



GOOD PRACTICE REPORT 2018

**ON SOCIAL RESPONSIBILITY
AND SUSTAINABLE DEVELOPMENT**

SCHIEVER GROUP IN POLAND

April 2019

GOOD PRACTICE REPORT 2018

SCHIEVER GROUP IN POLAND

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GOOD PRACTICE REPORT 2018 SCHIEVER GROUP IN POLAND

Good practice report on social responsibility and sustainable development of SCHIEVER GROUP IN POLAND for 2018 was prepared on the basis of updated guidelines and ISO 2600 standard. The presented practices contribute to the implementation of Sustainable Development Goals (SDG).

This report has not been externally verified. However, it was co-created by Members of the Management Board, who are also involved in Group-wide CSR initiatives.



THE IMPLEMENTATION OF SUSTAINABLE DEVELOPMENT GOALS (SDG)

- **Goal 1:** End poverty in all its forms everywhere.
- **Goal 2:** End hunger, ensure food security and better nutrition, promote sustainable farming.
- **Goal 3:** Ensure healthy lives and promote well-being for all at all ages.
- **Goal 4:** Provide inclusive and quality education and promote lifelong learning.
- **Goal 5:** Achieve gender equality and empower all women and girls.
- **Goal 6:** Ensure access to water for everybody, promote sustainable water management and sanitary facilities.
- **Goal 7:** Ensure access to affordable, reliable, sustainable and modern energy for all.
- **Goal 8:** Promote stable, inclusive and sustainable economic growth, full and productive employment and decent work for all.
- **Goal 9:** Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.
- **Goal 10:** Reduce inequality within and among countries.
- **Goal 11:** Make cities and human settlements inclusive, safe, resilient and sustainable.
- **Goal 12:** Ensure sustainable consumption and production patterns.
- **Goal 13:** Take urgent action to combat climate change and its impacts.
- **Goal 14:** Conserve and sustainably use the oceans, seas and marine resources.
- **Goal 15:** Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, halt and reverse land degradation and halt biodiversity loss.
- **Goal 16:** Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.
- **Goal 17:** Strengthen the means of implementation of the Goals and revitalize the global partnership for sustainable development.

Schiever Group in Poland actively contributes to the implementation of Sustainable Development Goals defined in the UN 2015 Agenda.

It is our ambition to ensure sustainable management and maintain economic, social and environmental balance. We know that the implementation of the Agenda for Sustainable Development adopted by the UN, entitled **Transforming our world: the 2030 Agenda for Sustainable Development**, is only possible thanks to joint actions, so we actively engage in numerous initiatives which are a response to social and environmental problems that are the most important in our immediate surroundings. Therefore, Schiever Group in Poland supports the implementation of Global Sustainable Development Goals, which are directly related to our business sector and which respond to the expectations of our main stakeholders.

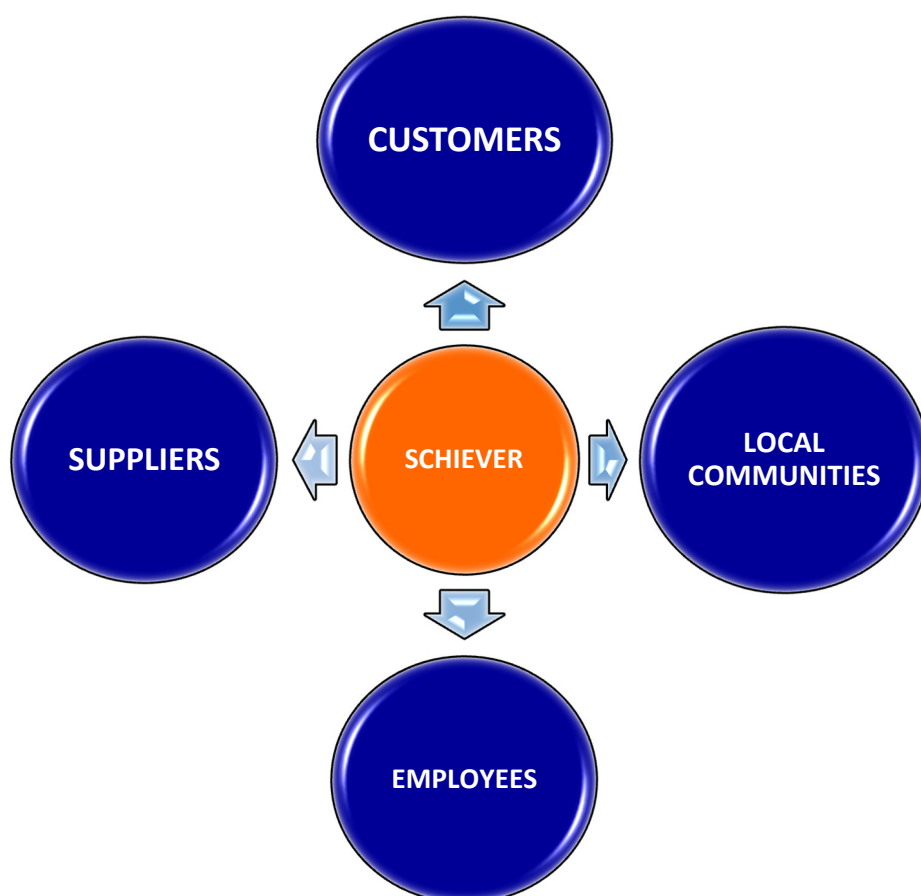
CSR POLICY: CODE OF GOOD PRACTICE

The aim of the CSR strategy adopted by Schiever Group in Poland is to support and shape the proper corporate culture of our enterprise, in particular work culture, and regulate relations both within the company and between the company and its stakeholders in accordance with our values: **Respect, Energy, Independence.**

STAKEHOLDERS

Our main stakeholders:

- ✓ customers
- ✓ employees
- ✓ suppliers
- ✓ local communities



OUR DIALOGUE WITH STAKEHOLDERS

An important element of our responsible management strategy is dialogue with stakeholders. That is why throughout the years we have created and shared with our stakeholders numerous communication channels adjusted to their needs and expectations.

For us, dialogue with our main stakeholders is a source of valuable information, tips and inspiration, thanks to which we can act more efficiently.

COMMUNICATION EXAMPLE: Schiever – CUSTOMER

Powód dla którego się kontaktujesz

Treść wiadomości*

Szukasz pracy?

Schiever Polska zatrudnia blisko 450 osób pracujących w trzech lokalizacjach. Źródłem naszego sukcesu jest nauka. Każdego dnia doskonalimy się w dziedzinie dystrybucji i w zarządzaniu...

DOŁĄCZ DO NAS!

Schiever Polska Sp. z o.o.
ul. Grunwaldzka 64
60-311 Poznań
tel. 61 661 81 70
fax. 61 628 22 31

COMMUNICATION EXAMPLE: bi1 - CUSTOMER

Newsletter

Wybierz sklep w Twojej okolicy

Informujemy, że wyrażając niniejszą zgodę masz prawo w dowolnym momencie wycofać zgodę, kierując informację o jej wycofaniu na adres e-mail: schiever@schiever.com.pl. Wycofanie zgody nie wpływa na zgodność z prawem przetwarzania, którego dokonano na podstawie zgody przed jej wycofaniem.

☐ Wyrażam zgodę na przetwarzanie moich danych osobowych, wskazanych w formularzu powyżej, przez Relia Investments Sp. z o.o. z siedzibą w: ul. Grunwaldzka 64, 60-311 Poznań w celach marketingowych.

☐ Wyrażam zgodę na wykonywanie marketingu bezpośredniego przez Relia Investments sp. z o.o. z siedzibą w: ul. Grunwaldzka 64, 60-311 Poznań zgodnie z art. 172 ustawy Prawo telekomunikacyjne oraz na otrzymywanie informacji handlowych od Relia Investments spółki z o.o., zgodnie z art. 10 ust.2 ustawy o świadczeniu usług drogą elektroniczną.

Informacja o Administratorze i przetwarzaniu danych.

ZAPISZ SIĘ

COMMUNICATION EXAMPLE: AUCHAN - CUSTOMER



Słowo Klienta

Twoja opinia się liczy!



Napisz do nas !

Prześlij wiadomość pocztą tradycyjną: Włóż swoją opinię do załączonej koperty i wyślij



lub

Pocztą elektroniczną: slowoklienta@schiever.com.pl wskazując swoje dane i sklep, którego wiadomość dotyczy (jak poniżej)

Twoje dane:

Jesli posiadasz kartę Auchan

wpisz 13 cyfrowy numer kodu kreskowego

Sklep:

Nazwisko: Imię:

Adres: Miasto:

Kod: Tel.: E-mail:



Customers

bi1 fan page on Facebook

<https://www.facebook.com/Sklepy.w.Polsce>

- instagram https://www.instagram.com/bi1_hipermarket/
- Linkedin
- website (schiever.com.pl and bi1.pl)
- customers' opinions
- customer service points in shops
- leaflets, promotional materials



Employees

- annual meetings: employees' competence assessment, summary and identifying the path for further development, training courses
- quarterly meetings with employees: "coffee klatch"
- volunteering programme: DobroCzynni
- bi1 corporate paper, Schiever&Ja newspaper
- Product Ambassador
- dedicated email address: stopmobbingowi@schiever.com.pl
- social media: Facebook, Instagram, Linkedin
- internal media (TV, posters, email communication)



Suppliers / Contractors

- industry meetings
- direct contact, meetings
- membership in industry organizations (POHiD, CCIFP), participation in workgroups



Local Communities

- fan page bi1 - Facebook, Instagram
- website (schiever.com.pl and bi1.pl)
- prosocial actions
- bi1 print newspapers
- career fairs

OUR MAIN AXES OF ACTION: PILLARS OF SCHIEVER SOCIAL RESPONSIBILITY

Schiever Group in Poland is implementing its sustainable development strategy through relevant actions in defined key areas related to our main stakeholders, which includes:

- ✓ responsible consumption and supply chain (customers, suppliers)
- ✓ employees,
- ✓ environment,
- ✓ local communities,
- ✓ corporate governance / ethics.

