

# Sustainability report 2021



Europris ASA



# Sustainability report 2021

## The Europris approach – sustainability in all we do

Sustainability topics	Main priority areas	Commitments	UN SDGs
<b>Sustainable value chain</b>	<ol style="list-style-type: none"> <li>1. Sustainable products</li> <li>2. Safe and good-quality products</li> <li>3. Responsible supply chain management</li> </ol>	<p>Europris' recognises that its main impacts on ESG issues comes 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.</p>	 
<b>Resource-efficient business model</b>	<ol style="list-style-type: none"> <li>4. Climate-friendly operations and logistics</li> <li>5. Circular solutions and waste reductions</li> </ol>	<p>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 the business through resource-efficient operations and logistics.</p>	
<b>Responsible employer</b>	<ol style="list-style-type: none"> <li>6. Equal opportunities and an inclusive work environment</li> <li>7. Health and safety at the workplace</li> </ol>	<p>The group commits itself to being an ethical and responsible business which develops and cares for its employees.</p>	 
<b>Empowering customers and communities</b>	<ol style="list-style-type: none"> <li>8. Satisfied customers</li> <li>9. Local value creation and community engagement</li> </ol>	<p>Europris cares about its customers and the local communities in which it operates. The group commits itself to ensuring its customers' wellbeing and satisfaction and to giving back the to local communities.</p>	

## 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 and the UN sustainable development goals (SDGs). Europris believes it can play a key role in providing affordable and sustainable choices for everyone.

The group 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.



## Sustainability as an integrated part of the corporate culture

The group is continuing its efforts to discuss sustainability issues with employees in day-to-day work and to integrate sustainability into its corporate culture through information and training. The internal “sustainability week” held for the first time in 2020 was repeated in 2021, with increased participation by employees and building on the objective of increasing the understanding of and engagement with sustainability in Europris. Employees held presentations in the priority areas – unlike 2020, when external partners were invited to present throughout the week. This shows an increased and growing understanding of sustainability across the organisation. Recordings are published on the group’s social media channel (Workplace), which is available to all employees. Moreover, sustainability newsletters have been introduced and sent to all employees with facts and updates on these issues. In addition, a monthly challenge is passed from one store to another, where each shares and explains

how it works with a particular sustainability issue in order to increase knowledge about and inspiration for work done in this area.

Knowledge of sustainability has increased among employees in general. An evaluation after the internal sustainability week and from questions on this subject in the annual employee satisfaction survey show that knowledge about and interest in this topic have increased. The group believes that creating a better understanding of sustainability in the organisation is a vital step towards incorporating this in the corporate culture and ensuring that sustainability is part of everything it does. As employees increase their understanding of sustainability, the group is experiencing improvements in the priority areas and sees greater progress towards its goals.

## Reporting standards and achievements

The sustainability report for 2021 has been prepared in accordance with the core option in the Global Reporting Initiative (GRI) standards. Europris is updated on the new 2021 GRI standards. The recommendations of the task force on climate change (TCFD) are being used to identify, assess and mitigate the climate-related risks the group is exposed to. Since 2014, Europris has also incorporated reporting of its greenhouse gas (GHG) emissions in alignment with the GHG protocol in order to manage the climate impact of both its own operations and its value chain.

The group is proud to be recognised for its sustainability work, with a B score for its climate reporting from the CDP, the global non-profit environmental organisation, for the third year in a row.

	2018	2019	2020	2021
	C	B	B	B

Europris received an A- score for its 2020 sustainability report from the Governance Group following an evaluation of such presentations from the 100

largest companies on the Oslo Stock Exchange. The group is very proud of this recognition and devotes great attention to increasing expertise on and knowledge about sustainability throughout its organisation.

## A focus on the most material sustainability aspects

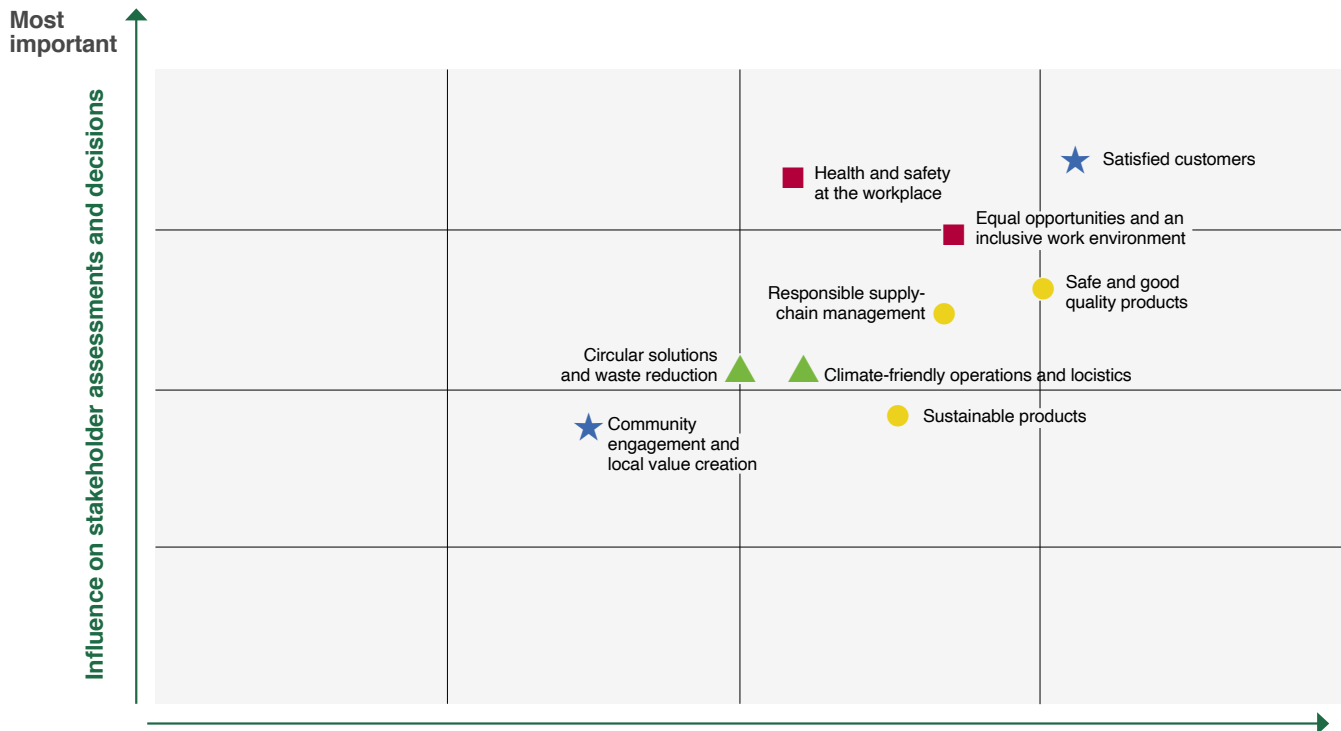
Europris has identified key sustainability impacts in its value chain. These were mapped in the materiality matrix (see next page). Where the position of each topic depends on its relevance to Europris and

the group's stakeholders. The most relevant stakeholders were identified through workshops with representatives from all parts of the organisation. Europris is in continuous dialogue with key stakeholders, both internal and external, as part of its daily operations. This gives it valuable input and knowledge about how to adapt the business even further in a sustainable direction in order to ensure that its sustainability goals are met. An illustration of key stakeholder groups, the type of dialogue Europris has with them and the frequency of the dialogue is presented below.

