective was to increase understanding of sustainability in Europris, its

strategy, and what sustainability means to each department. The group believes that creating an understanding of sustainability in the organisation is a vital step towards incorporating this in the whole corporate culture and reaching the sustainability goals for the business.



The Sustainability Days

An event held on 12-16 October 2020

- Aimed to communicate Europris' sustainability to all employees, to inform how the group works with sustainability, to inspire.
- Held live at Europris headquarters and streamed to workplace for all employees to access.
- The week had a theme from each focus areas in Europris' sustainability strategy.
- A result of great teamwork across all levels of the organisation.

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We have a unique commitment to the sustainability work we do. I believe it's infectious for everyone to a greater or lesser extent. The Sustainability Days were a good and necessary measure for involving the entire group in the important work done both internally and externally.

Trine Engebretsen, graphic designer and team leader, packaging design department.

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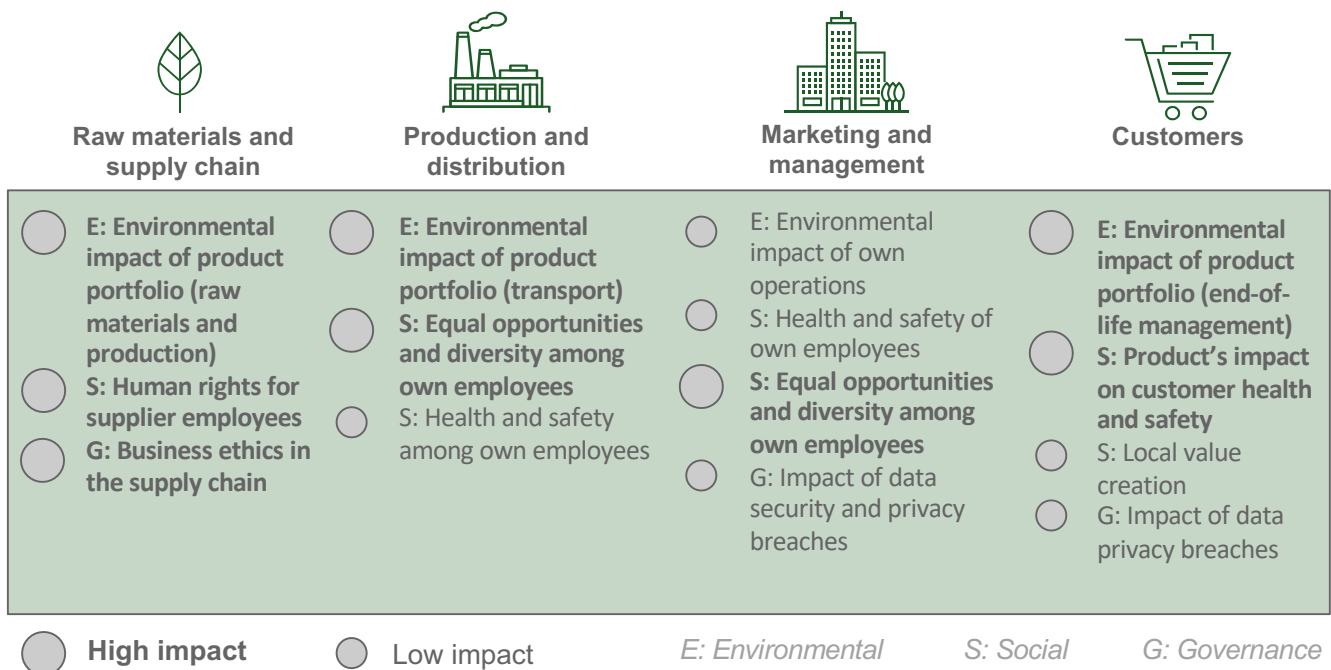
A great and interesting opportunity to learn more about how much focus we have on sustainability in Europris, not to mention all the measures we're working on to make us a sustainable group.

Lise Nyseth Bakke, payroll consultant, HR department.

Europris strives for transparency and aims constantly to develop the way the group defines material sustainability topics. It broadened its understanding in 2020 by including double materiality when looking at its ESG impacts throughout the value chain. The table below shows more specifically the significant impacts of Europris' operations in terms of environmental, social and governance (ESG) aspects along the whole value chain. It provides a clear picture of where most material impacts are found (raw materials and supply chain), and

which types of impacts the group can have by focusing on its chosen strategy (social – S – being the one it can have the biggest effect on in all areas, as shown across the whole table). Both the analysis above through the group's stakeholder interests and the one below for its material impact on the value chain confirm that the sustainability strategy is focused correctly and highlights where attention is needed from an ESG and stakeholder perspective.

Material ESG impacts



Working to turn climate risk into positive impacts and opportunities

The global climate challenge is growing more acute as emissions rise and changing climates cause negative impacts around the globe. This inevitably presents new risks for business and society at large – but also opportunities for those contributing to the green transition.

Europris has conducted a climate risk analysis to ensure its long-term value creation and protect the interests of key stakeholders. The complete risk assessment can be found in the Europris CDP report for 2020, which received a score of B.

	2018	2019	2020
	C	B	B

The risk analysis builds on the main recommendations of the task force for climate-related financial disclosures (TCFD), which was initiated by the G20 financial stability board to help businesses respond to a lack of information on how climate change will impact them. The TCFD guidelines advise that climate risk should be assessed and reported for two mutually exclusive scenarios. One of these is based on a world which fails to achieve a green transition, where temperature rises will be high and climate change devastating – representing a physical risk to business. The other is focused on a successful green transition where the world limits warming to below 2°C. This will present transition risks for businesses which fail to switch from carbon-intensive or environmentally harmful models in time. A brief outline of both physical climate and transitional risks identified by Europris is presented below.

Physical climate risk

An acute physical risk scenario will imply increased volatility in the supply chain owing to negative impacts on sourced products. Heatwaves, drought or changes in precipitation can destroy crops or delay production, which can disrupt access to key ingredients and cause price hikes or shortages. Logistics could be disrupted by storms or damage to transport infrastructure because of flooding and rising sea levels.

Management approach

In response, Europris carries out ongoing assessments of its product portfolio and logistic operations, which tie into ongoing sustainability work. Strong operational control is provided through active product-category management and routines for quality and close coordination with the Shanghai sourcing office. This permits fast and dynamic responses to changes in market supply, which will minimise any adverse effects and supply shortages.