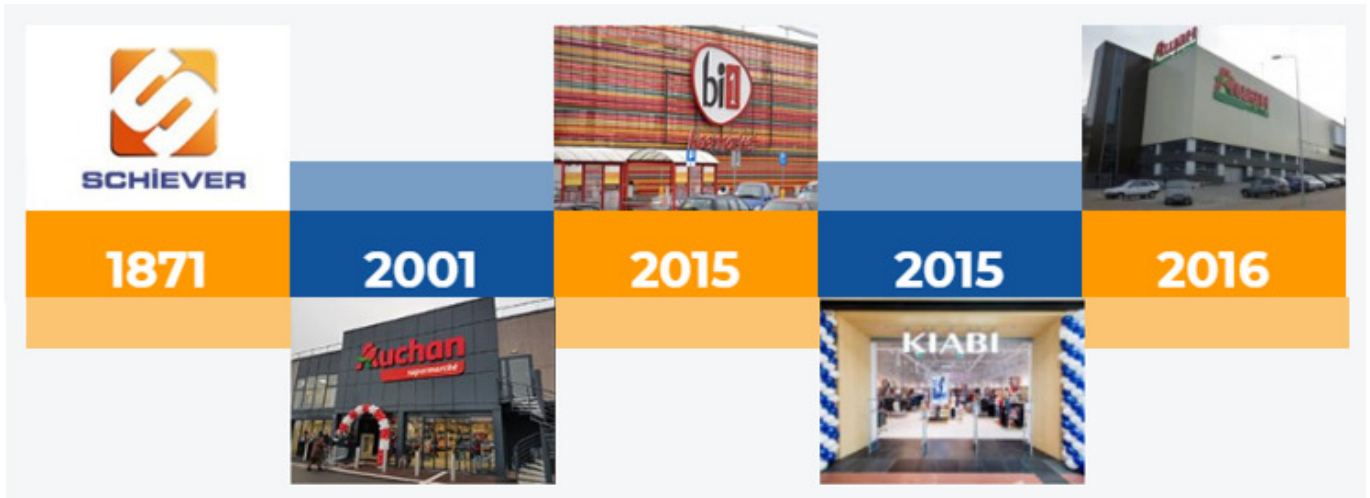
Implementing the CSR strategy of Schiever Group in Poland is our contribution to the achievement of the UN Global Goals (SDG). What our Strategy and the Goals have in common is the ambition to achieve business benefits responsibly by taking social development into account and taking care of the natural environment.

SCHIEVER GROUP MISSION:



We act together for
responsible trade accessible
to all

GET TO KNOW SCHIEVER GROUP



SCHIEVER GROUP HISTORY

- 1871** - a company trading in wine and spirits is established in France
- 2001** - Schiever Poland opens the first Auchan hypermarket in Poland
- 2015** - 7 bi1 hypermarkets are opened in Poland
- 2015** - the first KIABI clothing store is opened in Poland
- 2016** - the first Auchan hypermarket is opened in Tajikistan

SCHIEVER GROUP NOW

YEARS OF GROWTH
146

3 COUNTRIES:
FRANCE
POLAND
TAJIKISTAN

7000 
EMPLOYEES

10 BRANDS

160 
STORES

ALL OUR BRANDS:

HYPERMARKETS



SUPERMARKETS



CONSTRUCTION AND DECORATION STORES



TEXTILES



RETAIL STORES



RESTAURANTS



12
STORES IN POLAND

7
BI1 HYPERMARKETS

2
AUCHAN HYPERMARKETS

3
KIABI SHOPS



SCHIEVER GROUP VALUES



RESPECT

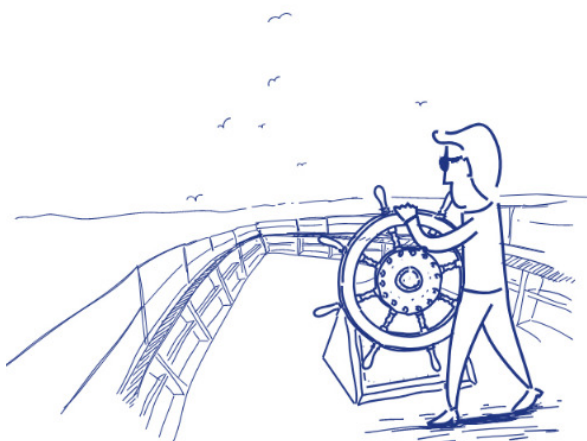
Respecting rules and other people

Respect is our fundamental value, firmly established in the corporate culture of our company, which has been based on ethical standards since the very beginning. We are open and ready to listen to others. We keep our commitments towards all our co-workers, business partners and customers. We respect products, rules and each other's work.

ENERGY

Involvement and professional motivation

Energy is an essential value for the smooth operation and development of the company. It includes our involvement, active participation and teamwork, as well as pursuing continual growth, implementing innovative solutions, responding to our customer's needs and building long-term relationships with them every day. This energy enables us to improve our work and build the future of our enterprise.



INDEPENDENCE

Self-reliance and taking initiatives

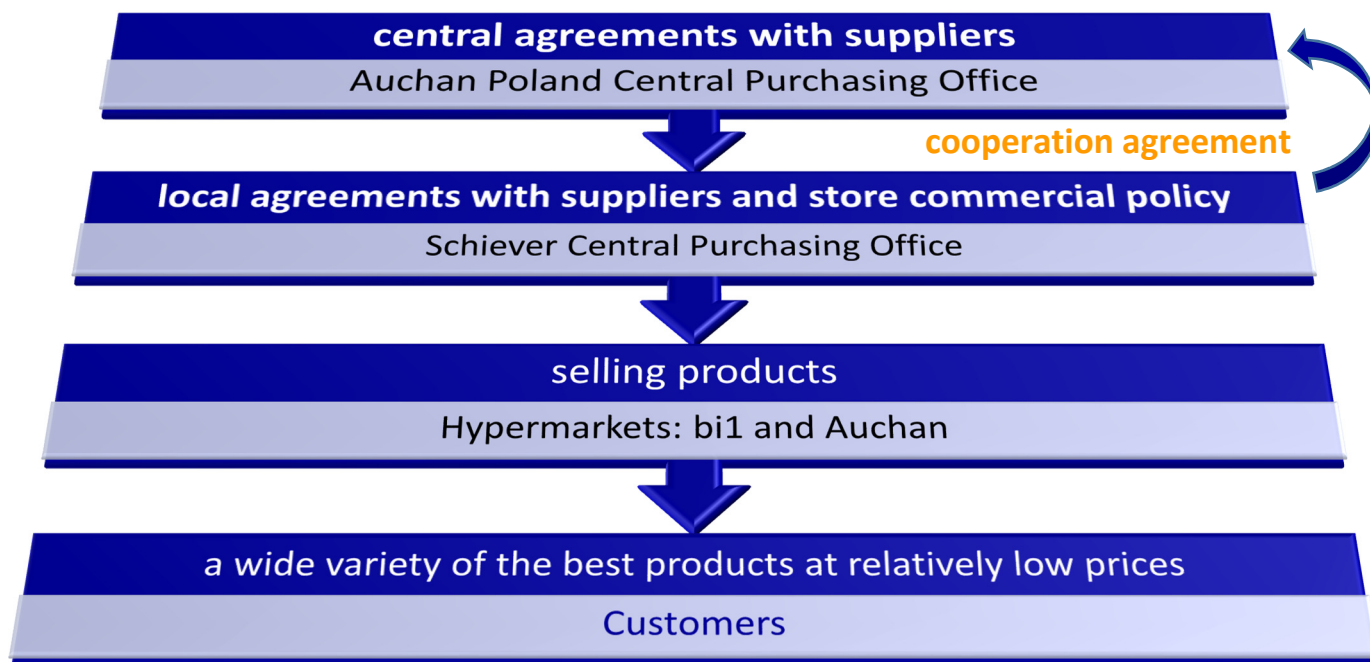
In our company, which is an entirely family business, independence is one of the key values. Being independent means that we can take initiatives and are ready for long-term development by acquiring and honing additional skills and competencies.

It is also responsibility which we share every day and which we are proud of.