Stakeholders	Type of dialogue	Frequency
Employees	Meetings Newsletters Committees on priority sustainability areas Sustainability week Employer survey	Weekly/monthly Monthly Quarterly Annually Annually
Customers	Brand tracker survey Sustainability customer survey Newsletter Website and Social Media	Annually Annually Weekly Daily
Investors	Roadshows Investor seminars Meetings	Quarterly Two - four per year On request
Other partners, such as Green Dot, Amfori, Norwegian Retailers' Environment Fund, Ethical Trade Norway	Meetings Information meetings Webinars, courses	Semi-annually, annually Semi-annually, annually Bi-monthly/semi-annually as required (regulatory updates)
Local community, such as charities and local partnerships	Meetings	Regularly
Suppliers	One-to-one meetings Vendor meetings Code of conduct	At least twice a year, normally more often Annually Annually, related to contracts

Information acquired through communication with stakeholders is used to update the materiality matrix to show the sustainability effects which the various stakeholders have on the group's sustainability

focus. It also presents the direction being taken by Europris' sustainability strategy and provides the foundation for the sustainability report.



● **Sustainable value chain:** sourcing and providing sustainable products at affordable prices

▲ **Resource-efficient business model:** more efficient operations and logistics to reduce the environmental footprint

■ **Responsible employer:** being an ethical, inclusive and safe workplace

★ **Empowering customers and communities:** contributing to local communities in order to foster long-lasting relationships

## Adjustments from 2021

As a result of the updated stakeholder assessment and internal discussions, the material topic “satisfied customers” has been moved upwards in the matrix. Satisfied customers have been and will remain the top priority in all the work Europris does. At the same time, “data protection” and “business ethics and

anti-corruption” have been removed from the matrix, since these topics are considered a prerequisite for good performance on customer satisfaction and ESG issues. Furthermore, “community engagement” and “local value creation” have been merged into “community engagement and local value creation”.

# 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 sourcing and production of products. Both the manufacturing processes and the raw materials may negatively affect forests, water supplies, local ecosystems and the people involved in the group's supply chain. Europris seeks to decrease the environmental footprint of these products by continuously improving its sourcing strategy in terms not only of responsible and ethical trade but also of the manufacturing processes, raw materials, the packaging used in the products, and the quality of the products sold by the group.

## Sustainable products

As a leading retailer in Norway, Europris has the opportunity to influence its customers to make more sustainable choices which are better for people and the planet. As a group selling thousands of products in many different product categories, Europris sees it as its responsibility to provide customers with more sustainable options. By offering these, and through clear communication to help shoppers find such products in its stores, the group can make real changes together with its customers.

Europris aims to achieve annual growth for sales of sustainable products in its stores. Turnover reported as sustainable is products verified by third-party certifications. Twenty such certifications have been considered relevant to the product range



offered by the group with regard to the environment and/or ethical trade, quality and health. An updated list of these third-party certifications can be found at Europris.no.

## Packaging

Waste from packaging is an environmental issue worldwide, including in Norway. Every year, millions of tonnes of packaging end up in the oceans, and most of this stems from land. Europris sells thousands of products every year, enclosed in different types of packaging. As a large retailer in Norway, the group has a responsibility to ensure that the packaging used with its products is made from recycled or sustainable materials, and that this is reduced as much as possible. Europris' consumers are demanding more sustainable packaging, and dialogue with other stakeholders has also made it very clear that this is a topic of great importance to them as well. Packaging is an important part of making Europris products more sustainable, but is not yet defined as a criterion to be communicated under the group's sustainability symbol.

The group has a responsibility to help customers increase recycling through proper labelling.

Since the group took the plastic pledge in 2019 through its membership of Green Dot Norway, the following three goals have been its priorities for directly sourced products:

1. reduce packaging used
2. increase the use of recycled plastic
3. design for recycling – which starts with the use of recyclable materials and proper labelling of products in order to increase the recycling rate at the end of the product's lifecycle

## Actions and results

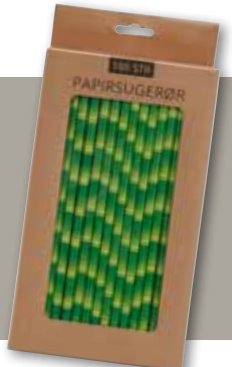
For the third year in a row, the group has increased the share of sustainable products in its total sales. They accounted for 7.8 per cent in 2021, a growth from 7.3 per cent in 2020 and 5.9 per cent in 2019. A corporate project was initiated at the end of 2021 with the aim of intensifying work on sustainable products and communication. Among other things,



this project will define sustainability criteria in different categories, and develop and implement work processes and solutions which will facilitate a further increase in sustainable products.

The group launched its own umbrella sustainability symbol in April 2021, covering twenty third party-certified products at 31 December 2021. The aim was to help customers find sustainable products more easily, since these are marked with the sustainability symbol on shelves and in marketing material. Europris also signed the Norwegian Guide Against Greenwashing<sup>1</sup>, an initiative by several organisations to promote honest communication on sustainability.

Kilograms	2020	2021
<b>Recycled plastic</b>	491,256	445,132
<b>Reduced amount of plastic</b>	1,496	7,762



A significant step in working with the group's packaging and plastic goals in 2021 was the employment of a packaging engineer to work on the defined priority areas for packaging. During 2021, the group used 445,132 kilograms of recycled plastic in its products and reduced the amount of plastic by 7,762 kilograms. In addition to the three initial goals in terms of packaging, the group has also selected increased filling rate in product packaging as an additional goal within this area.

#### *Targets and ambitions*

Europris' overall aim is to continue work on increasing the sustainable options offered to customers year by year. The corporate project created to pursue sustainable products and communication will be working regularly and in a dedicated way through workshops, sprints, pilots and regular reporting on outcomes and milestones to the management.

Important ambitions for the group within this area in the coming year is to improve sustainability within its product categories, increase awareness of its

umbrella sustainability symbol, improve its processes for optimising packaging for directly sourced goods and enhancing data quality for packaging.

## Safe and good quality products

Europris takes its responsibility for customer safety seriously. The group works to ensure safe and good quality products, and has a dedicated product quality and safety department. All high-risk products are tested to ensure that they comply with international and national legislation. 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 as merchandise is sourced from a multitude of suppliers across the globe, which increases the risk that certain products may fail to meet national requirements.

Products are tested at the production site in accordance with Norwegian product regulations. In addition, all high-risk items, such as electrical products, toys, chemicals, food items, food contact materials and pet food, undergo strict checks by the quality assurance department before production can take place. The group wants to ensure that all its products are safe and of good quality and has zero tolerance for recalls and withdrawals.

#### *Actions and results*

The quality assurance department in Norway has concentrated attention on optimising routines and testing in collaboration with the quality team in the Shanghai office, the group's joint sourcing office with Tokmanni in Asia. The quality team at the Shanghai office ensures pre-shipment inspections are carried out for products produced in Asia. Reports from these inspections must be approved by the quality assurance department at the head office in Norway before the shipment is released. This provides time for corrections to be made before products leave the production site and reduces the risk of faulty or defective products being transported to Norway.

Increased attention has also been paid to improving quality on the basis of feedback on product defects through follow-up at regular meetings with product managers. In 2021, a total of 1,875 third-party quality inspections were carried out in

<sup>1</sup> Guide Against Greenwashing ([gronnvasking.no](http://gronnvasking.no))

Asia (1,190 in 2020). No incidents of non-compliance were found concerning products and services in 2021. Five incidents involving incorrect labelling of products occurred in 2021. These errors were detected and corrected by the quality assurance department before the products were sent to the stores.

Europris has implemented a new system which enables improved tracking and reporting of customer complaints and product defects. Greater data accuracy will allow the group to work more efficiently on reducing defects and improving quality. This is an important aspect for sustainability and will improve perceived quality for customers.

