



# Corporate Social Responsibility Report

Auchan Ukraine  
2022



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# PRESENCE IN UKRAINE



**21**  
Hypermarket



**18**  
Ultra Proximity Stores



**4**  
shops next to home



**auchan.ua**  
e-commerce



Delivery  
(auchan.ua)



food delivery  
(auchan.zakaz.ua)



delivery 60'  
(glovo/rocket)



delivery  
2 DRIVE

as of 31.12.2022

# PRESENCE IN THE WORLD



as of 31.12.2022

# OUR VALUES AND ETHICS

**Ethics Hotline** - Alert System\* for notifications of suspected ethical violations.

19

requests received in 2022

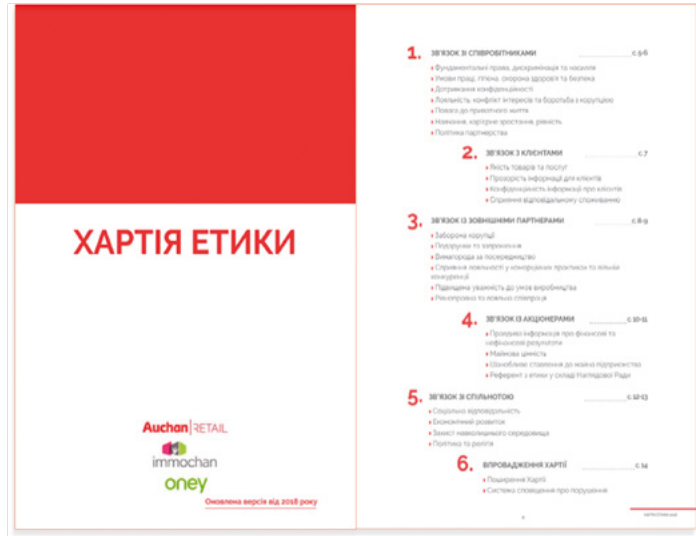
18

requests resolved in 2022

**Questionnaire** for filing a request on the Auchan website, which can be used by:

- employees
- target audience
- Partners
- other external stakeholders

Our CSR policy is based on the Charter of Ethics, as well as the UN Sustainable Development Goals, which are embodied by the company to one degree or another



Confidence

Openness

Excellence

# KEY FIGURES FOR CSR AND CHARITY

## 2021

**585** events  
**1 453** volunteer hours  
**3 973** volunteers\*  
**14 744** beneficiaries

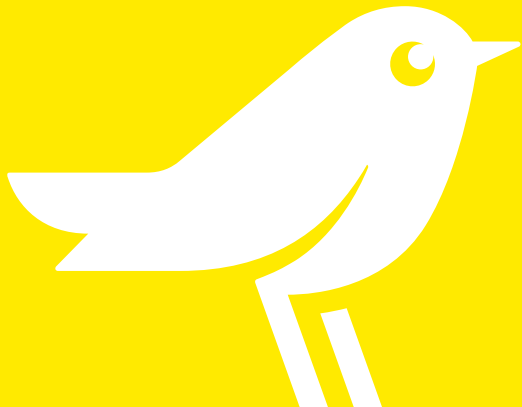
## 2022

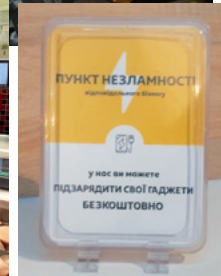
**746** events  
**2 083,7** volunteer hours  
**2 792** volunteers\*  
**91 218** beneficiaries



\* not unique employees

# YEAR OF INVINCIBILITY





**Everything will be Ukraine ... we work for victory!**

# CEO'S WORD




**Viktoria Lucenko**  
CEO Auchan Ukraine

For Auchan Ukraine, the main goal, since the beginning of the full-scale war of the **Russian Federation, has been - not to stop work, providing Ukrainians with necessary and affordable goods, including essentials.** We bought products from local manufacturers, and the goods, the production of which was suspended due to military operations, were replaced with high-quality imports.

