



The better shopping experience



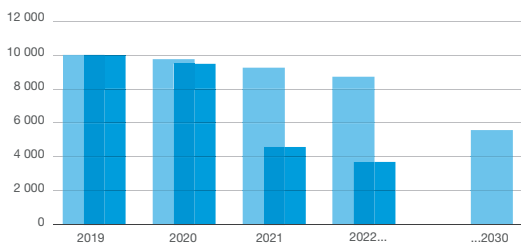
# Highlights from the HL Corporate Social Responsibility Report 2022

Our vision is to be the preferred partner for innovative and sustainable solutions delivering a better shopping experience. In 2022, we continued to build towards sustainability as the foundation to our offer, operations and culture.

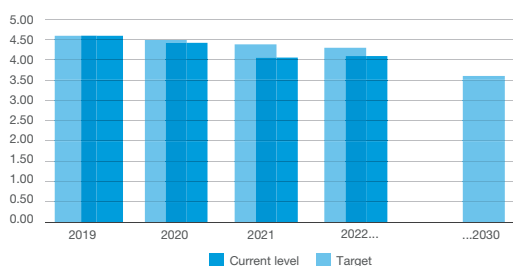
## Approval of our targets by Science Based Targets initiative

Our reduction targets for our climate footprint were approved by the Science Based Targets initiative, meaning they are in line with what science says is needed to contain global warming. Closing 2022, we are on track to deliver on our targets, but much work remains until 2030.

Scope 1 & 2 emissions, tCO<sub>2</sub>e



Scope 3 emissions per tonnes of purchased material, tCO<sub>2</sub>e



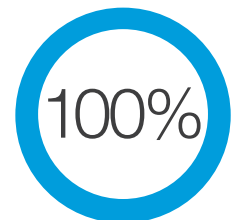
## Increased number of suppliers having signed our Code of Conduct for Suppliers and completed the self assessment

We work systematically to make sure that our suppliers are operating on the same level of sustainability as HL. In 2022, the self assessment was completed by suppliers covering 85 percent of our spend, helping us to identify and address potential risks, and 95 percent of important suppliers\* have signed our Code of Conduct for Suppliers.

\*Important suppliers are defined as those suppliers accounting for 80 percent of our spend.

## Black dividers offered in 100 percent recycled plastic

Through our circular offer, we collected plastic waste from fellow Ratos-owned company Diab, and turned it into black dividers using 100 percent recycled plastic, saving 170 kg of virgin plastic for every 1,000 dividers sold.



## Contributing to a circular economy

In 2022, we successfully conducted pilot projects in Gliwice to widen the scope of our circular offer to include injection moulded products such as dividers.

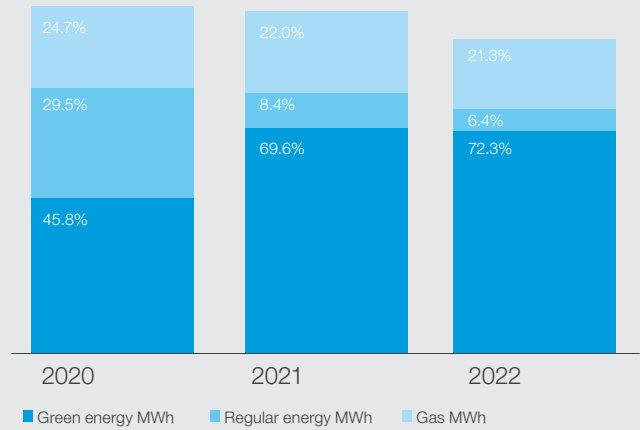
## Launch of new packaging-free solutions

We launched our packaging-free solution for liquids called FlowBin. Furthermore, PodBin, which provides improved traceability, communication and handling of products sold in bulk, is part of Carrefour's award-winning 'bulk experience'.



## Moving to green energy sources while decreasing overall energy consumption

The total energy consumption of our operations decreased by 8.2 percent, and 72.3 percent of all energy usage in our operations are now coming from renewable sources, helping us to decrease our overall emissions.



## Improving employees' score for diversity

According to our employee survey, we have reached a score of 74 for the statement 'Regardless of background, everyone at HL Display has an equal opportunity to succeed', an increase of four points from 2021 and one point ahead of the global benchmark.

## Our four focus areas

Based on the nature of our business, we have identified four focus areas for our sustainability work. Results 2022:



### Helping customers to reduce waste

- Sales of the HL Sustainable Choice range increased by 6 percent vs 2021
- ✓ The circular offer was presented to customers across Europe and projects were started in two new markets



### Creating the best workplace

- ✗ 10 accidents leading to absence
- According to HL's engagement survey
- ✗ Overall engagement index of 69
- ✓ Score of 74 for 'regardless of background, everyone at HL has an equal opportunity to succeed'



### Driving continuous improvement in operations

- ✓ CO<sub>2</sub> emission reduction targets were approved by SBTi
- ✗ Usage of recycled material declined with 7 percent



### Ensuring responsibility throughout the supply chain

- ✓ Suppliers accounting for 85 percent of spend\* were covered by supplier self-assessment
- ✓ 95 percent of important suppliers\*\* have signed the Supplier Code of Conduct

\* This includes all important suppliers  
 \*\* Our important suppliers are made up of the suppliers that cover 80 percent of our total spending.



We (over-)delivered on our target



Good result but we can do better



We have missed our target