The group has intensified the attention it devotes to suppliers of high-risk products or product categories which exceed a claim rate of three per cent over the year. This aims to improve the quality of unsatisfactory products. With time, it will improve the overall perception of the quality of Europris merchandise.

#### *Targets and ambitions*

Europris' ambition is to continue improving its work on quality. The group aims to strengthen its reputation as a trustworthy and dependable retailer of discount variety merchandise, while making quality an important criterion for sustainability in specific categories.

## Responsible supply chain management

Europris' products are sourced from suppliers with production sites across the world. The group has a supplier code of conduct based on UN and International Labour Organisation (ILO) conventions. Suppliers in the group's identified risk areas are pre-screened to map whether they meet at least minimum criteria under the Europris code of conduct before it will do business with them.

All suppliers are required to sign agreements and the Europris supplier code of conduct. In addition to upholding excellent standards for business ethics and anti-corruption, suppliers are required by this code to minimise adverse effects on human health, animals or the environment throughout their value chains.

National and international environmental legislation must be respected. In the event of any violation, suppliers will be given a warning and remedial action will be followed up. If a supplier shows no intention of taking remedial action within the specified time frame, the contract will be terminated. The group's code of conduct can be found at [Europris.no](https://www.europris.no).

#### *Actions and results*

Products sourced from east Asia are provided by about 45 per cent of total suppliers and account for some 40 per cent of Europris merchandise sales. Remaining merchandise comes from producers in Norway or Europe. Europris has identified Asia as the source of the group's highest risk of failing to meet social and ethical standards. The group has implemented several important initiatives to reduce this risk and continues to work purposefully to improve in this area.

The group's inspection team works systematically on screening suppliers through Amfori or the supplier's own inspections, and follows up suppliers with a low score. Europris' ambition is that all goods sourced through the Shanghai office by the end of 2023 come from suppliers and factories which have been audited (Amfori BSCI<sup>2</sup>, for instance). Despite stricter measures and difficulties in carrying out planned audits over the past two years because of the Covid-19 pandemic, Europris increased the proportion of its goods sourced from BSCI-audited factories by 12 percentage points, from 63 per cent in 2020 to 75 per cent in 2021. Europris maintains a whistle-blower system, available to all stakeholders via [Europris.no](https://www.europris.no), to make sure that important issues can be reported anonymously. This measure is aimed at managing potential problems related to breaches of the group's ethical guidelines.

#### *Targets and ambitions*

Europris will continue to improve its approach to sustainable supply management and to raise environmental, labour and human rights standards among its suppliers in order to ensure that no harm is done in its supply chain. This will be achieved by continuing and improving the work already begun and through the collaboration with Amfori and Ethical Trade Norway.

<sup>2</sup> Amfori BSCI is a monitor system that enables companies to trade with purpose by improving social performance in their supply chain. For more information, visit: <https://www.amfori.org/content/amfori-bsci>





# Resource-efficient business model



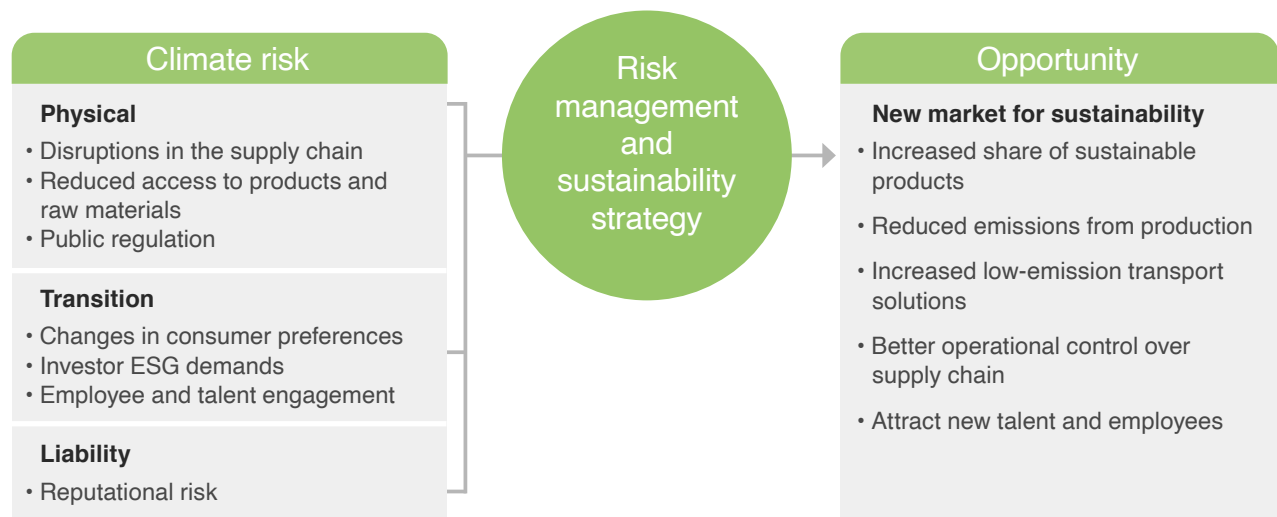
**COMMITMENT:** limit the impact of the business through resource-efficient operations and logistics.

The global climate challenge is growing more acute as emissions rise and changing climates cause negative effects around the globe. This inevitably presents new risks for business and for society at large – but also opportunities for those contributing to the green transition. Europris acknowledges that its operations have an impact on the environment and strives to reduce its environmental footprint by reducing waste and energy consumption in its own operations and by seeking ways to cut CO<sub>2</sub> emissions.

## Selected priority areas:

- reduce energy use per square metre in stores by 15 per cent by the end of 2022, compared with 2018
- reach an overall recycling rate of 85 per cent for the group by the end of 2022

Europris has conducted a workshop to identify its most significant climate-related risks and opportunities in accordance with the TCFD framework. A summary of the results is presented in the figure below.



Physical climate-related risks, such as increased frequency and severity of extreme weather events, can have a negative effect on the Europris value chain. Transitional and liability risks are linked to changing customer preferences. To mitigate the effect of the identified risks, Europris carries out ongoing assessments of its product portfolio and logistics operations. Regular dialogue with stake-

holders is conducted to ensure that their expectations are met.

Europris will also experience several climate-related opportunities such as increased market share by offering more sustainable products. Working on making its value chain more sustainable will result in reduced indirect emissions, for example

from the production of its products and through low-emission transport solutions. Sustainability is an important criteria also for existing employees. Working on these areas contributes to employee satisfaction which can contribute to employee retention and to attracting new talent and employees to the company.

## Climate-friendly operations and logistics

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. Its 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 purchased or leased for its employees.

Scope 2 includes indirect emissions related to purchased energy – electricity and heating/cooling. Where Europris is concerned, this represents all energy consumed in its stores, head office and warehouses.

Scope 3 includes indirect emissions resulting from the group's upstream and downstream value chain activities which it does not control. Europris currently measures downstream transport and distribution, waste and business travel within this scope.