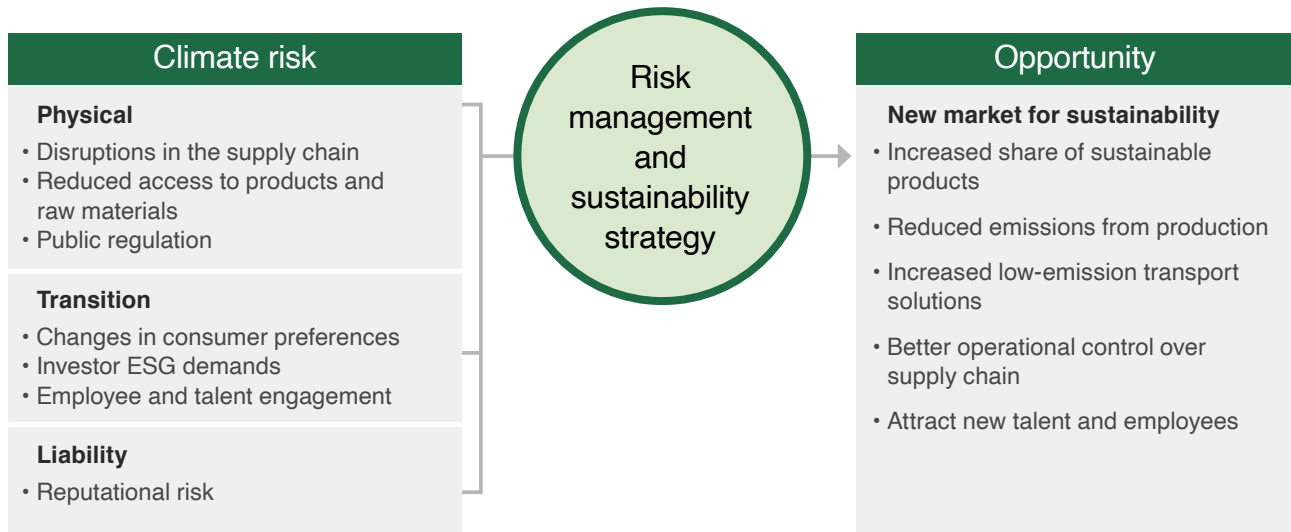
Transition risk

As a retailer, Europris' own operations have relatively low direct emissions. The transition risk is expected to manifest primarily as market risks, such as changing preferences of key stakeholders like investors, customers and employees. New laws and regulations, such as environmental regulation relating to different products, are another example of probable transitional risks. As the world moves to a low-carbon economy, pressure on Europris to contribute will increase. Failure to comply may lead to reputational risks, such as loss of market share or investment support. That could potentially result in substantial financial losses.

Management approach

To avoid transition risk, Europris followed up its stakeholders much more closely in 2020. One example is a questionnaire sent to more than 1,500 respondents nationwide exclusively to monitor customer preferences and barriers with regard to sustainability. This allows for value creation while understanding potential new customers. Keeping up to date on policy and legal trends at a national and international level is also important. This is done by working more closely with business partners such as the Ethical Trade Initiative and Green Dot Norway, as well as other consultants in certain focus areas.

By keeping ahead of the curve, Europris can demonstrate leadership in the green transition and create an opportunity by expanding market share while achieving a positive impact and long-term value.



Governance

The CSR director is responsible for overseeing climate risk, ensuring compliance with existing and emerging climate and environmental laws, and proposing new initiatives. The board is presented with the risks, and reviews these on an annual basis.

Risk management

Climate-related issues are covered by the 2020-25 sustainability strategy. This was initiated by the board because it saw the need to create a plan with a stronger focus on action, implementation and follow-up of material issues related to climate. Management decided in 2019 to create a dedicated sustainability department to follow up all strategic ESG matters, which was in place by early 2020.

Metrics and targets

The group's greenhouse gas (GHG) report is used as a metric to measure exposure to carbon-related risks. See page 39 for the full GHG report. The number of sustainability-certified product lines is used as a metric to meet changing customer demand. See page 40 for how the group works to improve in this area.

In 2021, Europris intends to set a science-based target approved by the Science-Based Target initiative.

The group's sustainability report has been developed in accordance with the core option of the Global Reporting Initiative (GRI) standards. As an international standard for reporting non-financial information, the GRI

provides a useful guide when defining which topics to report on and how to report them. The GRI index – a complete list of the GRI indicators chosen on the basis of the group's materiality assessment – can be found at the end of this sustainability report. The section on sustainability focus areas describes the current Europris approach, results and ambitions for the sustainability topics which are material to it.

Sustainable value chain

COMMITMENT: ensure that merchandise in all stores is produced and sourced in a sustainable manner and communicated clearly in order to encourage customers to make sustainable choices.



Europris' main impact on ESG issues relates to the production of products. The group seeks to improve the environmental footprint of these products by continuously improving its sourcing strategy. The supplier code of conduct ensures that ESG issues are prioritised when engaging with suppliers. Limiting the group's ecological footprint and its commitment to business ethics contribute to UN SDGs 12 – responsible consumption and production – and 8 – decent work and economic growth.

Sustainable low-impact products

While retail does not directly use significant natural resources compared with other industries, its product value chains certainly do. Both manufacturing processes and raw materials may negatively affect forests, water supplies and local ecosystems.

Policy

Europris believes in providing freedom of choice to its customers and works to offer sustainable alternatives wherever possible. Overall, the group seeks to increase the proportion of environmentally certified products, and will only communicate products to customers which are certified by relevant third parties as sustainable.

Actions and results

Since sustainability involves many factors in addition to environmental considerations, Europris has opened for a wider range of third-party certifications in 2020. Their number rose from two (EU Ecolabel and Nordic Swan Label) to 20, which include category-specific certifications such as those focused on ethical trade. Total sales of sustainable products accounted for 6.2 per cent of 2020 revenues.

Specifying sustainable products in the product range

has been a critical step in being able to measure the number of products and sales. This represents an essential tool for increasing the sustainable product range in the future.

Targets and ambitions

The overall aim is to increase the sustainable options offered to the customers. A substantial amount of work remains to be done in reducing the footprint of the remaining product ranges, which is why Europris has started a sustainability evaluation of each range. In 2021, it plans to review its main categories in detail and identify the most important sustainability aspects as the first step towards adopting a more specific sustainable-product strategy in 2025.

Another important target in terms of products is to reduce packaging and increase conscious sourcing of product packaging in order to facilitate circular solutions. A packaging strategy will be created, and information will be provided to everyone involved in the process. Projects will be carried out by the sustainability department in liaison with the packaging team to maintain a high level of attention on this issue, while direct training for and information to the group's sourcing office in Shanghai will be provided.

Helping customers to make sustainable choices

Focus on packaging

Europris has signed a Plastic Pledge through Green Dot Norway which commits it to increase the use of recycled plastic, avoid unnecessary use of plastics, and design for recycling.

A new product range under the group's own Effekt private label was sourced with recycled plastic, saving the planet from 7,256 kilograms of virgin material. This range also focuses on design for recycling by using the latest Nordic labelling symbols to help customers easily identify the proper disposal method for the packaging.

The Europris packaging team worked on sustainable solutions for a number of products in 2020, with the following results:

- increased recycled plastic in packaging by 491,256 kg
- reduced plastic in packaging by 1,496 kg.

Better labelling and identification of sustainable products in Europris stores

Europris has improved exposure and labelling of its Eco Vie private label for sustainable candles in the stores, increasing sales for these products.

All candles sold by Europris are produced without palm oil.



Responsible supply-chain management

Europris' products are sourced from suppliers with production sites across the world. The sheer number of suppliers increases the group's responsibility for ensuring that sourcing activities do not violate its own code of conduct. Such violations could result in poor labour conditions or operations with a significantly negative environmental impact. Preventing corruption is a priority in the Europris supply chain and a key factor in making sure that incidents do not affect the group's ability to provide merchandise to customers, have a negative effect on the brand or give rise to financial litigation.

Products sourced from the Far East, which comprise roughly 45 per cent of total suppliers, account for about a third of Europris merchandise sales. Remaining merchandise comes from producers in Norway or Europe, who devote attention to sustainability and operate in regulated environments. These provide a comparatively lower level of supply chain risk.

In cooperation with Finland's Tokmanni, Europris has its own sourcing office in Shanghai which serves as the group's extended arm locally and is an enormous resource through its understanding of the language and culture. Employees at the office work closely with product managers and the quality department in Norway to find suppliers, audit them, and develop products and relationships with suppliers in all areas. Meetings of CSR managers in Europris, Tokmanni and Shanghai are held monthly.

Policy

All suppliers are required to sign agreements and the supplier code of conduct. In addition to upholding excellent business ethics and anti-corruption standards, all suppliers are required by this code to minimise adverse impacts on human health and the environment throughout their value chains. National and international environmental legislation must be respected. The supplier code of conduct requires all suppliers to adhere to the eight fundamental International Labour Organisation (ILO) conventions protecting workers' rights. Should national laws cover topics similar to those of the ILO convention, the most stringent standards will apply.