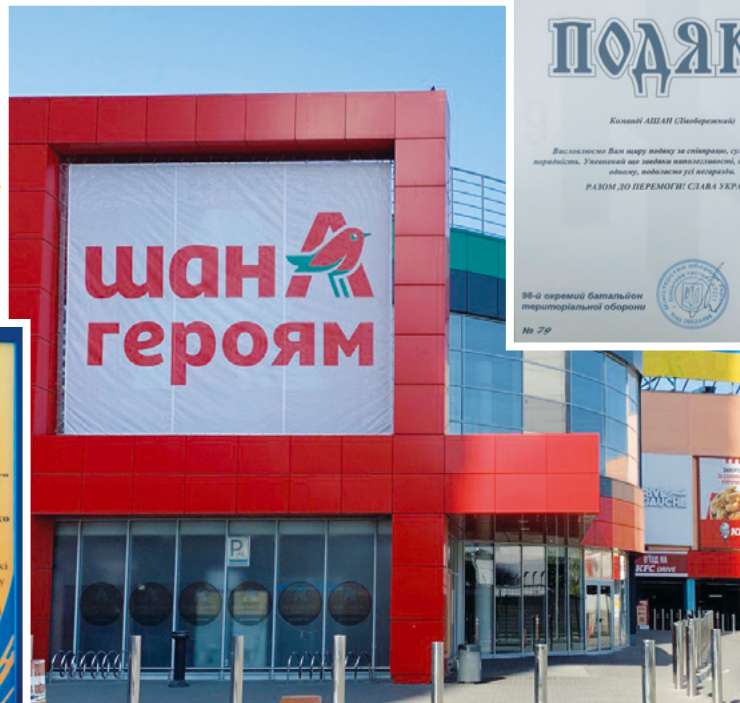
In the first weeks of the war, there were only 20% of the goods on the shelves, as of April 2022, there were already 75% of the products that citizens needed on the shelves. After all, thanks to the conclusion of exclusive contracts, we managed to arrange the supply of scarce goods from Hungary, Poland and Romania, in particular, cereals, pasta, canned food, hygiene products and pet products.

Continued negotiations with the parent company on further investment in business development in Ukraine **will contribute to the recovery of the country after our victory.** We began to work more closely with local manufacturers and further expand this cooperation to stimulate the economy of each region.

**We believe in the Ukrainian Renaissance. This is how we call our new program for the revival of Auchan Ukraine after the war within the team.**

Full version of the interview 

# EVERYTHING WILL BE AUCHAN UKRAINE



# BUSINESS CONTINUITY PLANNING



1

Safety of people

2

Enterprise safety (risk management: physical, microbiological, chemical and food)

3

Conservation of natural resources

# BUSINESS CONTINUITY PLANNING

At the company level, a **Crisis Committee** has been established and a personal security and business continuity plan has been developed, which includes the following:

## Crisis scenarios

- localized or large-scale hostilities
- power outages (temporary)
- power outages (blackout)
- use of nuclear or chemical weapons

## Materials for teams and clients

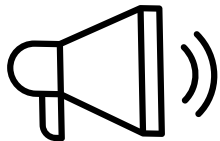
- communication templates (audio/video) for various crisis event scenarios
- memo for executives

## Description of the specifics of the work of departments in the event of various scenarios

- Human Resource department
- Logistics
- cash desks and cash equipment
- Legal Department
- Financial Department
- IT Department

## Evacuation plans

- of employees
- documentation
- of fixed assets
- of value commodity



**All stores from the first day of the war are closed for a period of alarm**

# OUR EMPLOYEES

*The war changed the priorities of work and emphasized the values*

For Auchan Ukraine, the main task in the first weeks of the war was to ensure the operation of stores where there was such an opportunity. We were helped, among other things, by HR standards developed before the war. In particular, the company has developed polycompetence, when one employee is able to perform the work of employees of other departments. We did not have to attract new people and radically restructure work processes. The extraordinary dedication of people fascinates and inspires. **We worked both weekends and twenty-four-hour to ensure work on our front.**