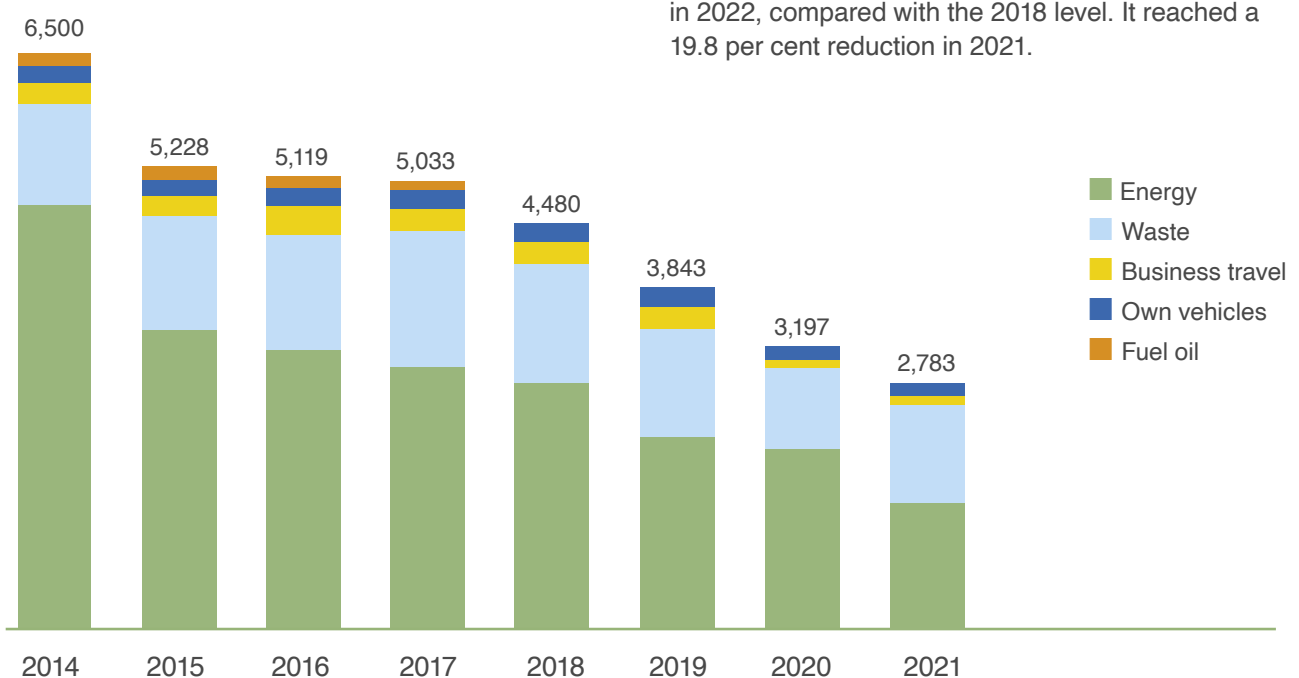
Europris is pleased to see results from the action it has taken to cut energy consumption. The group has gone from five to two warehouses, and has implemented energy efficiency measures in stores. It has measurable specific activities for promoting sustainable operations, technical solutions and optimised energy use.

The group's head office in Fredrikstad and its logistic centre are both Eco-Lighthouse certified. Its head office moved to new premises in 2019. This building is constructed with energy-saving measures such as good insulation, external sunshading, LED lighting, motion detectors to control lights, a ventilation system which switches off after working hours, and solar panels.

### Actions and results

Europris reduced its total GHG emissions (scopes 1 and 2, and selected scope 3 categories) by 1.9 per cent in 2021 despite opening additional stores during the same period. This decrease primarily reflects energy efficiency measures and lower energy consumption. The group has a target to reduce energy use per square metre in stores by 15 per cent in 2022, compared with the 2018 level. It reached a 19.8 per cent reduction in 2021.

Greenhouse gas emissions (tCO<sub>2</sub>e)



Total energy-related emissions decreased by 30 per cent from 2020 to 2021 as a result of targeted emission-reduction activities and using less fossil fuel in the energy mix. Goods transport, energy use and waste were the group's main sources of carbon emissions during this period, while business travel and transport using own vehicles accounted for only 2.7 per cent.

### Own vehicles

Europris updated its vehicle policy in June 2021. When the group enters into lease agreements for employee vehicles, zero-emission models will be the preferred option. Requirements which indicate that alternative-fuel vehicles need to be chosen must be approved by the departmental head from the management team. Seventy per cent of new cars leased in 2021 were electric. Non-electric vehicles were only used where required by the mileage/range needs of district managers. This cut scope 1 emissions in tCO<sub>2</sub>e by 6.9 per cent in 2021.

### Energy

The group was very pleased to see the first results from self-generated renewable electricity using solar panels at its head office in 2020. This represents a small but meaningful measure in efforts to reduce the group's CO<sub>2</sub> footprint. The

solar panels generated 45.2 MWh in 2021 (47.7 MWh in 2020).

Europris warehouses achieved a 13 per cent cut in electricity consumption while consumption of district heating was reduced by 16 per cent. There was a drop in emissions from the warehouses of 33 per cent.

The year 2021 saw much attention devoted to energy-saving measures in stores, with close monitoring of energy use and best practice shared across stores and districts. These efforts led to an 8 per cent drop in electricity consumption in the stores. Specific measures taken during 2021 to contribute to these results included:

- better monitoring technology
- improved routines for energy use and follow-up of saving measures in stores
- additional LED light installation in 38 stores, bringing the total to 81 per cent of stores.

Combined with emission reductions in the Nordic electricity grid, driven primarily by increased use of renewable energy, these efforts contributed to a reduction in scope 2 emissions of 30% in 2021.

## Pilot project with second-hand use of batteries for energy storage

Through its partnership with Energima, Europris has embarked on a pilot project for storing electrical energy. This work is partly funded by Enova SF, a company owned by the Ministry of Climate and the Environment. The project will help to cut greenhouse gas emissions, develop energy and climate technology, and strengthen security of supply.

The pilot aims to learn how to improve the lifecycle of both new and second-hand batteries, while handling peak load management (peak shifting) in

a building's power grid. An installation at Europris Råde will primarily be used for testing and optimising a cloud-based energy management system (EMS). This controls charging and discharging of the battery pack to avoid peak tariffs or to buy energy when prices are low over a 24-hour cycle. Using the batteries smoothens the load on the mains supply and reduces losses in the electrical transmission system. Local electrical capacity is effectively increased without the need to upgrade the building's power intake.

## Transport

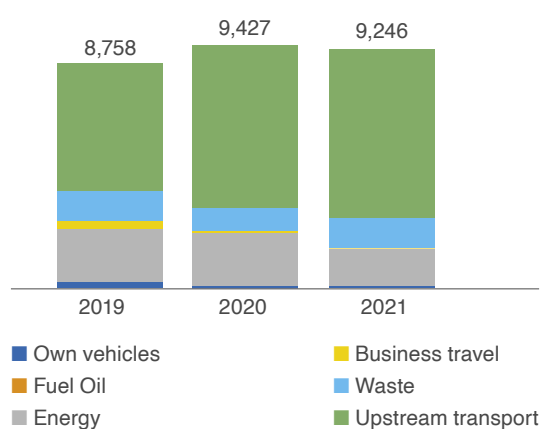
Emissions from transporting sourced goods were included in the climate report for the first time in 2019, and showed that goods transport released more GHGs than Europris' own direct emissions. The group recognises that it shares this impact with suppliers, and is working to find efficient logistical solutions with low emissions. Monitoring emissions from transporting sourced goods provides a basis for further dialogue with partners on finding more sustainable solutions.

Higher sales volumes and a larger number of stores have led to an increase in CO<sub>2</sub> emissions from transportation of goods from the warehouses to the stores. Initiatives have been taken to reduce the number of heavy goods vehicles (HGVs) on the road by expanding the size of modular semi-trailers. This removed an average of 350 HGVs from the road in 2021. Increasing the load factor on HGVs removed another 75 in 2021. Europris evaluates alternative transport methods where viable options are feasible.

Emissions from upstream goods transport was included from 2019, resulting in a significant increase in reported emissions of CO<sub>2</sub>. The total carbon footprint for Europris in 2021 was 9,246.4 tonnes of CO<sub>2</sub>e, including upstream goods transport.