Actions and results

The Covid-19 pandemic led to stricter measures for maintaining the health and safety of local office staff.

Audits were therefore limited owing to travel restrictions. Given the situation, Europris managed to increase the number of its suppliers certified to the business social compliance initiative (BSCI) to 63 per cent of the total sourced from the Far East. That met the 2020 objective on the road to achieving the main goal of having only BSCI certified suppliers by 2023. This includes Europris' private label products sourced in China.

As part of this development, training is completed by employees at the local office in Shanghai. The merchandisers received training in 2020 on electrical and chemical testing as well as inspection of diverse categories. All employees received training on the business environmental performance initiative (BEPI), a business-driven service provided by the Foreign Trade Association for retailers, importers and brands committed to improving their environmental performance in supplying factories and farms worldwide.

Despite the pandemic, all work continued in the sourcing office and its importance was reaffirmed.

Through its partnership with Factlines, Europris sent audit questionnaires to 285 of its European suppliers. With a 40 per cent response rate, this survey covered the requirements of the UN Global Compact, suppliers' chain insights and follow-up practices, and risks related to breaches of ethical guidelines in the relevant producer countries. This was a major step towards establishing good accountability contacts in the supplier companies.

Targets and ambitions

Europris will continue to raise environmental, labour and human rights standards among its suppliers to ensure that all of them are aligned with the code of conduct.

The group will also go on working to improve its approach to sustainable supply management by increasing the portion of BSCI or other certified factories, in cooperation with BSCI Amfori.

In addition, Europris will focus on strengthening its partnerships with Ethical Trade Norway in order to improve its work on increased screening and auditing processes in 2021.

Resource-efficient business model

COMMITMENT: limit the impact of the business through resource-efficient operations and logistics.

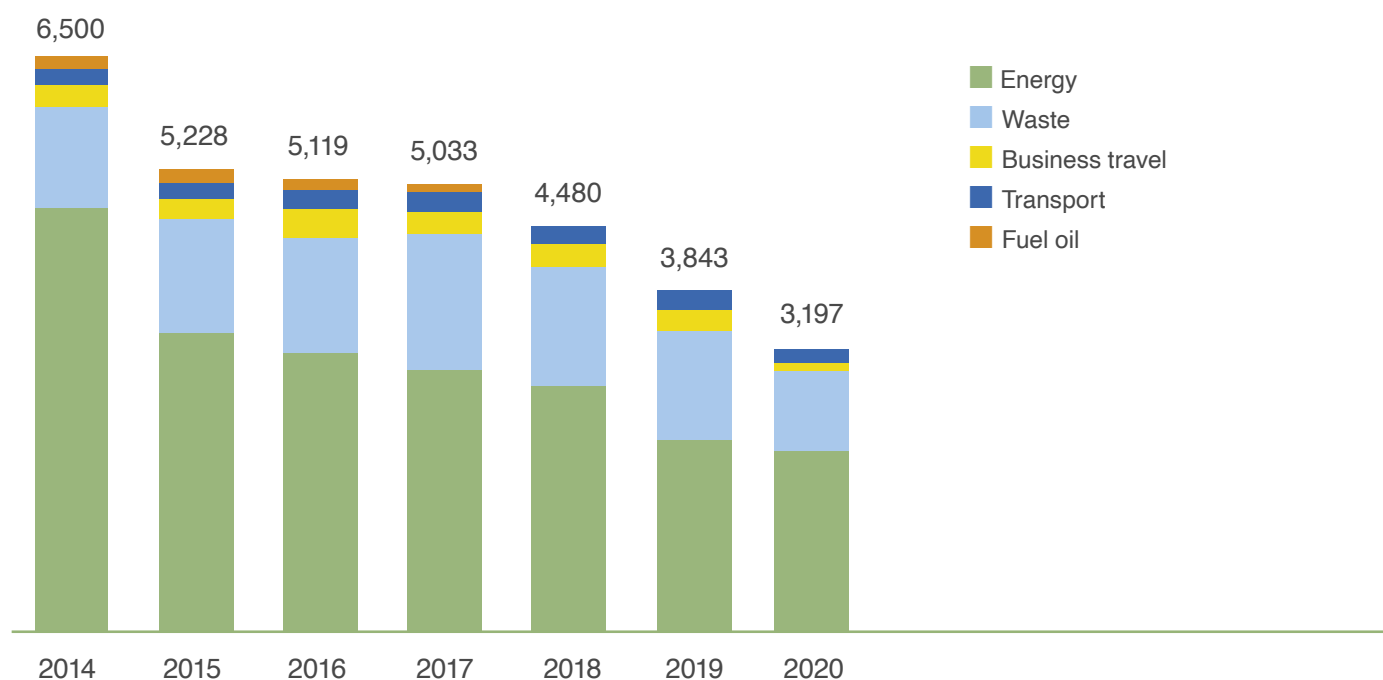


Europris acknowledges that its operations have an impact on the environment and strives to reduce its environmental footprint by seeking new and innovative solutions which ensure efficient logistics and facility management. By reducing waste and energy consumption in its own operations and implementing renewable and new low-carbon transport, Europris contributes to UN SDGs 12 – responsible consumption and production – and 13 – climate action.

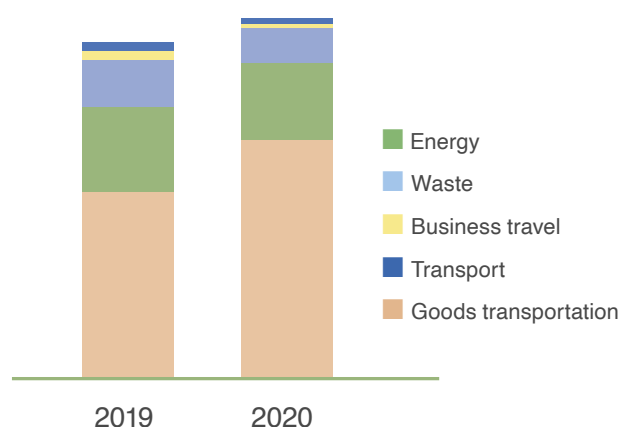
To achieve its environmental strategy objectives, Europris measures and assesses its emissions and energy use and utilises the GHG protocol initiative to report its emissions. The carbon inventory is divided into three main scopes of direct and indirect emissions. Scope 1 covers all direct emission sources, including all

use of fossil fuels for stationary combustion or transport in owned, leased or rented assets. Where Europris is concerned, this represents vehicles owned or leased for its employees. Scope 2 includes indirect emissions related to purchased energy – electricity and heating/cooling. Scope 3 includes indirect emissions resulting from group upstream and downstream value-chain activities which are not controlled by Europris. Examples include business travel, goods transport and waste handling.

Europris reduced its total GHG emissions (scopes 1 and 2 and selected scope 3 categories) by 51 per cent in 2014-20 despite opening 46 additional stores over the same period. This decrease primarily reflects energy efficiency measures, lower energy consumption and waste reductions. Total energy-related emissions decreased by 57 per cent over the same period through targeted emission-reduction activities as well as from using less fossil fuels in the energy mix. During this period, energy use and waste were the group's main sources of carbon emissions, while business travel and transport using group-owned vehicles represented a smaller proportion (see the figure below).



Emissions from transporting sourced goods were included for the first time in the climate report for 2019, which showed that goods transport releases more GHGs than Europris' own direct emissions. The group recognises the impact it shares with suppliers, and is committed to finding efficient logistical solutions with low emissions. Monitoring emissions from transporting sourced goods provide a basis for further dialogue with partners on finding more sustainable solutions. The table below shows CO₂ emissions, including goods transport.