Care for employees, especially during the war, became the basis for building working relationships. We did not forcibly lay off employees, did not reduce the staff, did not reduce payments. That is, when the working day was shortened due to a difficult situation or frequent air raid alerts, when the store closed earlier, employees still counted full working hours. They also supported financially those who were left without work due to the temporary closure of stores in their region. Additional resources were raised to pay compensation to employees in areas where active hostilities continue, and those employees who made and continue to make special contributions to the company's activities during martial law. **They are superheroes!**

**Marta Trush,**  
Human Resources Director  
Auchan Ukraine

Full version of the interview



# OUR EMPLOYEES





# TEAM MENTAL HEALTH CARE



It is important that the entire first line of contact - public, private, non-governmental sector, master the skills of maintaining and restoring mental health. Therefore, our colleagues received the Self-Help Plus training from the **World Health Organization Ukraine** as part of the initiative of First Lady **Olena Zelenska**.

This program is an organic continuation of the “without barriers” initiative, as it is aimed, in particular, at the elimination of any barriers caused by the **consequences of the war for the mental health of Ukrainians**. The course is scalable, so thousands of employees of Ukrainian companies will be able to master stress management skills.

5

trainers from Auchan Ukraine have been trained

20 over

facilitators trained to transfer knowledge to employers

4000 over

Auchan Ukraine employees have the opportunity to receive training

# OUR GOODS



**Our biggest victory** is to be open to continue our mission to feed the population. But our responsibility is also to ensure maximum security and business continuity in Ukraine.

Heroes are also needed behind the frontline. Victory is won not only by warriors, but also by the courageous deeds of every civilian.

**Giving people access to essential commodities is where we can help now.** In difficult times for the country, we continued the work of our stores for the sake of customers. We went to work from the first day of the war, so that customers have uninterrupted access to products.

**Natalia Pylypenko,**  
Sales Director Auchan  
Ukraine

# OUR LOGISTICS



Our warehouses in the Kyiv region (Boryspil and Tarasivka) were not destroyed in the first months of the war. **Therefore, we were able to centrally manage the supply of goods to stores and from the first days of the war we continued to deliver them to customers.**

Our carriers quickly adapted to the situation and provided additional transport to deliver goods to stores, as there was a shortage of goods in the first three weeks.

Such well-coordinated cooperation and mutual assistance allowed us not only to ship goods from warehouses, but also organize self-delivery of goods from suppliers who could not do this.

## Reorganization of the **Supply Chain** to supply goods to stores at the beginning of the war:

- creation of a Hub in Lviv (for imports and suppliers in Western Ukraine)
- creation of a Hub in Auchan Kiltseva (for delivery to Pick up Point stores)
- creation of a Hub in Auchan Petrivka (for receiving, distributing and sorting social goods)

## Reorganization of goods acceptance **Dry logistics** for suppliers of the right bank:

- allocated 1500m<sup>2</sup> of territory in a warehouse in Tarasivka
- a separate working group of IT specialists was created to set up all processes

# HUMANITARIAN MISSION

From the first days of the war, the company began its humanitarian mission, supporting those who need it. Requests came from various institutions or foundations, and **we realized that our population needs help: here and now.** And this assistance is, first of all, food products or consumer goods. Since the end of March, the process of processing such requests has become formalized - a separate working group has been created. Requests were received from ministries, charitable foundations, hospitals, defenders and residents of Ukraine.

After six months of all possible assistance, we have chosen priority areas for ourselves, in order to maintain the economic performance of the company. It was help to our defenders and residents of the frontline territories. Sometimes the teams "received-formed-provided" the request day in and day out, because they knew what was needed "already now". And it is at such moments that you feel the real coherence of the teamwork of all objects: purchasers, logistics department, stores and operational support for accounting, treasury or tax departments.