The table below shows CO<sub>2</sub> emissions, including goods transport.

Greenhouse gas emissions (tCO<sub>2</sub>e)



### Targets and ambitions

The group will continue to look at ways of reducing its emission from energy consumption and transport by identifying internal initiatives and by collaborating

with external partners to reduce amounts emitted in these areas.

Europris intends to set science-based targets (SBT) in 2021 approved by the SBT initiative. A workshop on scope 3 was conducted with an interdisciplinary group in 2021. This identified overcoming a lack of data as a first step, and work on improvements here will start in 2022. A challenge in this area is the lack of existing information required to calculate emissions in the relevant indirect areas, especially for purchased goods. Ensuring reliable data will be the first step towards establishing SBTs and establishing the basis for further strategic work on reducing direct and indirect CO<sub>2</sub> emissions.

## Circular solutions and waste reduction

An expanding number of stores puts pressure on Europris to decouple business growth and environmental impact. This underlines the importance of waste management and circular solutions. The group is committed to reducing waste in its own operations. It will continue to seek solutions for reducing waste in its operations and for helping its customers to do the same.

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

### 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 2021 were up by 24 per cent compared with 2020, while the recycling rate rose from 73 to 75 per cent over the same period. The rise in emissions from waste reflects the inclusion of estimates for the remaining stores where Europris does not have data and which have not been included previously. Excluding these estimates there was a reduction of 2 per cent.

Recycling rate	2020	2021
Stores	73%	74%
Warehouse	83%	86%
Head office	53%	89%



Recycling rate in the stores increased to 74 per cent during 2021, compared with 73 per cent in 2020. Europris understands that more attention needs to be devoted to further increasing the recycling rate and reducing waste in its stores, and this will be done in 2022.

The central warehouse had a recycling rate of 86 per cent in 2021, up from 83 per cent in 2020, which demonstrates the high level of attention paid to waste management. Amongst the specific measures contributing to these results were an increased number of waste disposal points and the introduction of a compactor for cardboard.

The Europris head office had a recycling rate of less than 45 per cent at the beginning of 2020. Subsequent measures contributed to a solid improvement, with a recycling rate of 53 per cent at the end of the 2020 and 89 per cent at the end of 2021. Among the specific measures contributing to these results were clear labelling and information about waste disposal on all bins as well as the installation

of textile containers and strengthening the partnership with the local City Mission of the Church of Norway, which has reduced waste from product samples.

6%

improvement  
of total GHG  
emissions

Evaluation of the pilot project with Too-Good-To-Go revealed that other initiatives are more significant in terms of reducing food waste, and greater attention will therefore be paid to these. When several stores were required to close temporarily because of the pandemic in 2021, the Too-Good-To-Go cooperation was beneficial for minimising food waste.

#### Targets and ambitions

The group is pleased with the improvements made to the recycling rate at its warehouses and head office. It understands that reaching its total recycling rate of 85 per cent by 31 December 2022 requires a big concentration on finding solutions and further improvements. Europris will continue to increase efforts together with its waste management partner Ragn-Sells to achieve further gains in this area.

GHG emission, tCO <sub>2</sub> e	2019	2020	2021	Change from previous year
<b>Scope 1</b>				
Transport total	210.6	163.3	152.1	(6.9%)
<b>Scope 2</b>				
Location-based electricity	2,150.0	2,038.3	1,425.7	(30.1%)
Market-based electricity	11,246.3	13,075.9	10,403.3	(12.8%)
District heating	15.1	3.6	4.2	16.7%
Location based indirect energy consumption	2,165.1	2,041.9	1,429.9	(30.0%)
Market based indirect energy consumption	11,261.4	13,078.5	11,409.6	(12.8%)
<b>Scope 3</b>				
Upstream transport and distribution	4,914.6	6,230.6	6,462.1	3.7%
Waste	1,203.9	889.8	1,106.6	24.4%
Business travel	262.9	101.6	95.7	(5.8%)
<b>Total location based GHG emissions</b>	<b>8,757.1</b>	<b>9,427.2</b>	<b>9,246.4</b>	<b>(1.9%)</b>
<b>Total market based GHG emissions</b>	<b>17,853.4</b>	<b>20,463.8</b>	<b>19,226.1</b>	<b>(6.0%)</b>

Note: 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 CO<sub>2</sub>e: CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, SF<sub>6</sub>, HFCs, PFCs and NF<sub>3</sub>. 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.



# Responsible employer



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

Dedicated employees are the groups most important asset. The workforce will be assured an inclusive and safe working environment, where personnel can develop and have long and meaningful careers. The group's core values and business ethics are communicated regularly and clearly so that employees can use them as guidelines in their working day. The policies and guidelines in place apply to all employees, whether they are full-time, part-time, permanent, or temporary hires.

The group maintains a whistle-blower system which is available to all stakeholders, both internal and external, via its website. This ensures that important matters can be reported anonymously – such as any breaches of the group's ethical guidelines, including discrimination, harassment and sexual harassment. Five cases were reported in 2021, none involving discrimination. All incidents were handled and resolved by the HR and legal departments.

## Equal opportunities and an inclusive work environment

The group believes in equal opportunities for all people, regardless of age, gender, religion, ethnicity, nationality, disability, sexual orientation, sexual identity, or stage of life. A separate policy on diversity and non-discrimination has been approved by the board. Previously this topic was covered in the ethical policy but has been separated to underline the importance of this area and to strengthen how Europris will work to prevent any harassment or discrimination and work for equality.



The group has a working environment committee (AMU), which holds four meetings a year. It comprises representatives from the head office, the stores and the warehouses. AMU plays an important part when it comes to how the group works with i) investigating risk for discrimination, non-equality or risk within HSE, ii) analysing any causes for the identified risks, iii) suggest and ensure implementation of appropriate measures and iv) evaluate results from measures taken. AMU took part in drawing up the group's improvement strategy for a health-promoting workplace. Through participation in workshops and meetings, employee representatives play a natural role in producing all processes or policies affecting the workforce. The annual employee engagement survey is also an important channel to receive feedback from employees.

In order to map risks, safety hazards or breaches to policies the group uses an electronic deviation system and regularly performs employee interviews, risk assessments, conducts physical inspection rounds, and performs a climate survey and an employee satisfaction survey on an annual basis. Employees can also report work-related risks or any deviations/breaches via their managers, the HSE manager or the HR department. In addition, risk and deviations can be reported anonymously through the external whistle-blower system. The HSE managers, accompanied by the safety delegates and other employees, follow up any identified deviations.

### *Actions and results*

#### **Recruitment and promotion**

The group works with diversity through a transparent and open recruitment policy and has a zero-discrimination policy. The group works to provide all employees with the opportunity for growth in the organisation. Europris has an ambition that at least

50 per cent of store managers are internally recruited. Internal recruitment of store managers was 85 per cent in 2021 (75 per cent in 2020). Although the group devotes attention to internal recruitment, every recruitment process is advertised externally to ensure that all aspects of diversity are maintained. A new system for testing candidates was implemented in 2021 to ensure the candidates are ranked on the basis of their personal traits and skills and to reduce the risk of discrimination and unconscious prejudice during the recruitment process. Whenever possible, the aspiration is to have at least one candidate from each gender in the final round of the recruiting process.

Europris welcomed 1,147 new employees in 2021 (1,004 in 2020). The employee turnover rate was 19.8 per cent, down from 22.6 per cent in 2020.

Turnover	Women	Men	Total
Group	19.7%	20.0%	19.8%

Europris collaborates with social welfare schemes such as the one run by the Norwegian Labour and Welfare Administration (NAV). The group welcomed 27 new employees under this scheme in 2021 (18 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 return to the workforce.