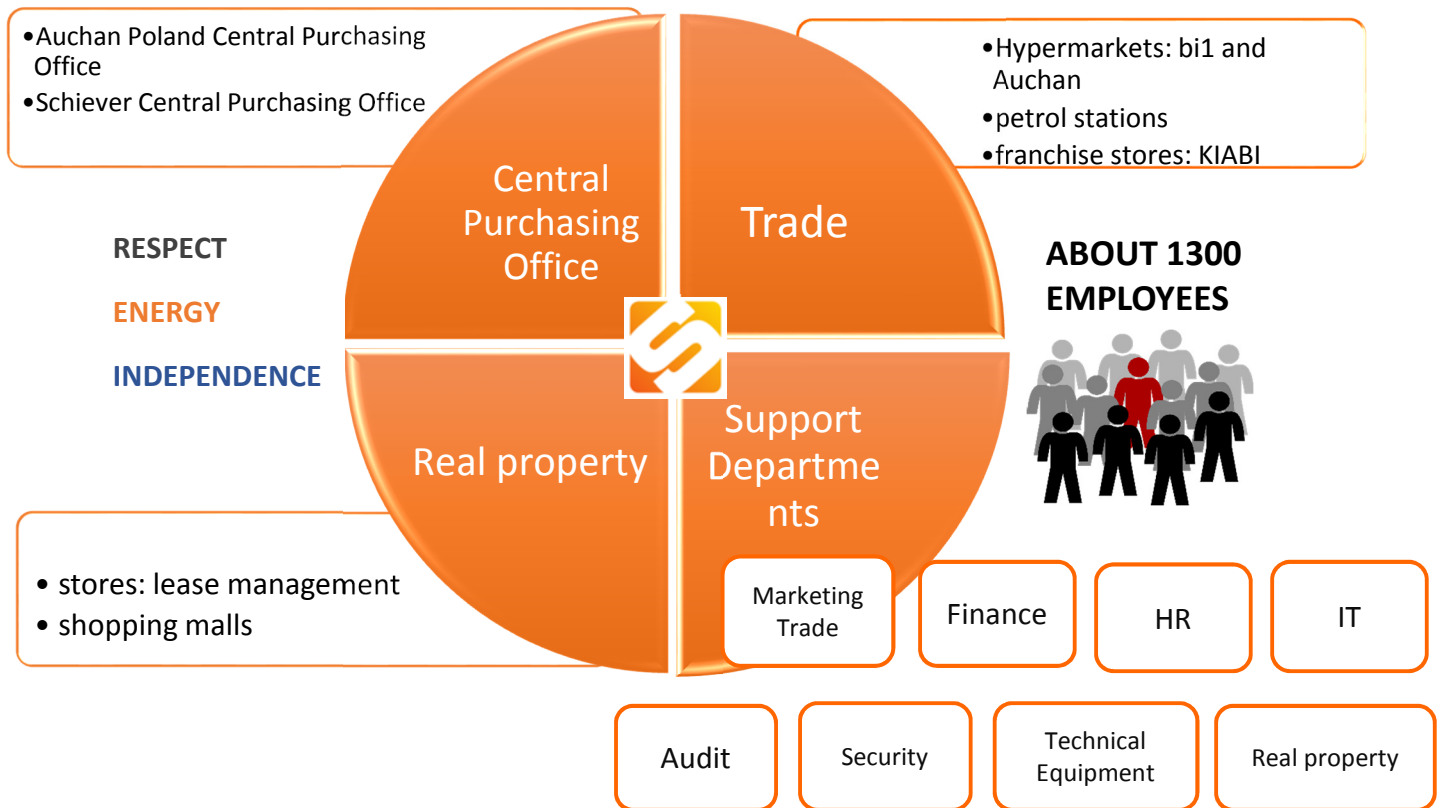
COMPOSITION OF SCHIEVER GROUP IN POLAND



RELATIONS BETWEEN INDIVIDUAL MARKET PARTICIPANTS



CREATING VALUES OVER TIME



OUR STORES

bi1 *by zdrowo żyć*

bi1 is a brand created by Schiever Group. In France, there are over 20 bi1 stores. When it comes to Poland, since 2015 we have already opened 7 bi1 hypermarkets. This brand goes for comprehensive shopping and a good quality of products at relatively low prices. bi1 is distinguished by a wide variety of fresh fruit and vegetables, whereas the traditional department offers delicious food of its own production, as well as products prepared by local smokers. www.bi1.pl



Auchan

i życie się zmienia

Schiever Group cooperates with Auchan Poland.

Our first shop in Poland was opened in 2001 in Zielona Góra. In May 2007, we opened our Auchan store in Racibórz. In 2016, we opened the first Auchan hypermarket in Tajikistan.

www.schiever.com.pl/SKLEPY

KIABI
la mode à petits prix



Kiabi is number 1 clothing brand in France when it comes to the value and

number of sold products. It has over 500 points of sale in 17 countries. In Poland, there are 3 shops: in Warsaw, Gdańsk and Wrocław. Kiabi is a brand which offers family fashion at low prices. Apart from clothing collections for men and women, Kiabi is characterized by a wide variety of products for children of all ages, a collection for pregnant women, and clothes in sizes above XXL. www.kiabi.pl



RESPONSIBLE TRADE

ECO-FRIENDLY BAGS

With regard to environmental protection, in 2018 we introduced paper bags at the checkout counters in all our hypermarkets. Moreover, as an alternative, the Customers of bi1 hypermarkets are offered reusable bags which they can keep forever.

If the bag gets damaged, the Customer can exchange it for a new one in Customer Service Points.



The number of “Forever bi1” bags marketed in
2018

➡ **143.444 bags**

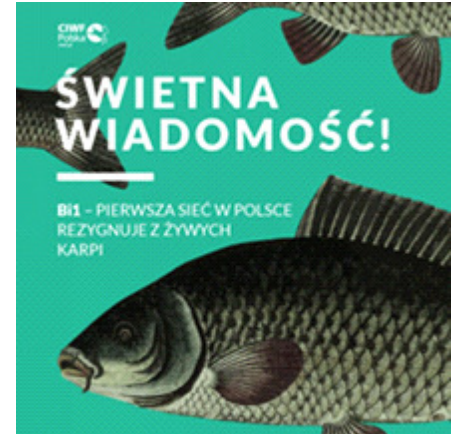
ANIMAL WELFARE

Animal welfare and well-being directly or indirectly determines the health and productivity of animals, which influences the quality of products of animal origin.



CARP ACTION: saying no to selling live carps in the Christmas season

This decision was influenced by the necessity to pay attention to the humane treatment of animals, including fish. We believe that every animal deserves to be treated right. Carps can be sold in such a way as to eliminate their suffering and stress during transport and in the sales process.



WITHDRAWING CAGE EGGS FROM SALE

By 2025, we plan to completely withdraw CAGE EGGS from sale.

The pace of changes which we are going to introduce in this regard is connected with changes in the egg offer that will be introduced by our trading partner and main supplier. We are trying to ensure an optimal choice of products for all our customers and at the same time fulfil the obligations of our Group in terms of sustainable development policy.



PROVEN QUALITY: REGULAR TESTS



FOOD TESTS

With regard to the quality and safety of offered products, every month each of our hypermarkets commissions microbiological tests of 9 types of products of our own production and articles from our suppliers. Moreover, we commission tests of raw meat products. Every month, we test 12 items from our offer, whereas on a quarterly basis we test 2 types of food sold as ready-made products. In order to ensure proper hygiene, we also carry out regular monitoring activities that consist in sanitary control swabs in production areas, which is confirmed by microbiological results. The tests we commission are carried out by 2 independent and accredited laboratories.

IDENTIFIABILITY

We know how important it is for food safety policies to include monitoring the production process at every stage of product development. This is why our meat complies with all identifiability demands, which guarantees its high quality.

We can identify a given meat product at every stage of processing, starting from the delivery and ending with the moment it is put on the counter.

Identifiability allows us to find the supplier's data and identify the raw material by using its batch number. The batch number of the raw material is printed on the label of the packed final product.

PETROL STATION TESTS

In order to monitor the quality of petrol, we perform a series of 20 tests every year, including two extended tests.

Petrol tests are carried out by an accredited laboratory. Test results are regularly posted on our petrol stations for the attention of our customers.

RESPONSIBLE OFFER



In order to live up to the expectations of our Customers, who have become increasingly aware and started looking for products adjusted to particular nutritional purposes, we are constantly working on extending our offer so that it meets various expectations.

In response to the nutritional needs of our Customers, every day we offer a wide variety of healthy foods:

HEALTHY PRODUCTS: BIO, LACTOSE-FREE, GLUTEN-FREE

✓ **3,000** Healthy Food products, including:

- ✓ 2,000 BIO products,
- ✓ 350 gluten-free products,
- ✓ 100 lactose-free products,
- ✓ 70 soy products, 300 dietary products.



VEGAN PRODUCTS

✓ **100** vegan products.

As we are expanding our offer quantitatively and qualitatively, we are striving to make it not only as varied as possible to accommodate the needs of diabetics, vegetarians and vegans, but also affordable. This is one of the reasons why in our stores we have introduced weekly promotions and discounts of up to 20% which cover selected BIO categories.



Moreover, students who participate in our loyalty programme and have Karta Jedyna double their points when they buy BIO products.

QUALITY OFFICE: SMOKED MEAT, SAUSAGES AND ROAST MEAT

Quality office: What does it mean in practice?

- ✓ specific recipes and specification of raw materials,
- ✓ raw materials from certified suppliers,
- ✓ precise specification of the finished product,
- ✓ fixed and properly selected parameters of the technological process,
- ✓ regular inspections and laboratory tests for compliance with the specification,
- ✓ full identifiability of the process and product identification (HAACP procedures).

Our suppliers have relevant certificates which guarantee high quality of food.

OUR OWN PRODUCTION (ON-SITE PRODUCTION)



Thanks to many years of experience and the knowledge of our consumers' preferences, we can say that we know what is good and tasty. This is why apart from products from tried and tested suppliers (meat and fish processing facilities, bakeries and cake shops), in our stores we also offer our own products, such as cold cuts, sausages and fish from our own smokehouse, bread baked on site, as well as doughnuts and cakes prepared at the Customer's special request. Our own products are those prepared on-site, directly in a given store.

OUR OWN PRODUCED COLD CUTS

Thanks to a thorough selection of fresh raw materials from tried and tested suppliers and the use of proven recipes and natural herbs and spices, we can bring out a real Polish flavour and aroma of our cold cuts.

This is why the products we make ourselves have a unique taste.



FISH FROM OUR OWN SMOKEHOUSE

To smoke our fish, we use wood chips from deciduous trees. We do not use smoke flavourings. Every day, our Customers can buy freshly smoked fish. Raw materials for smoking come solely from our certified suppliers.

BREAD FROM OUR OWN BAKERY

In some of our stores, Customers can buy bread from our own bakeries. Baked goods are made on the basis of our own original recipes. Every day, we offer to our Customers a wide variety of baked goods without preservatives, such as warm and crispy Kaiser rolls, baguettes and bread straight out of our oven.