Climate-friendly operations and logistics

Policy

The group's internal energy and environmental strategy for 2019-23 applies to all its stores. This strategy covers measurable, specific activities for promoting sustainable operations, technical solutions and optimised energy use.

Europris' headquarters in Fredrikstad and its logistic centre are both Eco-Lighthouse certified, and thereby set a standard for sustainable operation which should be achieved by all stores and warehouses.

Actions and results

The total carbon footprint for Europris in 2020 was 9,427.1 tonnes of CO₂e, including upstream goods transport. The latter was the biggest source of emissions (scope 3), increasing by 27 per cent from 2019 to 2020. This probably reflects volume rotation, with 3,500 more departures in 2020 than in 2019 owing to an increase in sales volumes.

Electricity consumption in stores and warehouses has continued to be a priority for the group. Europris is happy to see a total reduction of 10 per cent in such usage owing to the closure of warehouses, the transition to a centralised warehouse, and energy efficiency measures in stores. This has led to a five per cent reduction in emissions from total electricity consumption. The decline was nine per cent in stores, corresponding to a four per cent reduction in emissions. Group warehouses achieved a 17 per cent decline in electricity consumption and a 34 per cent reduction in the use of energy for heating, which corresponded to a combined 16 per cent cut in emissions. These results were positive, given the uncertainty over the energy intensity required for a fully automated warehouse. At the same time, it confirmed that centralising warehouse operations has improved energy efficiency. The group also saw the first results in 2020 from self-generated renewable electricity using solar panels at its headquarters – a small but meaningful measure in its efforts to reduce the group's CO₂ footprint.

In order to reduce the environmental footprint of store management, the group reached its goal of installing LEDs in 29 per cent of these facilities in 2020. Combined with energy follow-up through the distribution of bi-monthly reports throughout the year, this was the main reason for the nine per cent reduction in electricity consumption by stores in 2020.

Energy consumption (GJ)	2020
Total fuel consumption from non-renewable sources	2,652.8
Total electricity consumption	34,097.8
Total heating consumption	2,382.1
Self-generated renewable electricity	15.5
Total energy consumption	39,148.2

Europris is working to reduce its emissions from transporting sourced goods. Examples of the efforts made in 2020 include a rise in the number of modular semitrailers, continuous work to ensure full filling of the trailers, and increasing the number of remote warehouses. The latter avoid road transport by shipping directly to ports by sea.

The specific scope emissions are presented in the table below.

GHG emission, tCO ₂ e	2019	2020	Change from previous year
Scope 1			
Transportation - Direct energy consumption	210.6	163.3	(22.5%)
Scope 2			
Location based electricity	2,150.0	2,038.3	(5.2%)
Market based electricity	11,246.3	13,075.9	16.3%
District heating	15.1	3.6	(76.2%)
Location based indirect energy consumption	2,165.1	2,041.9	(5.7%)
Market based indirect energy consumption	11,261.4	13,078.5	16.1%
Scope 3			
Downstream transportation and distribution	4,914.6	6,230.6	26.8%
Waste	1,203.9	889.8	(26.1%)
Business travel	262.9	101.6	(61.4%)
Indirect energy consumption	6,381.4	7,222.0	13.2%
Total location based GHG emissions	8,757.1	9,427.2	7.7%
Total market based GHG emissions	17,853.4	20,463.8	14.6%

Europris reporting of GHG emissions and energy consumption accords with a corporate accounting and reporting standard. It takes account of the GHGs, all converted to CO₂e: CO₂, CH₄ (methane), N₂O (laughing gas), SF₆, HFCs, PFCs and NF₃. Statistics from the International Energy Agency (IEA Stat) provide electricity emission factors. These are based on either local averages in heating/cooling or average IEA statistics. GHG emissions are consolidated on the basis of where the group has operational control.

Targets and ambitions

Europris is satisfied with the decrease in energy consumption by stores. The group has set a target of reducing energy use per square metre by 15 per cent by 2022, compared with 2018. It has already reached seven per cent, which has saved NOK 2.8 million in addition to the positive environmental effects.

To reduce logistical emissions, the group will continue to investigate opportunities for using alternative domestic transport methods and collaborating with its partners to find greener transport solutions.

Europris has also initiated a Scope 3 screening project in order to measure the full climate change impact of its supply chain. In a preliminary screening, the categories deemed most relevant were purchased goods and services and upstream transport and distribution. This screening will be completed in 2021 and included in

subsequent sustainability reporting, and form the basis for further strategic work on making product sourcing and the group's supply chain more sustainable.

To set further goals in this area, Europris has also started a process to establish a science-based target (SBT) in 2021. The group thereby hopes to gain better understanding of how much and how quickly its GHG emissions need to be reduced in order to prevent the worst effects of climate change and to fulfil national and international ambitions on transitioning to a zero-carbon economy.

Circular solutions and waste reduction

An expanding number of stores and warehouses puts pressure on Europris to decouple business growth and environmental impact. That makes waste management and circular solutions important. The group is therefore committed to reducing waste in its own operations. It will continue to seek solutions for making cuts at suppliers and to help its customers do the same.

Policy

Europris has a partnership with Ragn-Sells to increase its efforts with waste management. This applies to all stores, its logistic centre and its head office with the aim of reaching a recycling rate of 85 per cent by 2022.

Packaging for the group's own brands should comply with the principles of its Green Dot pledge in this area.

Actions and results

Europris has significantly reduced emissions from waste management by cutting the total weight of waste and increasing recycling. Emissions from waste in 2020 were down by 26 per cent compared with 2019, while the recycling rate increased from 70 to 73 per cent over the same period.

The central warehouse had an impressive recycling rate of 83 per cent, demonstrating the high level of attention paid to waste management. Employees have received training on recycling, while steps such as increasing the number of recycling bins in every driveway resulted in a reduction of waste and an increased recycling rate.

Recycling at the stores reached 73 per cent during 2020, up from 69 per cent in 2019. A pilot project was started with Too Good To Go (TGTG) in October at

selected stores in Fredrikstad and Oslo. This has served as a learning process, and its results will be used to plan for waste reduction in 2021.

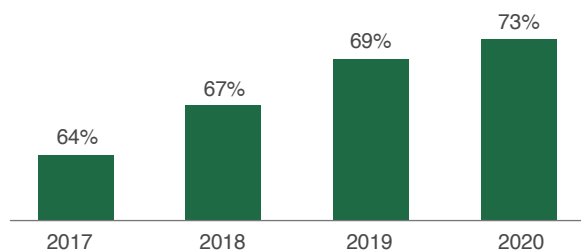


Figure: Recycling rate per year in stores

Europris introduced recycling stations at its head office with the aim of reaching the same recycling goal as the stores and the central warehouse, which is 85 per cent by 2022. Clear labelling and information on waste disposal on all bins, positioning of textile containers and strengthening the partnership with the local City Mission of the Church of Norway has reduced waste from samples, which now go to the mission and are sold in second-hand stores or given away to people in need. All these measures contributed to a radical expansion in recycling by 31 December and increased motivation for meeting the ambitious recycling goal. The cumulative recycling rate in 2020 at the head office was 53 per cent.

Targets and ambitions

The group is pleased by the improvements made with regards to the recycling rate. However, reaching the goal of an 85 per cent recycling rate by 2022 requires further improvements and a focus on waste management. One aim is to improve current practice in all Europris' establishments, including the head office and warehouses. The group is looking at ways to establish common routines for proper electrical disposal in stores, making sure all stores are properly equipped to meet minimum standards.