### Training and development

The Europris Academy was revitalised in 2020 and provides relevant learning for employees across the organisation. A learning management system (LMS) was put in place to ensure that competence development and training are documented, followed up, systematised and available at all times.

Store employees participate in training across a diverse range of areas during a year, both virtually and physically, depending on the topic to be covered. The main training given to store employees falls within the following categories:

- Product, concept and seasonal execution
- Leadership and store management
- Onboarding of new employees
- Health, Safety and Environment

To ensure a good onboarding process for new store

managers, Europris introduced a mentor programme in 2020 with the aim of inspiring and supporting such personnel. A total of 17 mentors had been trained at 31 December 2021.

A new platform for virtual training was introduced for administrative personnel in 2021. It comprises a wide range of courses in several categories. All product managers underwent a certification course during 2021 in negotiating techniques, while IT personnel attended project management training. To prepare leaders for changing market trends, a combined strategy and leadership programme was developed and rolled out to all mid-level managers in 2021. This programme will continue in 2022 and 2023.

### Pay and working conditions

The group devotes attention to its gender balance and strives to have at least one candidate of each gender in the final round of all recruitment processes. Generally speaking, more women work in the stores and more men in the warehouses, which is representative for this type of industry. So is the high proportion of part-time contracts. Europris has started to map involuntary part-time work and will address this topic more closely in the future.

The pay gap for the group show that men are paid on average 12 per cent more than women. This reflects a larger number of men in more senior positions and an age differential where men on average have greater seniority. The group monitors that employees with individual pay agreements receive equal pay for equal work. Any deviations must be explained by differences in education, training, competence, age or other relevant criteria. Should any inequitable pay gap be discovered, such differences will be handled on a case-by-case basis. Many employees are covered by collective pay agreements. This ensures equal pay for equal work for most of the personnel in the group.

### Targets and ambitions

The group will continue to work towards constant improvement in fostering an inclusive and safe workplace, without discrimination or non-equality. The gender pay gap is part of the annual pay adjustment process, where any inequitable differences will be addressed. Diversity is taken into account in recruitment and promotion processes. The group will also maintain its partnership with NAV to continue including people who have dropped out of the working life.

Gender balance, number of employees		Temporary contracts		Part-time contracts		Involuntary part-time work		Parental Leave (average weeks)	
Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
1,978	1,320	17%	12%	44%	22%	9%	3%	22	6

Share of women and men are based on the total number of employees in the group.

Gender balance and pay difference	Number of women	Number of men	Pay difference men vs women
Group <sup>1</sup>	1,920	1,281	12.0%
Executive management <sup>2</sup>	2	6	NA
Central management	8	35	10.7%
Store managers	137	111	4.2%
Remaining staff on individual pay agreements	77	92	17.3%
Employees on collective agreements	1,696	1,037	1.7%

<sup>1</sup> Excluding Lekekassen and Lunehjem.

<sup>2</sup> Pay difference is not published as there is less than five women in this group.

Employees, age distribution	Under 30 years	30-50 years	Over 50 years
Group	45.8%	40.9%	13.2%
Executive management	-	37.5%	62.5%
Central management	2.3%	60.5%	37.2%
Store managers	7.7%	68.5%	23.8%
Remaining staff on individual pay agreements	11.8%	58.6%	29.6%
Employees on collective agreements	52.2%	37.0%	10.8%

Employees, gender distribution	Women	Men
Group	60.0%	40.0%
Executive management	25.0%	75.0%
Central management	18.6%	81.4%
Store managers	55.2%	44.8%
Remaining staff on individual pay agreements	45.6%	54.4%
Employees on collective agreements	62.1%	37.9%

Board of directors, age and gender distribution	Women	Men
Under 30 years	-	-
30-50 years	-	1
Over 50 years	3	3

The group has established two projects to pursue further improvements in diversity and equal opportunities. One revolves around more accurate data for better analysis and for enabling the group to work more strategically on this topic. The other aims at a better structuring the work already being done in this field. The group will work continuously on diversity, equality, non-discrimination and a healthy and safe working environment in the areas of recruitment, promotion, training and development, pay and working conditions, including unwanted part-time contracts, accommodation of special needs, stages of life, harassment and sexual harassment.



## Health and safety at the workplace

Most of the group's employees work in the stores and warehouses. Ensuring that the stores are welcoming and stocked with the merchandise customers want requires physical work, and the group's employees are therefore prone to occupational injuries and illness. HSE measures are accordingly of central importance to Europris in promoting a safe working environment and preventing accidents. The group has a dedicated human resources (HR) department and two designated HSE managers who work continuously to follow up any issues and to ensure learning and improvement.

### *Actions and results*

The workplace must never pose health and/or safety hazards for employees. To ensure safe and healthy working conditions, the group devotes great efforts to preventative and rehabilitative measures – including e-training, in-house HSE courses and specialised courses for elected safety delegates.

Preventive initiatives are important for creating a workplace which promotes good health. All employees are covered by a management system for human resources.

This contains several modules which ensure easy management of employees and provide a solid foundation of secure master data on human resources in accordance with the general data protection regulation (GDPR). All employees have access to information, processes and routines in internal handbooks, which are updated in accordance with current laws and regulations.

Work on strengthening the group as a health promoting workplace in 2021 involved increasing the awareness and training of employees in key roles. Other important priority areas encompass preventive, rehabilitative and inclusive initiatives.

The pandemic affected the level of sick leave in both 2020 and 2021.

More employees caught Covid-19 in 2021 than the year before, which was in line with overall developments in society. Employees have done a tremendous job in handling all the quarantine-related absences, since working from home is not an option for the majority of the group's workforce.

Sick leave	2020	2021
Group	8.6%	8.8%

A total of nine lost-time injuries was recorded for 2021, none resulting in long term absence.

### *Targets and ambitions*

The group works continuously on being a safe and health promoting workplace. A significant ambition up to 2025 is to improve attendance and reduce sick leave among employees. To achieve this, the group will facilitate HSE-related learning and training programmes for all managers and employees. It will conduct more ergonomic reviews and seek to identify the root causes of work-related sick leave. Specific initiatives targeting mental health are high on the agenda, since absences related to this cause have increased during the pandemic.







# 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. It engages with local communities through sponsorships, partnerships and other community-building activities, and with charities contributing to both social and environmental causes.

## Satisfied customers

Europris' works to strengthen and maintain its leading position in the Norwegian discount variety retail market. The group is dependent on a strong customer base and therefore strives to provide customers with a positive and welcoming shopping experience. Europris has conducted an annual market and customer survey since 2007 through an external agency (Mediacom brand tracker) to evaluate its performance on important parameters.

Europris' slogan "pay less – save more" promises to help customers save both time and money. When visiting an Europris store, customers should have a good shopping experience with helpful and friendly staff and the opportunity to choose between a wide range of products.

### *Actions and results*

The group is pleased to see an increase in customer satisfaction in the annual market and customer survey from Mediacom in 2021. This is a result of the great attention paid to important areas such as price perception, deals/promotions, product quality, the shopping experience and service.



Several categories, such as kitchen, home and interior, and chocolate and candy, have been upgraded in recent years. A shop-in-shop strategy, combined with reduced complexity through greater use of a basic range in campaigns, improves the shopping experience and makes it easier for customers, while being at the same time more efficient for the stores in maintaining a good operating standard.

Several projects based on Lean methodology have also been run throughout the organisation in recent years. This improves the working day for employees. A project concentrated on centralising and improving customer service was launched in 2021. This involved more standardised procedures, updating customer system and increased training.