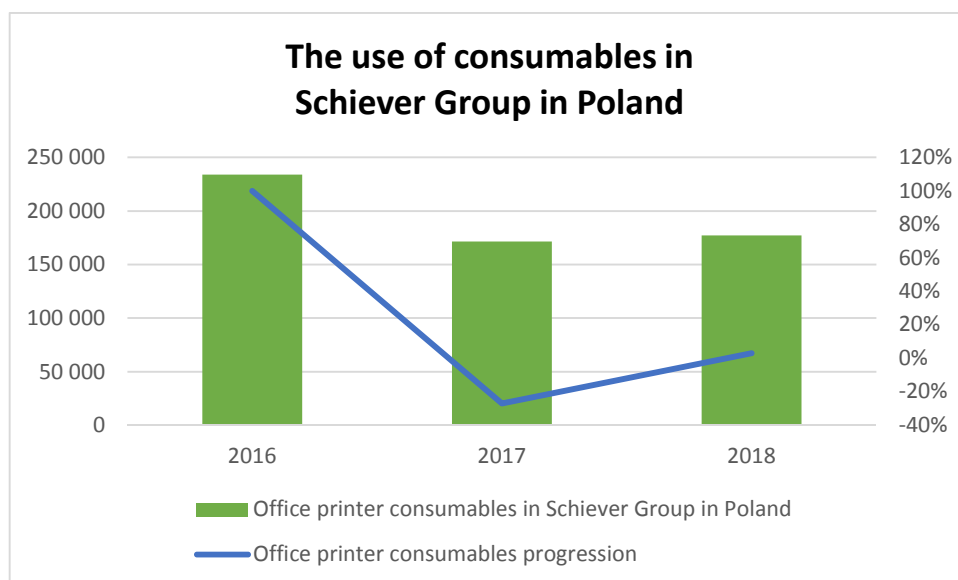
ECOLOGICAL ADMINISTRATION AND ENVIRONMENTAL EDUCATION OF OUR EMPLOYEES

We attach great importance to environmental protection and the sustainability of resources, so we want to work more responsibly, taking into account both financial results and the reduction of our environmental impact.

Every day, we are trying to raise our employees' awareness of the environmental factor and we want the care for natural resources to become an integral part of the corporate culture of our Group in Poland.

To achieve this goal, we conduct information campaigns (TV Schiever), whose aim is to encourage employees to minimize their environmental impact through small daily actions:

- ✓ double-sided printing or printing 2 pages per 1 sheet,
- ✓ printing documents only when it is necessary,
- ✓ e-invoicing,
- ✓ reusable envelopes for internal correspondence,
- ✓ internal communication through electronic means,
- ✓ sheets of paper with print on one side are used to make notes,
- ✓ minimizing the use of consumables and paper.



CUSTOMERS

OUR GOAL: TO INCREASE CUSTOMER LOYALTY AND INCREASE OUR CUSTOMERS' AWARENESS

How we build lasting relationships with Customers:

- ✓ we increase our Customers' awareness (www.bi1.pl website, Facebook fan page): recipes and culinary advice prepared by Product Ambassadors,
- ✓ we promote a healthy lifestyle, e.g. thanks to the fact that every week we offer various products from BIO / Healthy food categories,
- ✓ we use the traditional smoking method,
- ✓ we offer a loyalty programme, as part of which we award our Customer for shopping in bi1 stores and support specific social groups (such as young moms, students and seniors) by giving them additional points for purchasing specific groups of products or shopping in a specified period of time.



przepis tygodnia
PIKANTNE WARZYWNE PLACUSZKI

30 min 3-4 porcje

SKŁADNIKI

- 6 średnich ziemniaków
- 1 średnia marchew
- ½ cukinii
- 1 większa cebula
- 2 cm świeżego imbiru
- 3 łyżki mąki pszennej
- 2 jajka
- Jogurt naturalny
- Sól, pieprz/pieprz cayenne
- Olej do smażenia
- Natka pietruszki do posypania

Przygotowanie

1. Ziemniaki, cukinię i cebulę obrać i umyć, pokroić w kawałki i wrzucić do malaksera.
2. Marchewkę i imbir obrać, umyć i zetrzeć na tarce o małych oczkach, po czym wrzucić do malaksera.
3. Do malaksersa dodać również mąkę, jajka, sól oraz pieprz. Teraz można zmiksować ok. 20-30 sekund na średnich obrotach, tak aby zostały niewielkie kawałeczki ziemniaków, cebuli i cukinii, a nie jednolita masa – to ważne!
4. Masa powinna przypominać gęste ciasto, jeżeli poszczególne składniki nie będą się ze sobą 'kleiły' dodaj jeszcze trochę mąki.
5. Rozgrzej olej na patelni i smaż placuszki na złoty kolor, ok. 3 min z każdej strony. Olej powinien być mocno rozgrzany, wówczas placuszki nie będą go 'piły'.
6. Placuszki polej jogurtem i posyp posiekaną natką pietruszki.

To idealny pomysł na szybki i lekki obiad!

Ela
Ambasador Zdrowej Żywności

We organize a variety of promotional campaigns to offer our Customers attractive products at attractive prices. Our wide and high-quality offer is available to everybody and always affordable. In our stores, Customers will always find a wide variety of products that are sought after and important in a given season.

We listen to our Customers so that our offer, the quality of our services and additional facilities in our stores meet their needs as closely as possible:

- at least once a year, we survey our Customers' satisfaction. Customers are directly interviewed by a professional agency so that we can get to know their opinion on our stores,
- we regularly check the evaluation of our products' quality by carrying out additional analyses which show our market position.

FOCUS ON THE CUSTOMER

Project summary

Our Goal:

To strengthen the customer-oriented approach among managers and employees of Schiever Group in Poland.

We would like our Customers to feel that their needs are put first by our teams.

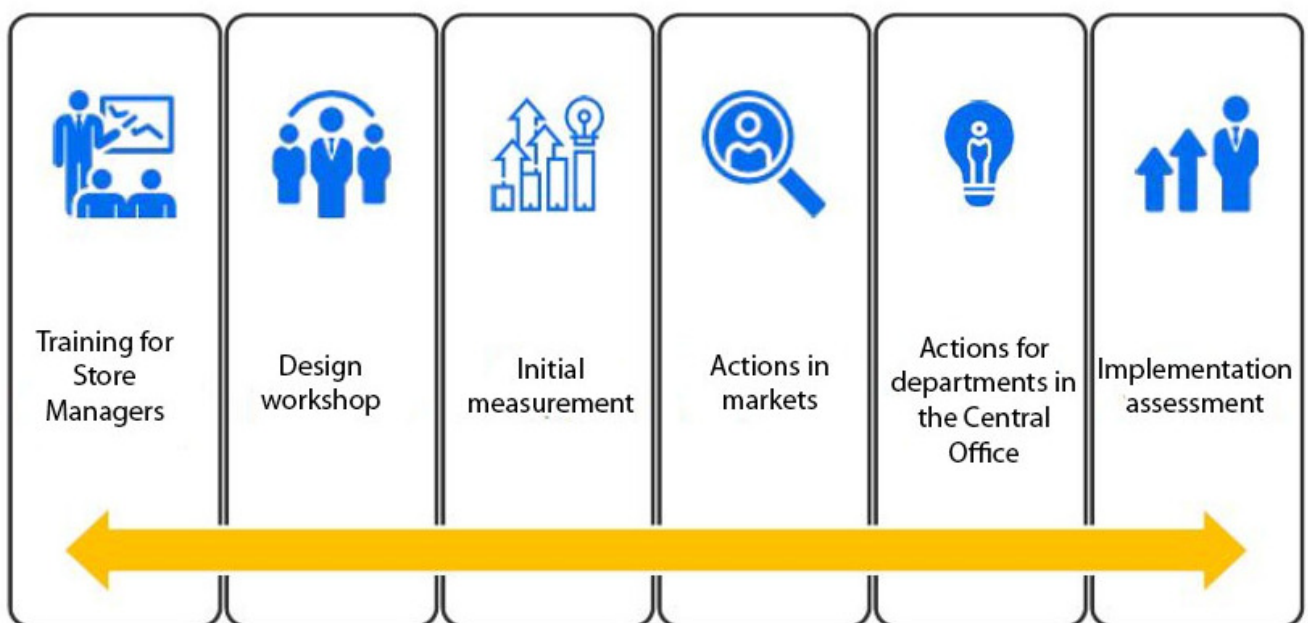
After the project, we want the Customers of our stores to:

- ✓ Feel that they are the most important.
- ✓ See that we are changing for them and in accordance with their expectations.
- ✓ Be welcomed by smiling and kind employees.
- ✓ Get help in any situation difficult for them.
- ✓ Get all necessary information.
- ✓ Feel safe.



THE CONCEPT OF THE PROJECT

Concept



Beginning of the project: April 2018

Duration of the project: end of June 2019

GOOD PRACTICE REPORT 2018 SCHIEVER GROUP IN POLAND

THE IMPLEMENTATION OF PROJECT GOALS IN DETAIL

- ✓ Customer service training.
- ✓ Product training.
- ✓ Implementing initiatives in stores.
- ✓ A workshop for Central Office managers.
- ✓ A matrix of responsibility and mutual expectations between stores and the Central Office and within the Central Office.
- ✓ Implementing good practices.
- ✓ An online game.



“FOCUS ON THE CUSTOMER” TRAINING IN NUMBERS

CUSTOMER SERVICE TRAINING

Supermarket	Number of training courses	Number of employees
Białystok	19	85
Czeladź	17	56
Legnica	15	40
Racibórz	10	83
Rzeszów	4	69
Szczecin	5	21
Wałbrzych	12	61
Zielona Góra	12	65
IN TOTAL	94	480

PRODUCT TRAINING

Supermarket	Number of training courses	Number of employees
Białystok	31	185
Czeladź	19	85
Legnica	10	102
Racibórz	10	47
Rzeszów	9	61
Szczecin	6	53
Wałbrzych	7	55
Zielona Góra	2	5
IN TOTAL	94	538

GOOD PRACTICE REPORT 2018

SCHIEVER GROUP IN POLAND

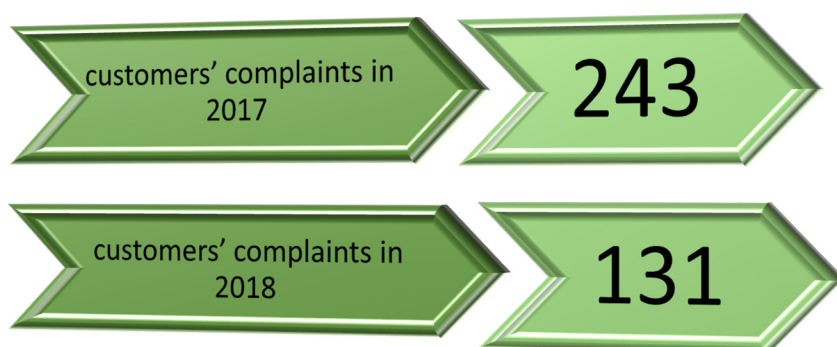
TOP 10 good practices: How we work

Implementing TOP 10 good practices:

- ✓ 1 good practice = 1 week,
- ✓ a manager holds a meeting with employees and introduces the next good practice,
- ✓ an illustrative animation in TV Schiever presented for 1 week,
- ✓ posters showing the TOP 10,
- ✓ applying good practices in everyday work,
- ✓ including TOP 10 good practices in the onboarding training.