**Auchan Ukraine will continue to work for victory, continuing to be a business of solidarity.**

**Zlata Kostiuk,**  
Leading CSR Specialist  
Auchan Ukraine

[More information in an interview with Eva](#)



# HUMANITARIAN MISSION - KEY NUMBERS



**351** tons of goods



**2 527** volunteer employees



over  
**40 000** beneficiaries



**215 408** hot lunches

for defenders and residents of Ukraine



**49 274 568** UAH

general assistance to defenders and residents of Ukraine

for the period February-December 2022

# PROJECT "HOT LUNCHES 2.0"



11

stores in Kyiv take part in the delivery and distribution of lunches



almost 80

volunteer employees



> 380

hours of volunteering



5 650

Hot lunches



> 280 000

UAH allocated for cooking meals

In the summer, we distributed food packages in villages and towns near Kyiv (Demydiv, Irpin), which were under occupation. But after one of these visits, a local resident approached our employees and said: "Thank you. I wish we had a place to cook all this...". And then we had an idea. **And what if we bring readymade meals and not just food?**

We have wonderful chefs in our stores, we are ready to devote our time to volunteering, and our excellent partners from the Ukrainian Food Foundation "Food Foundation UA" are ready to help organize the process in-situ. This is how this project was born, which will continue support those in need in future.

for the period February-December 2022 for the period February-December 2022

# PROJECT "HOT LUNCHES 2.0"



for the period February-December 2022

# CHARITABLE FOUNDATION "AUCHAN WITH YOU"



before the war



April 2022



recovery with the help  
of the Foundation



The AUCHAN with you Foundation has created a Ukrainian representative office of the company with the support of the Auchan International Holding Foundation. The foundation's primary mission is to support employees affected by the war. Among our colleagues there are those whose housing can no longer be restored. Some people's houses were damaged by the blast, or, unfortunately, some people's relatives are dead.

In the future, in peacetime, the foundation will continue its work in other areas.

**40** employees  
received  
assistance

**10 081 654**<sup>\*</sup>  
UAH  
of help

\*excluding taxes

for the period May-December 2022

# HELP TO THE POPULATION OF UKRAINE FROM AUCHAN COUNTRIES



Poland



Romania



Hungary



Spain



France



Luxembourg



over **110 tons** more than **90 pallets**  
groceries and essential goods



clothing for refugee  
accommodation centers and hubs



almost **1 500 000 EUR**  
donated to charitable organizations  
helping

# HELP TO AUCHAN UKRAINE EMPLOYEES FROM AUCHAN COUNTRIES



almost **120** employees of Auchan Ukraine received asylum and the solution of related issues (logistics, administrative, domestic, etc.)



assistance with food packages, essential goods, candles, power banks, etc.



assistance with clothes



**74** employees of Auchan Ukraine employed in stores chains of other countries

# HELP TO AUCHAN UKRAINE EMPLOYEES FROM AUCHAN COUNTRIES



# PROXIMITY

Helping to fight the consequences of the war, Auchan opens where **it is needed now**. Therefore, the largest Auchan Pick up Point store in the chain was opened in the city of Irpin. The store became very successful for the chain. So this once again confirmed the correctness of the company's intentions - to develop this region. Therefore, further, a store of the same format was opened in the city of Bucha.

The opening of Auchan Pick up Point is an example for other European companies to invest in the revival of Irpin. **We want to show that the satellite towns of the Kyiv region are promising and require the attraction of business capital.**



**fresh bread**



**vegetables and fruits**



**grocery**



**cheeses**



**beverages**



**commodities for children**



**wide range of  
nonfood  
products**

# PROXIMITY

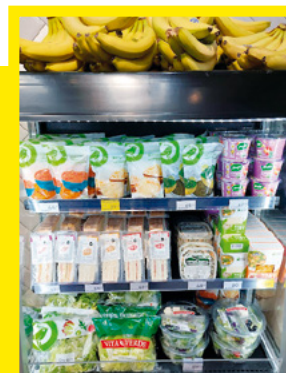
## IRPIN

118/19 Soborna Str.



## BUCHA

3 Kozheduba Ivana Str.

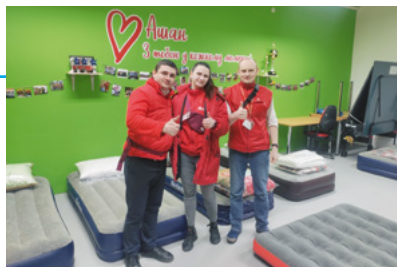


Free delivery of orders from the site [Auchan.ua](https://auchan.ua)  
from more than **55 000** items



# OUR HEROES

Our teams stayed with clients from the first day of the war, because they understood that it was the humanitarian mission that was our front of struggle!