### *Targets and ambitions*

The group will continue having customer satisfaction as a high priority in all areas of the organisation, with the aim of strengthening the positive perception of Europris each year. The road ahead will still involve analysing the results of customer surveys and customer data to keep apace with evolving customer needs and expectations.

## Local value creation and community engagement

Europris' stores are located across Norway, including many in smaller communities. The group recognises its position as a local value creator, will always comply with local tax regulations and will strive to create value through local job creation and through supporting the local community via indirect

value creation. Europris contributes to the latter 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 it 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. Europris also contributes to this partnership for instance through supplying products for specific projects at cost price, providing surplus products, distributing their marketing campaigns through the groups communication platforms, and placing clothes containers outside its stores.

Europris has been a member of the Norwegian Retailers Environment Fund since 2018. All the members donated NOK 0.50 to the fund per plastic bag sold in 2021, and these proceeds are invested in local and global initiatives to reduce plastic waste, particularly in the sea.

#### *Actions and results*

Europris continued its efforts to raise awareness among its employees of the group's main partnerships in this area. In addition, action taken locally by the stores has been highlighted and communicated to all employees. During the internal sustainability week, three store managers were invited to share what they do locally in order to inspire other store owners while helping to raise awareness and build a sense of pride in belonging to a group which contributes to the community. A monthly newsletter where store managers share stories on this topic is also distributed to all employees.

A questionnaire sent to store employees showed that they regard helping the local community as motivating and important. They would like to increase their contribution to local communities instead of having it centralised. However, they want defined guidelines to help facilitate this work. The

group has therefore created a corporate project starting in 2022 with the aim of standardising procedures and providing local store managers with tools which make them better able to serve the communities they are part of.

Moreover, Europris supplied products to several projects initiated locally by the City Mission, the Helping Heart and other local organisations, together with local sponsorship of sports clubs.

Europris contributed NOK 8 million to the Norwegian Retailers Environment Fund in 2021. The fund has participated in several initiatives this year, including:

- initiating Clean Norway, the country's first comprehensive national clean-up programme, in 10 counties
- helping to clear away 1,000 tonnes of plastic waste from the natural environment
- helping to clean up 5,000 kilometres of coastline
- launching and conducting Norway's largest campaign to address the use of plastic bags, which has already reached out to millions of Norwegians through many channels.

#### *Targets and ambitions*

Europris will continue to strengthen its local presence by establishing stores in new locations throughout Norway. This allows people to access products where they live, making their lives more convenient and providing sustainability for everyone.

The group will continue to foster strategic partnerships with local initiatives, and thereby encourage social and environmental value creation outside its immediate operations. Its corporate project in this area will produce plans to create and provide a tool kit which enables local stores to achieve better results by positioning themselves as important contributors to their community.

# Store openings in 2021



Austevoll, March



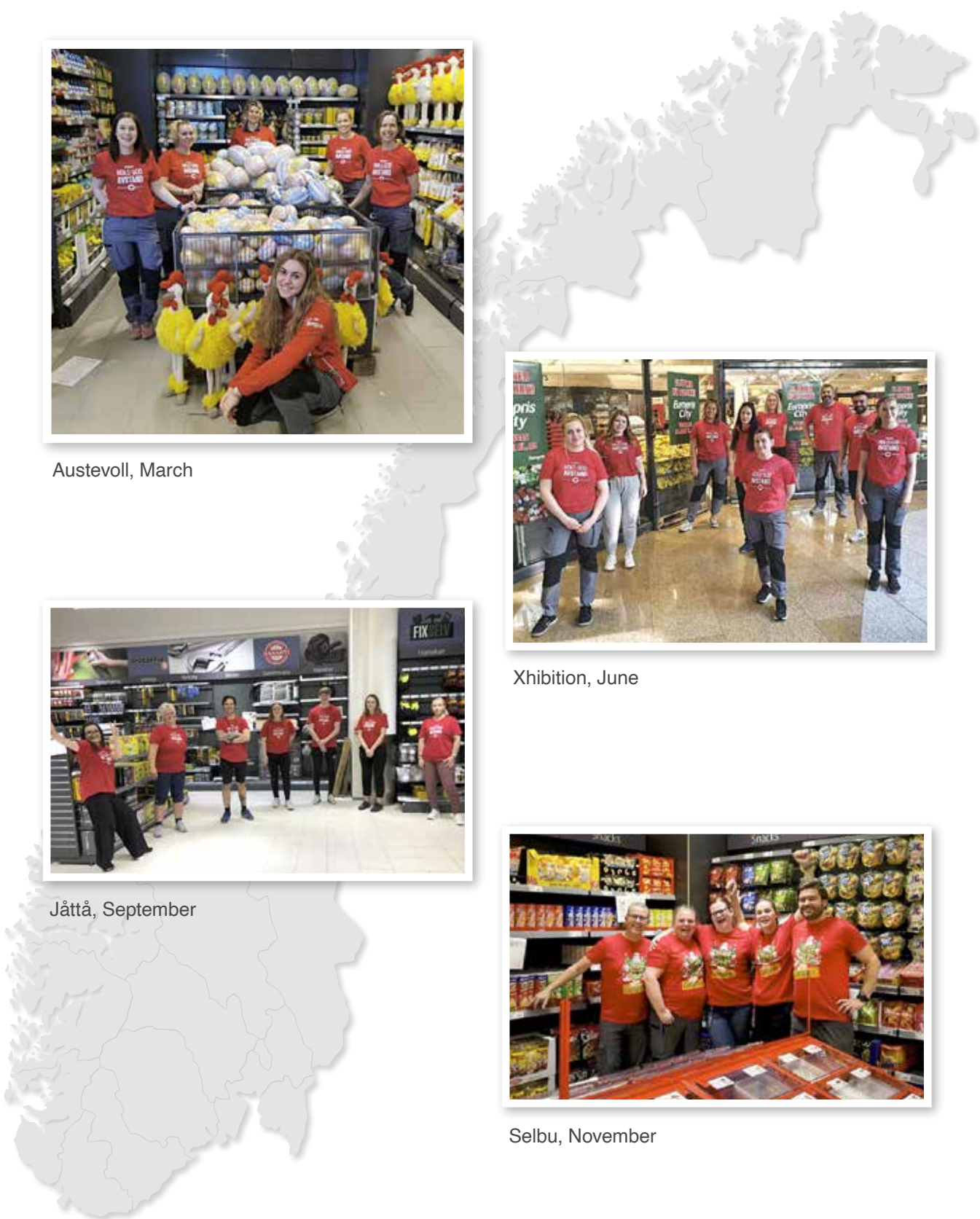
Xhibition, June



Jättå, September



Selbu, November



## Europris GRI index 2021

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	Comments	Page
<b>Organisational profile</b>			
102-1	Name of the organisation	Europris ASA	-
102-2	Activities, brands, products and services	In the directors' report	10
102-3	Location of headquarters	Dikeveien 57, 1661 Rolvsøy, Norway	-
102-4	Location of operations	In the directors' report	10
102-5	Ownership and legal form	In the directors' report	10
102-6	Markets served	In the directors' report	10
102-7	Scale of the organisation	In the directors' report	10
102-8	Information on employees and other workers	In the sustainability report	49
102-9	Supply chain	In the directors' report and sustainability report	10,37
102-10	Significant changes to the organisation and its supply chain	In the directors' report	10
102-11	Precautionary principle or approach	The precautionary principle is applied	-
102-12	External initiatives	In the sustainability report	55
102-13	Membership of associations	In the sustainability report	55
<b>Strategy</b>			
102-14	Statement from senior decision-maker	Message from the CEO	9
<b>Ethics and integrity</b>			
102-16	Values, principles, standards and norms of behaviour	In the sustainability report	6,33
<b>Governance</b>			
102-18	Governance structure	In the corporate governance report	24
<b>Stakeholder engagement</b>			
102-40	List of stakeholder groups	Employees, customers, shareholders, investors & financial community, local communities, NGOs, suppliers	35
102-41	Collective bargaining agreements	In the consolidated financial statements, note 8	85
102-42	Identifying and selecting stakeholders	In the sustainability report	33
102-43	Approach to stakeholder engagement	In the sustainability report	33
102-44	Key topics and concerns raised	In the sustainability report	33
<b>Reporting practice</b>			
102-45	Entities included in the consolidated financial statements	In the consolidated financial statements, note 1.2	72
102-46	Defining report content and topic boundaries	In the sustainability report	33
102-47	List of material topics	In the sustainability report and GRI index	33,58-62
102-48	Restatements of information	NA	-
102-49	Changes in reporting	NA	-
102-50	Reporting period	01.01.21-31.12.21	-
102-51	Date of most recent report	Annual Report 2020	-
102-52	Reporting cycle	Anually	-
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 - 2021	58-62