Even as early as in the implementation phase, we noticed a decline in the number of complaints filed by the customers of Schiever Group in Poland in the last 2 years.

Complaints filed by the customers of Schiever Group in Poland in the last 2 years:



EMPLOYEES

OUR GOAL: TO STRENGTHEN THE IMAGE OF A RESPONSIBLE EMPLOYER

How do we implement the responsible employer concept?

We build relationships based on our 3 values: **Respect, Energy, Independence** and offer our employees:

- ✓ private healthcare, group life insurance, fitness passes,
- ✓ career building at SCHIEVER, recruitment inside the group and the possibility of promotion in the company,
- ✓ clear internal communication and an honest remuneration policy which takes into account the individual contribution of every employee.



TRAINING COURSES AND DEVELOPMENT

We know that the success of Schiever Group depends on our employees, so we support their development and offer training courses which include:

- ✓ the onboarding programme that covers both theoretical knowledge and practical exercises,
- ✓ training courses for employees in specific positions which broaden the knowledge about a given position and enable employees to develop their competencies,
- ✓ we offer the possibility of self-study by giving our employees access to an e-learning platform that offers various training courses,
- ✓ we are building a team of internal instructors supporting the implementation of new knowledge and skills directly at the workplace.

TRAINING COURSES CARRIED OUT IN THE GROUP IN 2018:



DIVERSITY AT SCHIEVER GROUP IN POLAND

OUR GOAL: TO CREATE A WORKING ENVIRONMENT WHERE EVERY EMPLOYEE FEELS RESPECTED AND APPRECIATED, THANKS TO WHICH THEY CAN ACHIEVE THEIR FULL POTENTIAL AND CONTRIBUTE TO THE SUCCESS OF OUR GROUP

- ✓ We build relationships based on our 3 values: **Respect, Energy, Independence.**
- ✓ We promote diversity in the workplace through our equal opportunity policy and by counteracting discrimination.

DIVERSITY AND EQUAL OPPORTUNITY POLICY



employees.

- ✓ Recruitment: the selection of employees based on a standardized and objective evaluation of skills, CVs are evaluated solely on the basis of objective criteria, equal opportunities, no discrimination based on sex, ethnic or social origin, age or other criteria.
- ✓ Equal opportunities for professional development: promotion inside the company with no discrimination based on sex, ethnic or social origin, age or other criteria.
- ✓ Supporting the diversity of the management team: 68% of managers are women.
- ✓ Employing persons with disabilities.
- ✓ Dialogue between generations: managing generational diversity among

The total number of employees of Schiever Group in Poland as of 31 December 2018:

1299



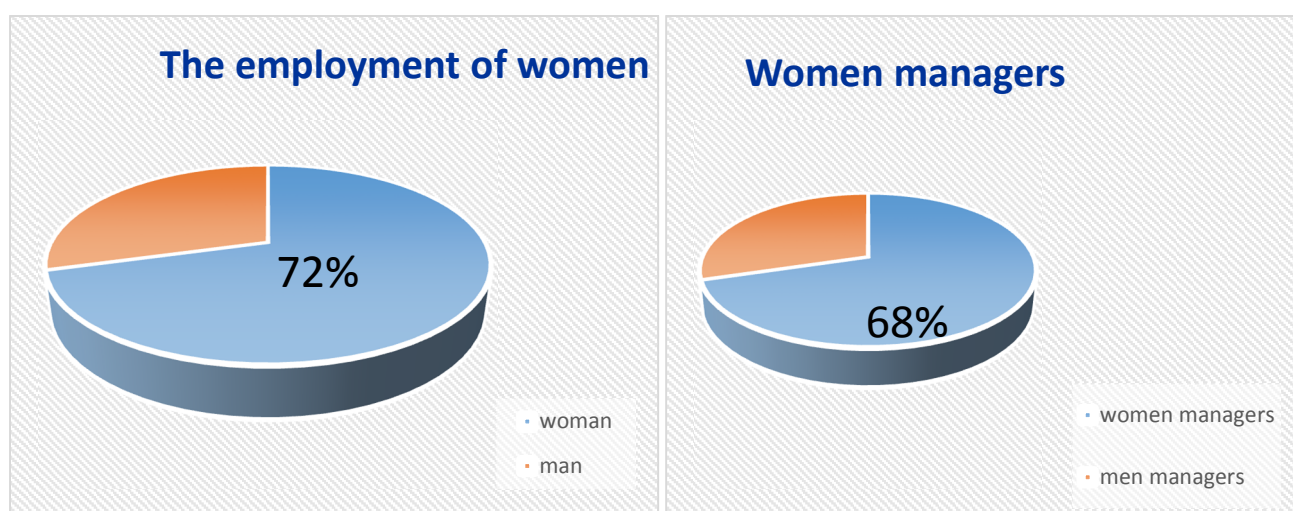
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Diversity and equal opportunity policy: Women

72% of employees of Schiever Group in Poland are women.

68% of managers are women.



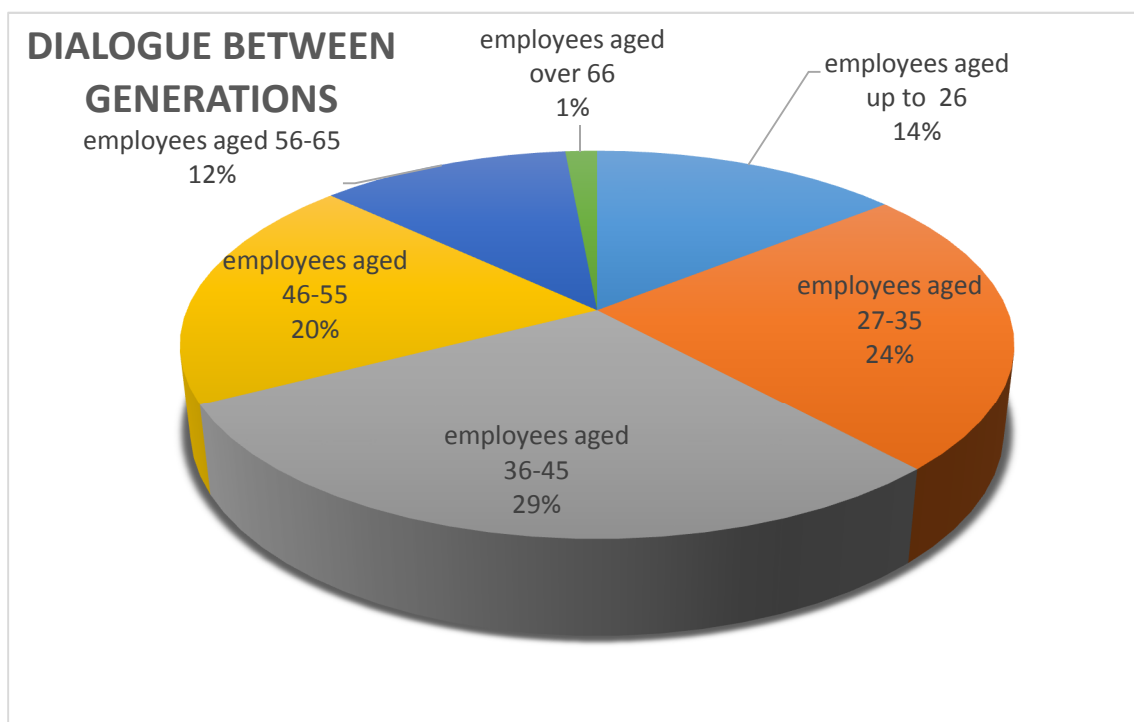
Diversity and equal opportunity policy: Age

An important element of our equal opportunity policy is the dialogue between generations, so we want our teams to be varied in terms of age.

Employment in the Group in Poland as of 31 December 2018 with regard to age

employees aged up to 26	employees aged 27-35	employees aged 36-45	employees aged 46-55	employees aged 56-65	employees aged over 66
185	311	379	255	150	19

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Diversity and equal opportunity policy: Disability In 2018, Schiever Group in Poland employed 36 persons with varying levels of disability.



Division of employees with regard to the disability level in 2018:

severe disability	moderate disability	mild disability
2	27	7

FRIENDLY WORKING ENVIRONMENT

The strength of our stores lies in unique employees.

It is their professionalism, experience and involvement that are the most important values of our group. This is why every day we are striving to offer to our employees a friendly working environment, a nice atmosphere, company benefits and development opportunities.

We act in accordance with our values: **RESPECT, ENERGY, INDEPENDENCE** and we would like every employee to work with passion and involvement and behave in such a way as to create an atmosphere which fosters good working conditions for themselves and their co-workers.

A friendly atmosphere in the working environment can sometimes be interrupted by undesirable behaviours which could be qualified as mobbing or discrimination. In order to counteract such situations, we have introduced the Procedure for preventing mobbing and discrimination.

Employees can report any violations of the standards of conduct via e-mail, using the following address stopmobbingowi@schiever.com.pl or by letter sent to the Personal Director to the address of the company's registered office.