Teams of the prepared food and bakery departments prepared over 500 hot meals for the public and defenders or sliced up to 1,000 baguettes each day

Teams of stores in Lviv and Chernivtsi prepared places for the shelter of colleagues who, in the first days, left the territory of active hostilities



Collecting and providing assistance to the defenders and the population has become our main mission!

Video link 

# OUR HEROES



over

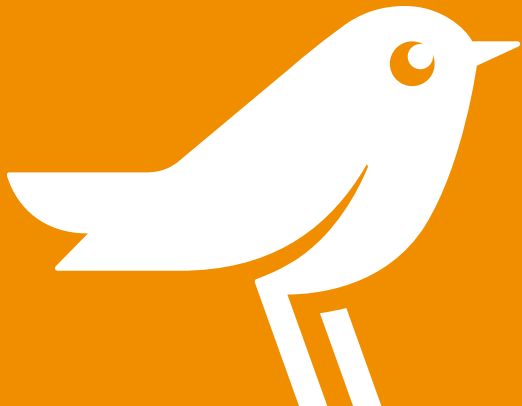
# 90

of employees

**Auchan Ukraine  
protect the country**



# EMPLOYEES



# DEMOGRAPHICS

Men

25,4%



Women

74,6%

Managers

32,4%



Women managers

67,6%



656

women managers

315

managers

4 324

employees at Auchan Ukraine

228

employees with disabilities

3 224

women

45

average age in the company

1 100

men

# COMPLIANCE WEEK

Compliance **is one of the points of the company's strategy until 2032.**

Its advantages are the following:

- strengthening the image of the employer
- impact on society
- the best products with the best prices for our customers
- P&L protection



**Тиждень Комплаєнсу**  
**2022**

**Auchan Ukraine entered the TOP-5 countries according to the results of the Compliance Week**



Proxy stores



Hypermarkets

# TEAM TRAINING AND DEVELOPMENT

## DEVELOPMENT

**226** service and store promotions

## PRACTITIONERS

**13** practitioners from colleges

**51** practitioners from universities

## TRAINING

**23 684** hours of training per year

**80%** trained employees

**14** modules for the school of deputy managers

## HR EVENTS AND EMPLOYER BRAND PROMOTION

1. Round table on employment during the war and career guidance
2. Round table on the discussion of labor protection for students of the bachelor's level in the specialty "Entrepreneurship, trade and exchange activities"
3. Round table for 4th year students on the topic "Practice in Auchan"
4. Meeting with students and teachers on the topics: "Practice at Auchan" (for students) and "effective learning for students and cooperation plans for 2023" (for teachers) for Taras Shevchenko National University of Kyiv
5. Round table before practice for students of professional lyceum
6. Four participations in the examination committees for the presentation of works of the "Master" level
7. Participation in the educational project of the educational and scientific center of business simulation of the State Trade and Economic University - "virtual trade network "Hermes". Business mentors from Auchan provided students with advice, supported in the formation and implementation of a business strategy, took part in the final stage of the presentation of the results of the work

# YOUTH GUIDANCE

5

**students were introduced in relation to managerial functionality**

8

**excursions for students of universities and vocational school**

5

**young professionals employed in positions of managers**

46

**students were trained in the professions of cookery specialist, cook, baker**

Our training department and HR specialists of the facilities constantly kept in touch with partner universities by phone or in the form of online meetings on the following issues:

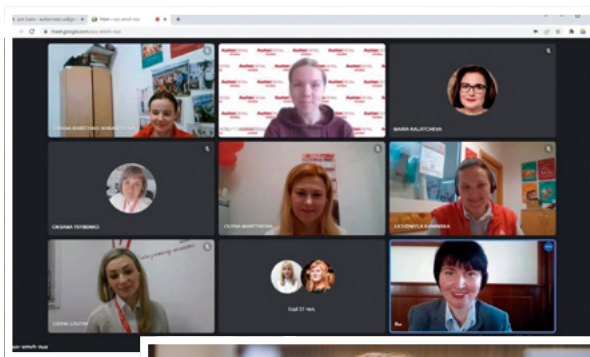
- Practices
- organization of training
- teachers training

In 2022, we conducted 7 excursions for university students, as well as 1 excursion for vocational school students.