## Material topics

GRI section	Description	Comments	Page
<b>Sustainable value chain</b>			
<b>Sustainable products</b>			
<i>GRI 103 - Management approach</i>			
103-1	Explanation of the material topic and its boundary	In the sustainability report, section "Sustainable value chain"	38
103-2	The management approach and its components	In the sustainability report, section "Sustainable value chain"	38
103-3	Evaluation of the management approach	In the sustainability report, section "Sustainable value chain"	38
<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 2022	-
<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"	38
<b>Safe and good quality products</b>			
<i>GRI 103 - Management approach</i>			
103-1	Explanation of the material topic and its boundary	In the sustainability report, section "Safe and good quality products"	39
103-2	The management approach and its components	In the sustainability report, section "Safe and good quality products"	39
103-3	Evaluation of the management approach	In the sustainability report, section "Safe and good quality products"	39
<i>GRI 416 - Customer health and safety</i>			
416-1	Assessment of the health and safety impacts is done for all high risk products	In the sustainability report, section "Safe and good quality products"	39
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"	39
<i>GRI 417 - Marketing and labelling</i>			
417-2	Incidents of non-compliance concerning products and service information labelling	In the sustainability report, section "Safe and good quality products"	39
<b>Responsible supply-chain management</b>			
<i>GRI 103 - Management approach</i>			
103-1	Explanation of the material topic and its boundary	In the sustainability report, section "Sustainable value chain"	40
103-2	The management approach and its components	In the sustainability report, section "Sustainable value chain"	40
103-3	Evaluation of the management approach	In the sustainability report, section "Sustainable value chain"	40
<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	-

GRI section	Description	Comments	Page
<b>Resource-efficient business model</b>			
<b>Climate-friendly operations and logistics</b>			
<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"	43
103-2	The management approach and its components	In the sustainability report, section "Resource-efficient business model"	43
103-3	Evaluation of the management approach	In the sustainability report, section "Resource-efficient business model"	43
<i>GRI 302 - Energy</i>			
302-1	Energy consumption within the organisation	Table "GHG emissions"	47
<i>GRI 305 - Emissions</i>			
305-1	Direct (scope 1) GHG emissions	Table "GHG emissions"	47
305-2	Energy indirect (scope 2) GHG emissions	Table "GHG emissions"	47
305-3	Other indirect (scope 3) GHG emissions	Table "GHG emissions"	47
<b>Circular solutions and waste reduction</b>			
<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"	43
103-2	The management approach and its components	In the sustainability report, section "Resource-efficient business model"	43
103-3	Evaluation of the management approach	In the sustainability report, section "Resource-efficient business model"	43
<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"	46
<b>Responsible employer</b>			
<b>Equal opportunities and an inclusive work environment</b>			
<i>GRI 103 - Management approach</i>			
103-1	Explanation of the material topic and its boundary	In the sustainability report, section "Responsible employer"	49
103-2	The management approach and its components	In the sustainability report, section "Responsible employer"	49
103-3	Evaluation of the management approach	In the sustainability report, section "Responsible employer"	49
<i>GRI 401 - Employment</i>			
401-1	New employee hires and employee turnover	In the sustainability report, section "Equal opportunities and an inclusive work environment" - "Recruitment and promotion"	49
401-3	Parental leave	In the sustainability report, section "Equal opportunities and an inclusive work environment"	51
<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"	50
<i>GRI 405 - Diversity and equal opportunity</i>			
405-1	Diversity of governance bodies and employees	In the sustainability report, section "Equal opportunities and an inclusive work environment"	51
405-2	Ratio of basic pay and remuneration of women to men	In the sustainability report, section "Equal opportunities and an inclusive work environment"	51
<i>GRI 406 - Non-discrimination</i>			
406-1	Incidents of discrimination and corrective actions taken	In the sustainability report, section "Equal opportunities and an inclusive work environment"	49

GRI section	Description	Comments	Page
<b>Health and safety at the workplace</b>			
<i>GRI 103 - Management approach</i>			
103-1	Explanation of the material topic and its boundary	In the sustainability report, section "Responsible employer"	52
103-2	The management approach and its components	In the sustainability report, section "Responsible employer"	52
103-3	Evaluation of the management approach	In the sustainability report, section "Responsible employer"	52
<i>GRI 403 - Occupational health and safety (2016)</i>			
403-1	Occupational health and safety management system	In the sustainability report, section "Health and safety at the workplace"	52
403-2	Hazard identification, risk assesment and incident investigation	In the sustainability report, section "Health and safety at the workplace"	52
403-3	Occupational health services	In the sustainability report, section "Health and safety at the workplace"	52
403-4	Worker participation, consultation and communication on occupational health and safety	In the sustainability report, section "Health and safety at the workplace"	52
403-5	Worker training on occupational health and safety	In the sustainability report, section "Health and safety at the workplace"	52
403-6	Promotion of worker health	In the sustainability report, section "Health and safety at the workplace"	52
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	In the sustainability report, section "Health and safety at the workplace"	52
403-10	Work-related ill health	In the sustainability report, section "Health and safety at the workplace"	52
<b>Empowering customers and communities</b>			
<b>Satisfied customers</b>			
<i>GRI 103 - Management approach</i>			
103-1	Explanation of the material topic and its boundary	In the sustainibility report, section "Empowering customers and communities"	55
103-2	The management approach and its components	In the sustainibility report, section "Empowering customers and communities"	55
103-3	Evaluation of the management approach	In the sustainibility report, section "Empowering customers and communities"	55
<i>Europris - own indicator</i>			
1	Mediacom customer survey results	In the sustainibility report, section "Satisfied customers"	55
2	Number of customer complaints	In the sustainibility report, section "Satisfied customers"	55
GRI section	Description	Comments	Page
<b>Local value creation and community engagement</b>			
<i>GRI 103 - Management approach</i>			
103-1	Explanation of the material topic and its boundary	In the sustainibility report, section "Empowering customers and communities"	55
103-2	The management approach and its components	In the sustainibility report, section "Empowering customers and communities"	55
103-3	Evaluation of the management approach	In the sustainability report, section "Empowering customers and communities"	55
<i>GRI 201 - Economic performance</i>			
201-1	Direct economic value generated and distributed	In the sustainibility report, section "Local value creation and community engagement"	55
<i>Europris - own indicator</i>			
3	Description of approach	In the sustainibility report, section "Local value creation and community engagement"	55





Europris ASA  
Dikeveien 57, P O Box 1421  
NO-1661 Rolvsøy

Switchboard: +47 971 39 000  
email: [ir@europris.no](mailto:ir@europris.no)

[www.europris.no](http://www.europris.no)

***Europris***  
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