When we receive such a report, we convene a Committee against mobbing, which is made up of:

- ✓ a representative of the employer,
- ✓ an occupational health and safety specialist,
- ✓ a representative of the staff.

When the report is received, the Committee starts an investigation on the matter which gave rise to such a report within 7 days after the report was submitted.

SAFETY AT WORK

Apart from a friendly working environment, we know how important it is for the workplace to be safe. In order to minimize the number of accidents at work, as a socially responsible employer we have implemented a comprehensive preventive policy.

In all our locations, we run regular OHS training courses and provide on-the-job training, with particular focus on specialized training courses concerning the operation of equipment. We also systematically verify the correct method of operating the equipment by dedicated departments and we monitor its technical condition.

By the end of 2018, in the area of our business activity we have noted 16 accidents at work, 15 of which resulted in employees taking sick leave.

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As a consequence of those accidents, employees spent a total of 1121 days on sick leave.

The number of accidents at work in 2018	The total number of days on sick leave as a result of accidents at work
16	1121

The number of accidents at work in 2018 in relation to previous years

The number of accidents at work in 2018	The number of accidents at work in 2017	The number of accidents at work in 2016
16	21	20

As a result, thanks to an effective preventive policy, we managed to reduce the accident incidence rate from 16.14 in 2017 to 12.30 in 2018.

Accident incidence rate in 2018 as compared to the previous year

Accident incidence rate in 2018	Accident incidence rate in 2017
12.30	16.14

Accident incidence rate was calculated by the following formula:

$$\text{Incidence rate} = \frac{\text{number of accidents}}{\text{number of employees}} \times 1000$$

Accident severity rate in 2018 was 39.9% in the whole Schiever Group in Poland.

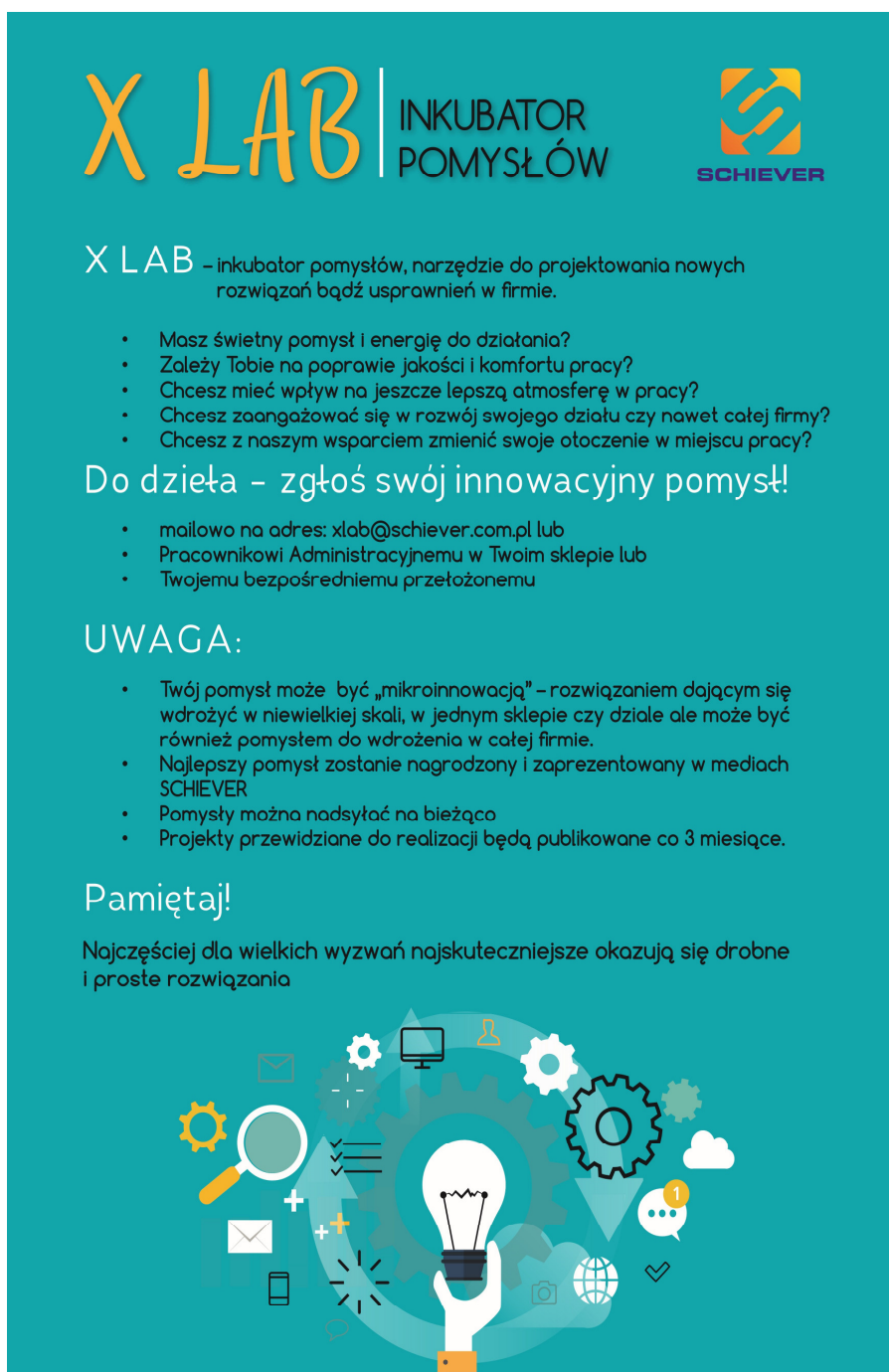
Accident severity rate in 2018
39.90%

Accident severity rate was calculated by the following formula:

number of days of absence caused by the accident at work recalculated into business days *1000 / number of hours worked

X-LAB project

In October 2018, we launched **X-LAB project: Idea Incubator**. As part of this project, every employee can send their proposal for a new solution or an idea that could improve current actions. The objective of the project is to improve the comfort, quality and atmosphere at work. It may be a micro-innovation, that is a solution that can be implemented on a small scale, for example in one store or department, or an idea which has the potential to be implemented in the whole company.



The poster is titled "X LAB | INKUBATOR POMYSŁÓW" and features the SCHIEVER logo. It describes the X-LAB idea incubator project, which aims to improve work conditions through employee ideas. It lists four criteria for a good idea: having a great idea and energy, improving quality and comfort, improving the work atmosphere, and being able to engage in the development of the department or even the whole company. It provides two ways to submit ideas: via email to xlab@schiever.com.pl or to the administrative staff in the store or department. It also includes a warning section stating that ideas can be micro-innovations or company-wide, that the best idea will be rewarded and presented in the media, and that ideas can be submitted on an ongoing basis. The poster concludes with the reminder "Pamiętaj!" (Remember!) and states that the most effective solutions for big challenges are often small and simple. The bottom of the poster features a graphic of a hand holding a lightbulb, surrounded by various icons representing technology, communication, and innovation.

X LAB | INKUBATOR POMYSŁÓW

SCHIEVER

X LAB – inkubator pomysłów, narzędzie do projektowania nowych rozwiązań bądź usprawnień w firmie.

- Masz świetny pomysł i energię do działania?
- Zależy Tobie na poprawie jakości i komfortu pracy?
- Chcesz mieć wpływ na jeszcze lepszą atmosferę w pracy?
- Chcesz zaangażować się w rozwój swojego działu czy nawet całej firmy?
- Chcesz z naszym wsparciem zmienić swoje otoczenie w miejscu pracy?

Do dzieła – zgłoś swój innowacyjny pomysł!

- mailowo na adres: xlab@schiever.com.pl lub
- Pracownikowi Administracyjnemu w Twoim sklepie lub
- Twojemu bezpośredniemu przełożonemu

UWAGA:

- Twój pomysł może być „mikroinnowacją” – rozwiązaniem dającym się wdrożyć w niewielkiej skali, w jednym sklepie czy dziale ale może być również pomysłem do wdrożenia w całej firmie.
- Najlepszy pomysł zostanie nagrodzony i zaprezentowany w mediach SCHIEVER
- Pomysły można nadsyłać na bieżąco
- Projekty przewidziane do realizacji będą publikowane co 3 miesiące.

Pamiętaj!

Najczęściej dla wielkich wyzwań najskuteczniejsze okazują się drobne i proste rozwiązania

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PRODUCT AMBASSADOR

At the end of October 2018, we have also started recruitment for the **3rd edition of our Product Ambassador Action**. It was open for every employee of Schiever Group who wanted to share his or her passion or knowledge about a certain type of products. Those who want to become our Ambassadors and actively support communication with customers in stores, in the press and online, can send their application to the following e-mail address: naszeklepy@schiever.com.pl

Product Ambassador is:



An **honourary title** which was introduced in 2017, awarded to employees who show broad knowledge on a specific group of products or stand out due to their special skills and passions.

A Product Ambassador is a representative of brands Schiever Group who takes care of the good image of the company, the wide choice of products. An Ambassador actively shares his or her uses it to promote a given range of products and recommend it to various means.



which belong to best quality and a knowledge and customers by



It is also a person who supports other local initiatives undertaken by the store and the company. An Ambassador can broaden his or her knowledge and hone his or her skills by participating in additional training courses and events organized by the company. Product Ambassadors cooperate with the Marketing Department and the Store Manager.

Product Ambassadors in particular locations in 2018



Białystok	Bielsko-Biała	Czeladź	Legnica	Racibórz	Rzeszów
3	4	1	2	2	1

HEALTH

NOVEMBER IS QUIT SMOKING MONTH! QUIT SMOKING WITH US!