Actions for 2021 involve cooperating with Ragn-Sells, improving the recycling stations in stores and creating a better system for measuring and reducing food waste.

Responsible employer

COMMITMENT:
be an ethical and responsible business which develops and cares for its employees.



Employees are part of the Europris family. The group works for an inclusive, safe and constructive workspace. Its core values and business ethics are communicated so that employees can use them as guidelines in their working day. The group promotes diversity and ensures the health and wellbeing of employees, providing opportunities to develop long and meaningful careers. The policies and guidelines in place apply to all employees, whether they are full-time or part-time, permanent or temporary hires. Through its work for gender equality, employee wellbeing and workplace inclusivity, Europris contributes to UN SDGs 3 – good health and wellbeing – 5 – gender equality and 8 – decent work and economic growth.

Dedicated employees are Europris' most important asset. Through fostering inclusive, safe, and constructive workplaces, the group should be a place where employees thrive.

Equal opportunities and a constructive work environment

Policy

Europris believes in the equality of all people, regardless of gender, sex, religion, ethnicity, nationality or political affiliation. The group promotes diversity through a transparent and open recruitment policy. Diversity is pursued in recruitment practices by requiring that at least one male and one female candidate are presented at the final round of new hires.

The group has a policy on internal recruitment which allows employees to grow within its system by taking on new and important responsibilities for successful careers in the group. Its belief in people is reflected in hiring and pay practices, and in the development programmes offered to employees. In line with group policies, internal recruitment accounted for 75 per cent of store manager appointments in 2020.

Europris also maintain a whistleblower system, available to all stakeholders via its website, to make sure that important matters are reported anonymously. This measure is aimed at better identification and management of any potential problems related to breaches of the group's ethical guidelines.

Actions and results

Europris welcomed 1,004 new employees in 2020. The group's staff turnover rate was 22.6 per cent, marking an increase from 17.2 per cent the year before.

One way Europris manages the turnover rate is by working to minimise temporary contracts. However, their number increased in 2020. This was heavily influenced by the Covid -19 pandemic through increased sales and the need for extra help in the stores.

Contract	Men	Women	Total
Temporary	374	514	888
Permanent	896	1,336	2,232
Total	1,270	1,850	3,120

Contract	Men	Women	Total
Full-time	547	460	1,007
Part-time	723	1,390	2,113
Total	1,270	1,850	3,120

Another important step Europris takes in handling workforce changes is a focus on learning and development by offering its employees opportunities for learning and for constructive long-term careers. Europris is dependent on a predictable workforce, and dedicated employees are dependent on stable employment relationships.

Europris introduced a mentor training programme in 2020 where the best store managers are given the role of inspiring and supporting other managers in the same district while maintaining their own training and skill development. A total of 16 mentors were trained, with attention focused on what constitutes an excellent store manager. This will be followed up with training on how to establish good routines.

In response to the Covid situation, an e-learning programme was created. Europris also launched an e-learning course for all employees as a part of its heavy focus on sustainability. This has a participation rate of 73 per cent.

The group achieved a very important goal in learning and development with the revitalisation of its Europris Academy in 2020. Its aim is that competence will continue to grow with the organisation. A learning management system (LMS) was put in place to ensure that all future competence and training will be documented, followed up, systematised and available.

Training of store managers achieved an average completion rate



of 90 per cent. Europris employed 12 new store managers, representing 30 per cent of those appointed, through internal recruitment processes. This shows that professional training for employees is an important driver for retaining talent. Employees who are familiar with the Europris culture and values represent important contributors to value creation.

The group has a zero-discrimination policy and works to improve its gender balance, both in the workforce and in terms of the pay gap. Europris is making conscious efforts to close this gap, and sees a positive trend. This results from a recruitment policy where all final interview rounds for the extended corporate management group must include both a male and a female candidate, while one target is that 50 per cent of new hires in 2020 onwards will be female. As for the gender pay gap of 2.6 per cent, Europris has a policy of equal pay for equal work. The group has a conscious attitude to pay differentials and uses its annual pay settlements as an arena to offset differences where possible. The gender pay gap can also be influenced by the employee's seniority and various external factors such as regional differences in pay levels.

	Men		Women	
	2019	2020	2019	2020
Executive management	80%	86%	20%	14%
Central management	81%	78%	19%	22%
Store managers	47%	54%	53%	46%
Store employees	36%	34%	64%	66%

To follow up this zero-discrimination policy, the group monitors its whistleblower mechanisms. All incidents in 2020 were handled by the HR and legal departments. In addition, interviews and surveys were conducted where relevant. All incidents were resolved by the end of 2020. Europris is satisfied with the way these incidents were

handled. However, it recognises the importance of maintaining efforts to prevent further discrimination of all kinds in order to sustain the good working environment which the group values.

Europris is very happy with the level of participation in its 2020 employee survey, which was the highest so far. Results improved slightly compared with 2019. The number of employees saying they would "go the extra mile" in their work remained high, which demonstrates the importance of paying continuous attention to employee satisfaction.

Europris also collaborates with social welfare schemes such as that run by the Norwegian Labour and Welfare Administration (NAV). The group welcomed 51 new employees through the scheme in 2020. This is an important partnership for Europris because it allows the group to contribute to an extended aspect of value creation by providing people with the opportunity to gain work experience and get back into the workforce.

Targets and ambitions

One goal for the future is to set a quantitative target with specific actions for improving equality and diversity in the organisation. Mentor training will continue, and there should be at least one of these mentors in each district by the end of 2021. The group will continue to provide training for employees to aid professional development and performance, with the Europris Academy due to be relaunched in the spring of 2021. This is an online knowledge platform intended to help shape the competent and resourceful employees who make up Europris.

The group will continue to work towards its ideal of an inclusive and constructive workplace. To demonstrate its dedication to equal opportunities, non-discrimination and a reduced pay gap, it will continue to work on increasing the proportion of women employed in leading management positions.

Health and safety in the workplace

The majority of Europris' employees work in the stores and warehouses. Ensuring that the stores are welcoming and stocked with the merchandise customers desire requires physical work, and Europris employees are therefore prone to work-related injuries and illness. That makes health, safety and environmental (HSE) efforts of central importance to Europris in

preventing accidents and ensuring the safety of its employees. The management team also has a committed HSE director to lead the groups responsible in following up and improving on issues.

Policy

The workplace must never be a health and/or safety hazard for employees. To ensure a healthy and safe workplace, Europris devotes great efforts to preventative measures – including e-training of store staff, in-house HSE courses and specialised courses for safety delegates.

Actions and results

Europris has made efforts to improve the quality of data related to employee health and safety. Sick leave has been carved out as a focus area in the Europris Academy and the mentor programme. A good example of this is the introduction of role playing as a way for store managers to practise handling private and sensitive issues. The figure below presents the percentage of sick leave over the past five years. By recording this data, Europris is already better equipped to understand where such absence originates. Reducing sick leave has been a focus area during recent years. In 2020, however, the Covid-19 pandemic required that all efforts in this area were preventive, and the group is very proud of the results achieved during this challenging time. Europris recorded sick-leave statistics in 2020 which show an increase of 1.5 per cent for store employees and a decrease of 1.4 per cent for administrative personnel. Both results are affected by the pandemic and the increased safety measures taken by employees. Owing to the nature of their jobs, these have opposite effects for their respective categories.

Sick leave	2016	2017	2018	2019	2020
Store employees	6.9%	7.8%	7.8%	8.3%	9.8%
Head office and distribution centre	6.3%	6.9%	6.7%	5.9%	4.5%

All in all, the pandemic has shown the group's corporate culture at its best – employees who are willing to go the extra mile to ensure a secure workplace and a safe place to shop for customers. As a result, no employees were infected at work and no stores closed in 2020.

Targets and ambitions

Europris works continuously to improve attendance at work and to promote employee health. A significant ambition for 2025 is to reduce sick leave among employees to the average for the industry by 2025. To achieve this, Europris will incorporate more HSE-related training for store managers and introduce new policies for inclusiveness and workplace customisation for employees with special health concerns and for older personnel. It will also work to improve injury data to include injuries among store employees.

Business ethics and anti-corruption

Compliance with environmental and socioeconomic regulations and with business ethics is fundamental if Europris is to maintain its strong brand position. Breaches of such issues may also damage its ability to attract and retain the right talent.

Policy

Stakeholders should feel assured that Europris complies with all relevant laws and regulations, and that no ethical breaches are taking place in the group. The group's code of conduct is communicated to all employees to ensure a shared understanding of its ethics. Europris maintains an anonymous whistle-blowing portal. To reduce the risk of corruption in the organisation, the anti-corruption policy and guidelines are communicated to and signed by all procurement staff and by personnel in high-risk positions.

Actions and results

No breaches were reported in 2020 of internal guidelines or relevant laws and regulations related to business ethics and corruption, or to other laws and regulations which apply to the group's operations.

Targets and ambitions

Europris will continue to devote attention to internal routines for ethical business conduct and anti-corruption measures. Its ambition is always to have zero incidents of unethical business conduct. To reach that goal, however, it needs to define a plan for training employees in relevant positions. Europris will explore the possibility of introducing compulsory training in its code of conduct.

Empowering customers and communities

COMMITMENT: ensure the wellbeing and satisfaction of customers and give back to local communities.



Europris cares about its customers and the local communities in which it operates. The group works to enable customers to make more sustainable choices, at low prices and with better quality. It engages with local communities through sponsorships, partnerships and other community-building activities, and with charities helping those who are worst off in society. Through this involvement, Europris contributes to UN SDGs 1 – no poverty – and 17 – partnerships for the goals.

Satisfied customers

Europris' works to solidify its position as a leading discount variety retailer in the Norwegian market. To achieve this, the group goes beyond saying that it is dependent on a strong customer base and strives therefore to provide customers with a positive and welcoming shopping experience.

Policy

In keeping with its "pay less – save more" culture, Europris extended that slogan in 2018 to read "pay less – save more for yourself and the planet" as part of its sustainability strategy. This builds on its sustainability aspirations of finding and adopting simple and measurable solutions to meet its responsibilities and also to help its customers to move forward in making sustainable choices.

Actions and results

Europris conducts an annual survey of its customers to understand the direction the group should take in order to remain their store of choice. Carried out by the marketing department, this poll revealed in 2020 that the area of "perceived product quality" was still improving at a slow rate and that the group's sustainability profile remained stable. That shows more work is needed in this area to strengthen customer perception.

The marketing department also carried out an in-depth sustainability survey in 2020. This revealed that

customers have high expectations of Europris' sustainability profile. That reaffirms the importance of devoting more attention to improving its image in this area, with products to accommodate customers who want to live a greener lifestyle. As a result, the Europris communication and marketing department initiated a project aimed at developing a logo which will make it easy for customers to identify the sustainable options in the stores and in all communication channels. This is to be launched in 2021.

Targets and ambitions

Part of the Europris value proposition is making quality and sustainable products accessible to everyone. The road ahead will involve analysing the results of customer surveys and their reports of product defects in order to identify the direction which needs to be taken to keep well abreast of evolving customer needs and expectations.

Achieving the sustainability ambition by 2025 requires greater attention to be paid to creating a sustainability image, and to encouraging employees to get better at serving customers with what they want and at creating

longer lasting relationships. An important step in this direction is to provide employees with substantial information on and training in sustainability.

Safe and good quality products

Europris takes its responsibility for customer safety seriously. The group works diligently to avoid hazardous substances in products and to continue meeting high standards of quality, transparency and safety. This is particularly important because it sources merchandise from a multitude of suppliers across the globe, which increases the risk that certain products will fail to meet national requirements.

Policy

To ensure safe and good quality products, Europris has a dedicated product quality and safety department. All imported products are tested to ensure that they comply with international and national legislation. Producers subject to the Reach regulation must sign a statement confirming compliance. Europris also requests full documentation from all producers and suppliers in the form of a bill of materials (BOM) – an



exhaustive list of product components. On this basis, Europris is better equipped to determine the need for further safety testing beyond the standard relevant for the product category.

Europris merchandise is carefully tested in the group's own laboratory to provide a guarantee for the safety and quality of the products it sells. These extensive checks cover such factors as product labelling, contents, net weight, microscopic measurements and refractometric analyses – where results are compared with Europris' own requirements and with the Codex product standard. The same procedure is carried out for all new products, which should also be covered by additional documentation for all ingredients, origins and analysis certificates to demonstrate a zero content of genetically modified organisms (GMOs), mycotoxins, histamine or other undesirable substances.

Actions and results

Europris has improved its testing method for product quality and made it more efficient. The Shanghai office tests product quality with an additional check in Norway. The head office receives quality reports when 80 per cent of the production is completed in Shanghai. This provides an opportunity to discover breaches and faults at an early stage.

Two incidents occurred in 2020 regarding incorrect labelling of products. One error was detected by pre-shipment inspection in China and the other by internal quality control. Both errors were corrected before the products were deployed to the stores. These cases confirm that good procedures are in place for quality control of labelling, as well as the importance of the collaboration between the quality department at head office and the Shanghai sourcing office.

Targets and ambitions

Europris' ambition is to guarantee that all its merchandise conforms with relevant laws and requirements, and to strengthen its reputation as a trustworthy and dependable retailer of discount variety merchandise.

The group continues to strive for full compliance with laws and regulations on product quality and safety, and also devotes attention to finding ways of improving efficient resource use. It plans to pay more attention to high-risk products and to test these thoroughly before

they enter the stores. This will improve on the current practice, where Europris tests a wide range of products, including ones with a relatively low safety risk profile. Safety comes first, and a better testing method will be able to strengthen the safety of the group's product portfolio.

Data protection and privacy

The digital age poses new challenges to consumer rights in terms of the responsible treatment of consumer data. Consumers are also increasingly aware of and informed about their rights, putting greater demands on retailers to ensure that these are observed. Europris wishes to contribute to maintaining the trust of its customers in order to build long-lasting relationships and mutual value.

Policy

Europris' data privacy and protection policy is publicly available on its website and is reviewed annually. The policy should always be compliant with relevant regulations, such as the GDPR.

Actions and results

No reported incidents in 2020.

Targets and ambitions

Europris will always work to safeguard the integrity and security of customer data, and be up to date on the most recent general data protection regulation (GDPR) requirements. The group will also work to improve cyber security.

Local value creation

Europris' stores are located across Norway, including many in smaller communities. As a local goods provider and value creator, Europris emphasises the importance of good relationships with these communities. Such relationships are fundamental to its licence to operate.

Policy

To make quality products at low prices accessible to everyone, a key part of Europris' strategy is to establish stores in locations where such outlets do not already exist. This means that Europris is present across Norway, often outside the urban centres. Europris recognises its role as a local value creator, will always

comply with local tax regulations and will strive to create value through local job creation.

Actions and results

In line with the group's core value of listening to customer needs and adapting accordingly, Europris launched a new e-commerce solution in April 2020. Europris.no allows its customers to shop online and offers home delivery and pickup at delivery points across the country.