World Quit Smoking Day has already been celebrated for over 30 years. This day falls on the third Thursday of November. Our Group believes that November is a good month to face this challenge and successfully quit smoking. On 16 November in our Central Office in Poznań and on 21 November in bi1 Legnica, we invited all those interested in quitting smoking to take part in free tests measuring the level

of carbon monoxide. The tests were preceded by a lecture given by a representative of the local Sanitary and Epidemiological Station. Moreover, on 15 November, we offered our employees to take part in an initiative which encouraged them to quit smoking: Grab an apple, not a cigarette! **We managed to organize this action in 10 locations in total (in our stores and in the Central Office).**

WORLD QUIT SMOKING DAY 15 NOVEMBER 2018

On this day, we pay particular attention to our employees' health and encourage them to face the challenge!

Grab an apple, not a cigarette! was the slogan behind our action which promoted giving up smoking. On 15 November, **in all our bi1 and Auchan stores, as well as in our Central Office,** we encouraged our employees to face the challenge and quit smoking on WORLD QUIT SMOKING DAY.



THE ENVIRONMENT

OUR GOAL: TO ACT FOR THE BENEFIT OF SUSTAINABLE DEVELOPMENT BY DECREASING THE ENVIRONMENTAL IMPACT OF OUR COMPANY

How do we manage our environmental impact?

- ✓ we minimize environmental impact through real actions,
- ✓ we are eco-efficient (we improve our efficient energy use and increase the efficiency of resource consumption),
- ✓ we actually reduce the consumption of natural resources.

Schiever Group in Poland is continuously implementing its policy for reducing the environmental impact, so that the environment can meet the needs of current and future generations.

Thanks to the fact that we regularly monitor the state of our equipment, whereas technical departments in our stores introduce new technological solutions, we comply with all environmental standards.

Our actions in this field consist in limiting pollutant emissions and transferring waste to specialized companies which deal with the treatment and disposal of waste.

Moreover, we organize regular training courses for our employees in order to emphasize the importance of economical management and make them aware of environmental threats.



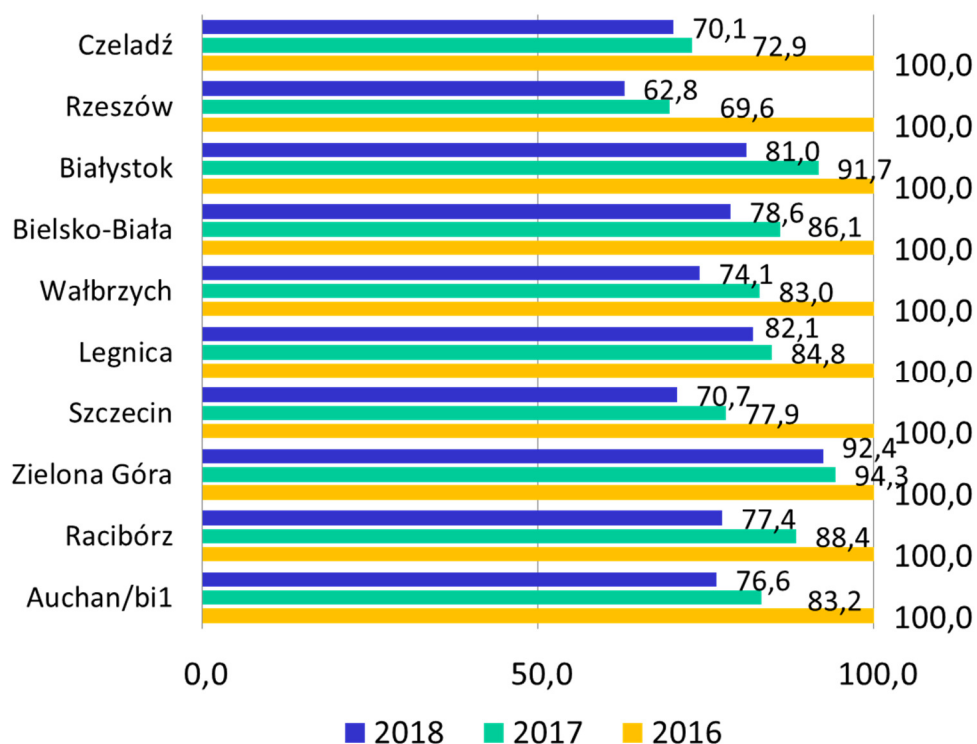
RATIONAL RESOURCE MANAGEMENT

Taking care of natural resources is an important element of our environmental policy. In order to ensure the effective and rational use of available resources, we read metres weekly and monthly so that we can analyse the results and undertake appropriate corrective actions. We monitor energy, gas, heat and water management through regular audits undertaken by our Technical Department and discuss any irregularities with Store Managers. In order to minimize the risk of resource overexploitation, we are carrying out an ongoing comparative analysis of the consumption of utilities. Whenever it is necessary, we take immediate corrective and organizational actions. Thanks to these actions, we have managed to significantly reduce the consumption of electricity and water in our locations.

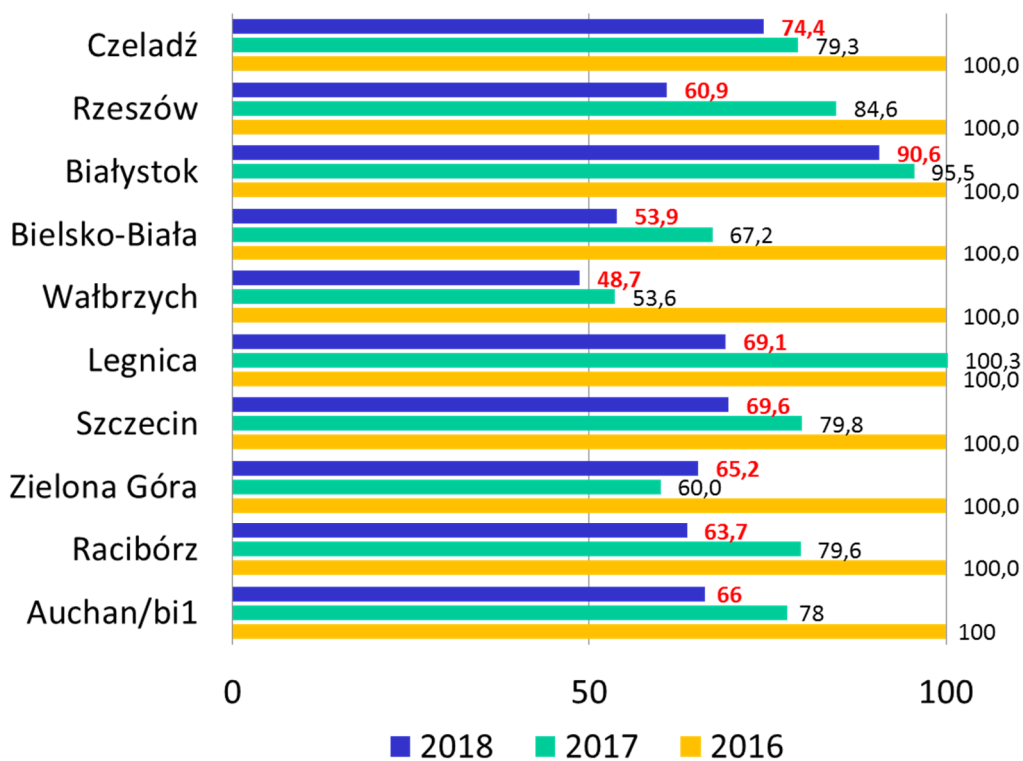
Percentage of electric energy consumption in 2018 and 2017 in bi1/Auchan stores as compared to 2016



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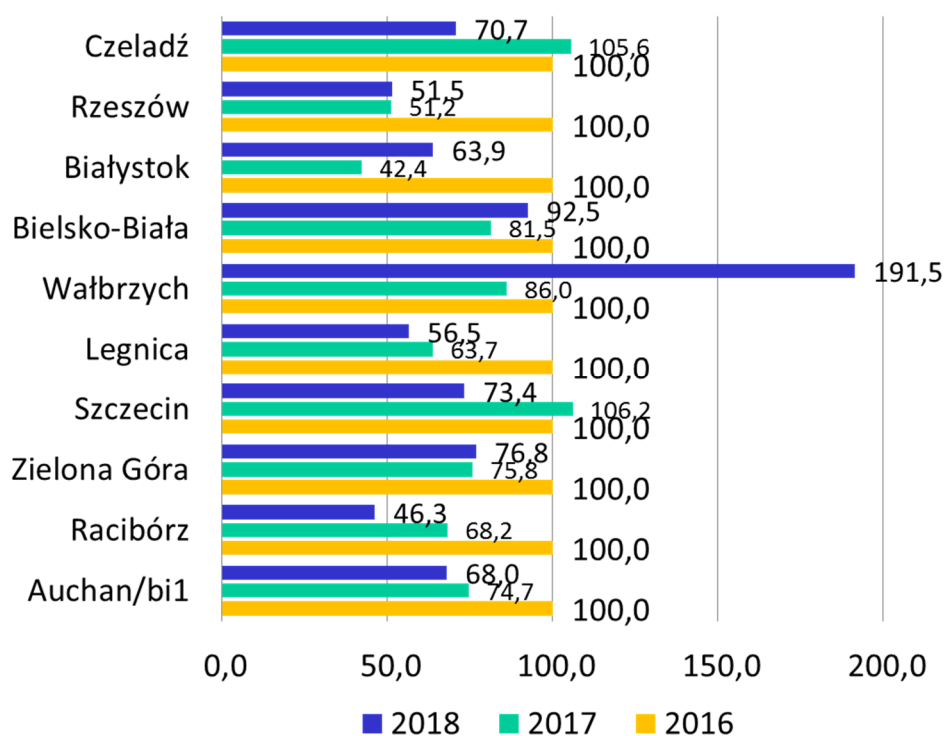


Percentage of water consumption in 2018 and 2017 in bi1/Auchan stores as compared to 2016



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Percentage of heat/gas consumption in 2018 and 2017 in bi1/Auchan stores as compared to 2016



ENERGY: CENTRAL ACTIONS

ECO-EFFICIENCY OF SCHIEVER GROUP IN POLAND

ENERGY PERFORMANCE CERTIFICATES (WHITE CERTIFICATES) OF 23 MAY AND 27 JUNE 2018



- ✓ A document that confirms the planned energy savings which result from undertakings whose purpose is to increase energy efficiency, issued by the President of the Energy Regulatory Office.
- ✓ The total value of our energy performance certificates is:

193.18 toe

toe (tonne of oil equivalent) is a unit used in the power industry for large amounts of energy.

(1 toe = 11.63 MWh or 48.868 GJ)

193.18 toe: What does it mean in practice?

- ✓ Our energy savings correspond to the average annual consumption in **1032** households.



ENERGY: LOCAL ACTIONS

OUR OPERATIONAL EFFICIENCY SOLUTIONS IN TERMS OF ECO-EFFICIENCY

It was partly due to the following actions, whose aim was to improve energy efficiency, that we managed to obtain ENERGY PERFORMANCE CERTIFICATES

2018 ACTIONS	RESULTS
Energy efficient LED lightning on bi1 Legnica car park	Saving on average 50% of energy in comparison to traditional lighting based on sodium-vapour lamps or metal-halide lamps (annual energy savings: 20 MWh)
Side-hung doors of refrigerated cabinets in bi1 Rzeszów and bi1 Szczecin	Improving and stabilizing the conditions of product storage under cool temperature conditions and minimizing electricity consumption by 40% (annual energy savings: 400 MWh)
Eco-friendly refrigerant in bi1 Białystok (negative cooling)	The refrigerant is energy-efficient (on average 5-15% lower electricity consumption), eco-friendly (significantly lower GWP measure, 65% lower than in the case of the previously used refrigerant), safe (non-combustible) and competitively priced (annual savings: 15 MWh).
Automated lighting in toilets, changing rooms, warehouses, corridors and refrigerated rooms using motion detectors: bi1 Rzeszów, Szczecin, Legnica and Auchan Zielona Góra	30% drop in electricity consumption (annual energy savings: 30 MWh)
"White certificates"	Energy Performance Certificates with total value of 193.180 toe



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WASTE

Schiever Group in Poland wants to minimize its environmental impact, so we manage waste responsibly, observing all environmental protection standards and provisions, as well as our internal environmental policy.

RECYCLING

Waste produced as part of our business activity:

- ✓ production waste:
 - category 3 waste: generated during meat processing, bakery and confectionery waste,
 - out-dated food waste
 - bio waste: waste from the fruit and vegetables department, sorted without packaging
 - grill / used frying oils
- ✓ packaging waste (cardboard, paper, transparent foil, colourful foil): generated due to the marketing of packaged products
- ✓ wood waste from packaging
- ✓ steel waste

All waste is collected by specialized companies pursuant to signed agreements for the collection and disposal of particular types of waste. These companies are obliged to be the holders of relevant permits for the receipt, transfer and collection of particular types of waste, which is verified in documents presented upon the conclusion of an agreement. Moreover, companies which collect type 3 waste have to be approved by District Veterinarians.

The aim of the waste management policy adopted by Schiever Group in Poland is to minimize the environmental impact by regularly monitoring processes related to the production and collection of waste. To achieve this goal, we run regular training courses which raise our employees' awareness, we place special containers in our sales halls to enable our customers to dispose of waste and easily sort it. When it comes to waste related to the sales process, including the manufacturing of certain products, such waste also lands in appropriate containers used to sort various types of waste. In office rooms, we have placed containers which make it possible to sort particular types of waste related to the production of so-called consumer waste.

2018 WASTE IN TONNES	Auchan Zielona Góra*	Auchan Racibórz*	bi1 Rzeszów*	bi1 Czeladź	bi1 Bielsko- Biała	bi1 Wałbrzych*	bi1 Legnica*	bi1 Szczecin	bi1 Białystok
Total waste production	293.8	2223.4	148.6	184.4	87.3	104.4	134.4	153.5	160.7
including hazardous waste	0.1	0.1	0.7	0	0	0.1	0	0.2	0

*Hypermarket + shopping mall/arcade

SOCIETY

OUR GOAL: TO BUILD LONG-LASTING RELATIONS WITH OUR COMPANY'S ENVIRONMENT

How do we implement the concept of social responsibility at Schiever?

In accordance with our CSR strategy, we are involved in the life of local communities and support various initiatives and actions through:

- ✓ taking active measures in local communities (our stores organize local actions),
- ✓ corporate volunteering,
- ✓ organizing promotional actions for cultural and educational facilities, charitable organizations and local town and city halls in our shopping malls,
- ✓ supporting local entrepreneurship, e.g. exhibiting the products of local vineyards.

VOLUNTEERING IN 2018

We have completed 8 projects in 8 locations. 60 people devoted their time and put their hearts into volunteering. Our help was received by:

Crisis Intervention Centre, Retirement Home, Home for Single Mothers and Their Children, Special Education Centre, Educational Care Facilities (a school and a day care centre), 2 animal shelters

We have helped: 64 children, 85 adults, 115 animals



EXAMPLES OF IMPLEMENTED VOLUNTEER PROJECTS

CZELADŹ: COMMUNITY ROOM RENOVATION



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LEGNICA: KITCHEN RENOVATION



RACIBÓRZ: COMMUNITY PRIMARY SCHOOL RUN BY “SZKOŁA” EDUCATIONAL ASSOCIATION IN RACIBÓRZ



**SZCZECIN: A LOCATION-BASED GAME ORGANIZED BY
“FAR” ACTIVE PHYSICAL THERAPY FOUNDATION**



ETHICS

ETHICS POLICY OF SCHIEVER GROUP

Schiever Group in Poland promotes rules, standards and ethical behaviour in business and working relations, based on the following values:

Respect, Energy, Independence.

- ✓ We apply the standards of corporate governance in management: responsible trade, quality and safety, the transparency of actions.
- ✓ We act in accordance with the law: sales actions and promotional campaigns.
- ✓ We respect our competitors: active and honest competition.
- ✓ We lawfully obtain competitor information.
- ✓ We use ethical methods of customer acquisition: we do not use methods which discredit our competitors.

THE CODE OF ETHICS OF SCHIEVER GROUP IN POLAND

In October 2018, when we were developing our organizational culture, we devised our internal Code of Ethics which defines the standards of conduct for all employees of SCHIEVER Group in Poland, regardless of their position, competencies or professional tasks.

The rules of the Code of Ethics were presented to all employees in electronic form. Its content and all the remaining regulations are communicated to every new employee.

Rules of the Code of Ethics and the Values of our Group: Respect, Energy, Independence are supposed to motivate us to pursue and achieve joint goals. Apart from general rules and values, the Code of Ethics also includes provisions concerning:

- ✓ moral rules which guide all employees of our Group,
- ✓ policy for diversity and counteracting discrimination and mobbing,
- ✓ corruption, conflict of interests,
- ✓ protection of the company's resources,
- ✓ sustainable development,
- ✓ procedures for reporting violations.



GOOD PRACTICE REPORT 2018 SCHIEVER GROUP IN POLAND

SCHIEVER GROUP INITIATIVES AND MEMBERSHIPS

We are a member of the Polish Organization of Trade and Distribution (POHiD), a union of employers which brings together big retail and distribution companies that care about respecting the principles of economic freedom, developing the Polish retail market, and adjusting Polish law and economy to the standards of the European Union. The Polish Organization of Trade and Distribution is an industry organization and a platform for sharing experiences and good practices between trading networks and distribution companies. It also works towards the protection of free competition and free access to the market for all business entities in Poland. Its overriding goal is to represent the interest of its members before public authorities and other economic organizations.

Since 2010, we have been a signatory of the Code of Good Practices of the POHiD.

We are also a member of the French-Polish Chamber of Commerce (CCIFP), which is a platform for sharing experiences and the best business practices. Almost 100 associated companies which are involved in CRS actions have already signed the Responsible Business Declaration of the French-Polish Chamber of Commerce.

On 2 November 2018, Schiever Group, which opts for long-term and sustainable development, has also joined the signatories of the Responsible Business Declaration.

Guiding principles of the Declaration:

- I. Development of the Social Capital: Communication with the local community, actively supporting initiatives and the socio-economic development in the region in cooperation with local authorities and organizations.
- II. Development of the Human Capital: Building trust and respect among employees and co-workers, making continuous and reliable two-way communication possible. Supporting the development of employees and co-workers by giving access to training courses and knowledge. Counteracting all signs of discrimination and intolerance among employees and co-workers.
- III. Transparent management. Observing the law and business ethics on all levels of the company, in its internal and external actions and cooperating with companies which follow ethical management principles.
- IV. Protection of natural resources: All our actions are taken with as much respect for the natural environment as possible. We promote actions related to environmental protection among our employees, co-workers and business partners.
- V. Promoting good CSR practices: we share our experiences and solutions with other entrepreneurs, business partners and local authorities. We educate local communities and make them aware of responsible business practices.

Since 2018, we have been the signatory of the Diversity Charter, a declaration of acting for diversity and equal treatment in the workplace, regardless of age, disability, sex, race, ethnic origin or religion.



DIVERSITY CHARTER

On 10 September 2018, SCHIEVER was accepted as a signatory of the Diversity Charter.

Diversity Charter

- ✓ It is an international initiative supported by the European Commission, implemented in such EU Member States as: Austria, Belgium, Croatia, the Czech Republic, Denmark, Estonia, Finland, France, Spain, Holland, Ireland, Luxembourg, Germany, Poland, Portugal, Slovakia, Sweden, Hungary, Italy.
- ✓ This obligation is signed by organizations which have decided to introduce a non-discrimination obligation in the workplace and strive to shape and promote diversity.

Guiding principles of the Diversity Charter in Poland:

- ✓ starting a discussion and dialogue about diversity,
- ✓ expanding diversity categories and including further social groups,
- ✓ moving beyond Polish legislation (the Labour Code and the Equality Act),
- ✓ putting the provisions of the Charter into practice,
- ✓ making other organizations aware of diversity,
- ✓ creating the image of an organization which is responsible and involved in fostering equality in the workplace.