During the Covid-19 pandemic, it has been important for Europris to offer its customers safe home delivery of products they usually buy in the physical stores. While online sales represented 1.0 per cent of Europris' total chain sales in 2020, this channel has experienced a growth of 293 per cent since its launch in 2018. The click and collect function grew by 66 per cent. More than 50 per cent of the purchases through Europris.no are made via click and collect at a Europris store, which uses the same mode of transport as ordinary goods delivery. That protects the environment from unnecessary shipments, allowing Europris to live up to its slogan of "pay less – save more for yourself and the planet".

The online platform was also used in 2020 to communicate and promote the Church of Norway's Christmas campaign for the first time, in addition to the physical stores.



www.europris.no/kirkens-bymisjon

Europris added net two new stores to its chain in 2020, bringing the total across Norway to 266.

Targets and ambitions

Europris will continue to strengthen its local presence by establishing stores in new locations throughout Norway. In this way, people can access products where they live. That makes their lives more convenient and provides sustainability for ordinary people.

Community engagement

Policy

Europris contributes to indirect value creation by supporting local activities and organisations, such as sports clubs, humanitarian and charitable organisations, cultural festivals and other events which take place in the areas where the group has a presence.

Through its agreement with the City Mission since 2016, the group provides annual financial contributions to help improve conditions for those in need. These funds are primarily devoted to social and humanitarian initiatives in Oslo, Viken, Hordaland, Rogaland, Drammen and Kongsberg. Europris also commits itself through this partnership to finding other ways of collaborating with the organisation through the purchase of services it provides, supplying products for projects at cost price, providing it with surplus products which Europris might have, distributing marketing campaigns through Europris communication platforms, and placing clothes containers where possible outside its stores.

Europris has been a member of the Norwegian Retailers Environment Fund since 2018. All the members donate NOK 0.50 per plastic bag sold to the fund, and these proceeds are invested in local and global initiatives to reduce plastic waste, particularly in the sea. That contributes to UN SDG 14 – life in water.

Actions and results

Europris aimed in 2020 to raise internal awareness of its main partnerships in this area. During the Sustainability Days, both the City Mission and the Norwegian Retailers Environment Fund participated by presenting themselves to Europris employees and explaining what the partnership involves. Raising awareness among employees of the help provided by the group builds a sense of pride in belonging to a group which contributes to the community.

Moreover, Europris supplied products to a number of projects initiated by the City Mission, such as the distribution of Easter eggs with activity books and hygiene products at Easter 2020 to families during the lockdown imposed because of the pandemic.

The Helping Heart is a local organisation which seeks to help people in need in eastern Norway, and has been supported by Europris since 2015. Such assistance is provided through funds and a variety of products required for different projects, such as Kids Activity Days every summer, when the organisation provides children from lower income groups with free social activities.

Europris' sustainability department discovered during 2020 that many of its employees pursue a number of activities aimed at helping their community as best they can. One example from head office is the income from the Christmas lottery, which was donated to the local Blue Cross organisation devoted to helping children and their families. This was an important discovery, which will contribute to activities in the coming year.

Through its sale of plastic bags, Europris contributed NOK 7.5 million to the Norwegian Retailers Environment

Fund in 2020. As another step in helping its customers become conscious about their use of plastic bags, Europris will be marking these from the summer of 2021 with a request for customers to reutilise them for various purposes.

Targets and ambitions

The group will continue to foster strategic partnerships with local initiatives, and thereby encourage social and environmental value creation outside its immediate operations.

An important step in this area for 2021 will be to obtain an overview of what contributions are being made to the community throughout the organisation. The aim will be to inspire and help everyone in the group to contribute in the best possible way by also using resources properly in this area.

Europris aims to distribute the remainder of the textile containers to stores by 2021. This project started in 2019 with the aim of helping to increase employment opportunities through the City Mission. It is also in line with the group's responsibility to provide a circular solution for customers who buy textiles.



Europris GRI index 2020

Global Reporting Initiative (GRI) is an independent international standards organisation which has developed the world's most widely used framework for sustainability reporting. These guidelines consist of reporting principles, aspects and indicators which organisations can use to disclose information related to their financial environmental and social performance.

This report has been prepared in accordance with the GRI Standards: core option.

The table below shows Europris reporting relative to the GRI Standards.

General disclosures

GRI section	Description	Source
Organisational profile		
102-1	Name of the organisation	Europris ASA
102-2	Activities, brands, products and services	In the director's report
102-3	Location of headquarters	Dikeveien 57, 1661 Rolvsøy, Norway
102-4	Location of operations	In the sustainability report
102-5	Ownership and legal form	In the director's report
102-6	Markets served	In the director's report
102-7	Scale of the organisation	In the director's report
102-8	Information on employees and other workers	In the sustainability report
102-9	Supply chain	In the director's report and sustainability report
102-10	Significant changes to the organisation and its supply chain	In the director's report
102-11	Precautionary principle or approach	The precautionary principle is applied
102-12	External initiatives	In the sustainability report
102-13	Membership of associations	In the sustainability report
Strategy		
102-14	Statement from senior decision-maker	Message from the CEO
Ethics and integrity		
102-16	Values, principles, standards and norms of behaviour	In the sustainability report
Governance		
102-18	Governance structure	In the corporate governance report
Stakeholder engagement		
102-40	List of stakeholder groups	Employees, customers, shareholders, investors & financial community, local communities, NGOs, suppliers
102-41	Collective bargaining agreements	In the consolidated financial statements, note 8
102-42	Identifying and selecting stakeholders	In the sustainability report
102-43	Approach to stakeholder engagement	In the sustainability report
102-44	Key topics and concerns raised	In the sustainability report
Reporting practice		
102-45	Entities included in the consolidated financial statements	In the consolidated financial statements, note 1.3
102-46	Defining report content and topic boundaries	In the sustainability report
102-47	List of material topics	In the sustainability report and GRI index
102-48	Restatements of information	NA
102-49	Changes in reporting	NA
102-50	Reporting period	01.01.20-31.12.20
102-51	Date of most recent report	Annual Report 2019
102-52	Reporting cycle	Annually
102-53	Contact point for questions regarding the report	Tatiana Gutierrez Eide - tatiana.eide@europris.no
102-54	Claims of reporting in accordance with the GRI Standards	GRI standards core
102-55	GRI content index	Europris GRI index - 2020

Material topics

GRI section	Description	Source	Explanation
Sustainable value chain			
Sustainable low-impact products			
<i>GRI 103 - Management approach</i>			
103-1	Explanation of the material topic and its boundary	In the sustainability report, section "Sustainable value chain"	
103-2	The management approach and its components	In the sustainability report, section "Sustainable value chain"	
103-3	Evaluation of the management approach	In the sustainability report, section "Sustainable value chain"	
<i>G4 FP1- Procurement/sourcing practices</i>			
FP1	Percentage of purchased volume from suppliers compliant with company's sourcing policy		Information not available - Europris will work on a sourcing policy in 2021
<i>G4 FP2 - Procurement/sourcing practices</i>			
FP2	Percentage of purchased volume which is verified as being in accordance with credible, internationally recognised responsible production standards, broken down by standard	In the sustainability report, section "Sustainable value chain"	
Responsible supply-chain management			
<i>GRI 103 - Management approach</i>			
103-1	Explanation of the material topic and its boundary	In the sustainability report, section "Sustainable value chain"	
103-2	The management approach and its components	In the sustainability report, section "Sustainable value chain"	
103-3	Evaluation of the management approach	In the sustainability report, section "Sustainable value chain"	
<i>GRI 308 - Supplier environmental assessment</i>			
308-1	New suppliers which were screened using environmental criteria		Information not available - Europris is currently screening suppliers post contract signing, according to BSCI principles
<i>GRI 414 - Supplier social assessment</i>			
414-1	New suppliers which were screened using social criteria		Information not available - Europris is currently screening suppliers post contract signing, according to BSCI principles
Resource-efficient business model			
Climate-friendly operations and logistics			
<i>GRI 103 - Management approach</i>			
103-1	Explanation of the material topic and its boundary	In the sustainability report, section "Resource-efficient business model"	
103-2	The management approach and its components	In the sustainability report, section "Resource-efficient business model"	
103-3	Evaluation of the management approach	In the sustainability report, section "Resource-efficient business model"	
<i>GRI 302 - Energy</i>			
302-1	Energy consumption within the organisation	Table "Energy consumption", page 42	
<i>GRI 305 - Emissions</i>			
305-1	Direct (scope 1) GHG emissions	Table "GHG emissions", page 43	
305-2	Energy indirect (scope 2) GHG emissions	Table "GHG emissions", page 43	
305-3	Other indirect (scope 3) GHG emissions	Table "GHG emissions", page 43	
Circular solutions and waste reduction			
<i>GRI 103 - Management approach</i>			
103-1	Explanation of the material topic and its boundary	In the sustainability report, section "Resource-efficient business model"	
103-2	The management approach and its components	In the sustainability report, section "Resource-efficient business model"	
103-3	Evaluation of the management approach	In the sustainability report, section "Resource-efficient business model"	

GRI section	Description	Source	Explanation
<i>GRI 306 - Effluents and waste (2016)</i>			
306-2	Waste by type and disposal method	In the sustainability report, section "Circular solutions and waste reduction", page 43	Currently disclosing waste by disposal method (recycling rate), Europris is working to improve its waste management and reporting system
Responsible employer			
Equal opportunities and a constructive work environment			
<i>GRI 103 - Management approach</i>			
103-1	Explanation of the material topic and its boundary	In the sustainability report, section "Responsible employer"	
103-2	The management approach and its components	In the sustainability report, section "Responsible employer"	
103-3	Evaluation of the management approach	In the sustainability report, section "Responsible employer"	
<i>GRI 401 - Employment</i>			
401-1	New employee hires and employee turnover	In the sustainability report, section "Equal opportunities and a constructive work environment"	Currently disclosing turnover rate, not reporting per age group, gender or region
<i>GRI 404 - Training and education</i>			
404-1	Average hours of training per year per employee	In the sustainability report, section "Equal opportunities and a constructive work environment"	Currently reporting type of training and participation rate
<i>GRI 405 - Diversity and inclusion</i>			
405-1	Diversity of governance bodies and employees	In the sustainability report, section "Equal opportunities and a constructive work environment"	Diversity is not broken down by age group
405-2	Ratio of basic pay and remuneration of women to men	In the sustainability report, section "Equal opportunities and a constructive work environment"	Norway is the significant location of operations
<i>GRI 406 - Non-discrimination</i>			
406-1	Incidents of discrimination and corrective actions taken	In the sustainability report, section "Equal opportunities and a constructive work environment"	
Health and safety in the workplace			
<i>GRI 103 - Management approach</i>			
103-1	Explanation of the material topic and its boundary	In the sustainability report, section "Responsible employer"	
103-2	The management approach and its components	In the sustainability report, section "Responsible employer"	
103-3	Evaluation of the management approach	In the sustainability report, section "Responsible employer"	
<i>GRI 403 - Occupational health and safety (2016)</i>			
403-2	Types of injury and rated of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities	In the sustainability report, section "Health and safety in the workplace"	Sick leave is reported, data is not broken down by region or gender. Europris is working to get better data to disclose other relevant metrics
Business ethics and anti-corruption			
<i>GRI 103 - Management approach</i>			
103-1	Explanation of the material topic and its boundary	In the sustainability report, section "Responsible employer"	
103-2	The management approach and its components	In the sustainability report, section "Responsible employer"	
103-3	Evaluation of the management approach	In the sustainability report, section "Responsible employer"	
<i>GRI 205 - Anti-corruption</i>			
205-2	Communication and training about anti-corruption policies and procedures	In the sustainability report, section "Business ethics and anti-corruption"	Only indicative data available. Europris will work to provide more reliable data.
205-3	Confirmed incidents of corruption and actions taken	In the sustainability report, section "Business ethics and anti-corruption"	
<i>GRI 206 - Anti-competitive behavior</i>			
206-1	Legal actions for anti-competitive behavior, anti-trust and monopoly practices	In the sustainability report, section "Business ethics and anti-corruption"	

GRI section	Description	Source	Explanation
<i>GRI 417 - Marketing and labelling</i>			
417-3	Incidents of non-compliance concerning marketing communications	In the sustainability report, section "Business ethics and anti-corruption"	
<i>GRI 419 - Socioeconomic compliance</i>			
419-1	Non-compliance with laws and regulations in the social and economic area	In the sustainability report, section "Business ethics and anti-corruption"	
Empowering customers and communities			
Satisfied customers			
<i>GRI 103 - Management approach</i>			
103-1	Explanation of the material topic and its boundary	In the sustainability report, section "Empowering customers and communities"	
103-2	The management approach and its components	In the sustainability report, section "Empowering customers and communities"	
103-3	Evaluation of the management approach	In the sustainability report, section "Empowering customers and communities"	
<i>Europris - own indicator</i>			
1	Brandtracker survey results	In the sustainability report, section "Satisfied customers"	
2	Number of customer complaints	In the sustainability report, section "Satisfied customers"	
Safe and good quality products			
<i>GRI 103 - Management approach</i>			
103-1	Explanation of the material topic and its boundary	In the sustainability report, section "Empowering customers and communities"	
103-2	The management approach and its components	In the sustainability report, section "Empowering customers and communities"	
103-3	Evaluation of the management approach	In the sustainability report, section "Empowering customers and communities"	
<i>GRI 416 - Customer health and safety</i>			
416-1	Assessment of the health and safety impacts of product and service categories		Information not available - Europris plans to roll out a more efficient health and safety assessment of products in 2021
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	In the sustainability report, section "Safe and good quality products"	
<i>GRI 417 - Marketing and labelling</i>			
417-2	Incidents of non-compliance concerning products and service information labelling	In the sustainability report, section "Empowering customers and communities"	
Data protection and privacy			
<i>GRI 103 - Management approach</i>			
103-1	Explanation of the material topic and its boundary	In the sustainability report, section "Data protection and privacy"	
103-2	The management approach and its components	In the sustainability report, section "Data protection and privacy"	
103-3	Evaluation of the management approach	In the sustainability report, section "Data protection and privacy"	
<i>GRI 418 - Customer privacy</i>			
418-1	Substantiated complaints breaches of customer privacy and losses of customer data	In the sustainability report, section "Data protection and privacy"	
Local value creation			
<i>GRI 103 - Management approach</i>			
103-1	Explanation of the material topic and its boundary	In the sustainability report, section "Empowering customers and communities"	
103-2	The management approach and its components	In the sustainability report, section "Empowering customers and communities"	
103-3	Evaluation of the management approach	In the sustainability report, section "Empowering customers and communities"	

GRI section	Description	Source	Explanation
<i>GRI 201 - Economic performance</i>			
201-1	Direct economic value generated and distributed	In the sustainability report, section "Local value creation"	Information partially available - please refer to financial statement for revenue, operating costs and wages
Community engagement			
<i>GRI 103 - Management approach</i>			
103-1	Explanation of the material topic and its boundary	In the sustainability report, section "Empowering customers and communities"	
103-2	The management approach and its components	In the sustainability report, section "Empowering customers and communities"	
103-3	Evaluation of the management approach	In the sustainability report, section "Empowering customers and communities"	
<i>Europris - own indicator</i>			
3	Description of approach	In the sustainability report, section "Community engagement"	