University students were introduced to our integration teachings:

- "Welcome"
- Briefings
- "Receiving a client"
- "Fundamentals of Commerce"
- "Sanitation and hygiene"
- "Ethics"
- "Organization of the enterprise"

# EQUAL OPPORTUNITIES FOR EVERYBODY

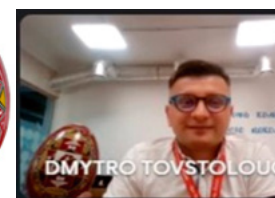
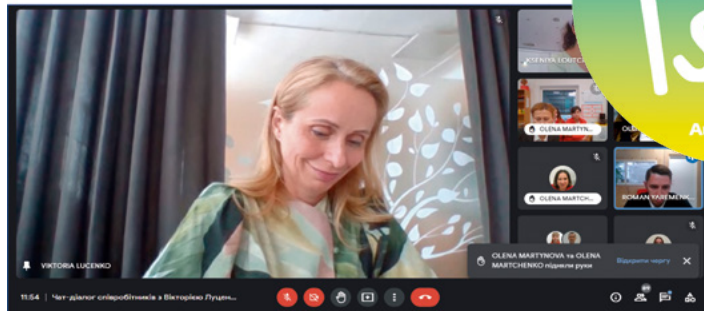


Continuing to implement the principles of barrier-free operation in our company, over the past year we have joined a number of initiatives aimed at creating equal opportunities and improving the wellbeing of employees:

- **took part** in the creation of a universal training module for training personnel on the ethics of barrier-free communication
- **shared our** experience in implementing the principles of barrier-free operation in the company
- **HR team completed** online training on customer service with mental disabilities
- **joined the stress** management course "Self Help Puls" and **launched** the scaling of training at the enterprise

**IMPLEMENTING THE IDEAS OF EQUALITY, CARE AND DIVERSITY!**

# COMMUNICATION WITH THE TEAMS

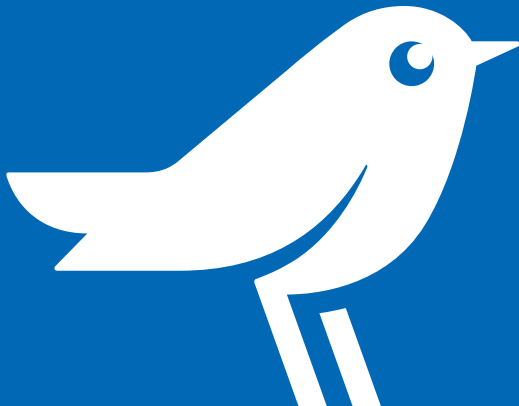


**dialogues** with Logistics director, CEO, HR director



**Pit Stop TOP 150**  
February, April, September

# CLIENTS



# CUSTOMER SURVEY - BAROMÈTRE IMAGE



**8**

**participating countries**



**16 100**

**respondents  
(1,500 - 2,500 per country)**



**35**

**points for customer evaluation**



**online survey platform**

Baromètre image is a traditional for the **company, customer survey regarding the brand image**. This survey is international and takes place in one period among the countries where the company operates.

In 2022, to measure our residents' perception of Auchan's image compared to competitors, there were three main topics:

- Price image
- Brand image through its offers (product image, fresh product image), solutions and experiences
- Non-food products by measuring our image (insert note NEW here somehow from above)

# CUSTOMER SURVEY - PRICE IMAGE

№4

Auchan **95** ↑ +3

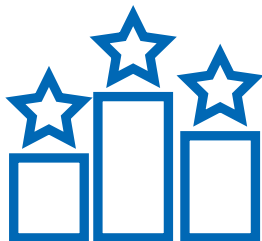
Shopping cart price SHOPPING CART IS CHEAPER	Lowest prices LOW PRICES	Value for money PRICE+QUALITY	Discount PROMO	Loyalty program LOYALTY PROGRAM
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# CULTURE FOOD IMAGE

№3

**Auchan 115 ↓ -7**



# IMAGE NON FOOD

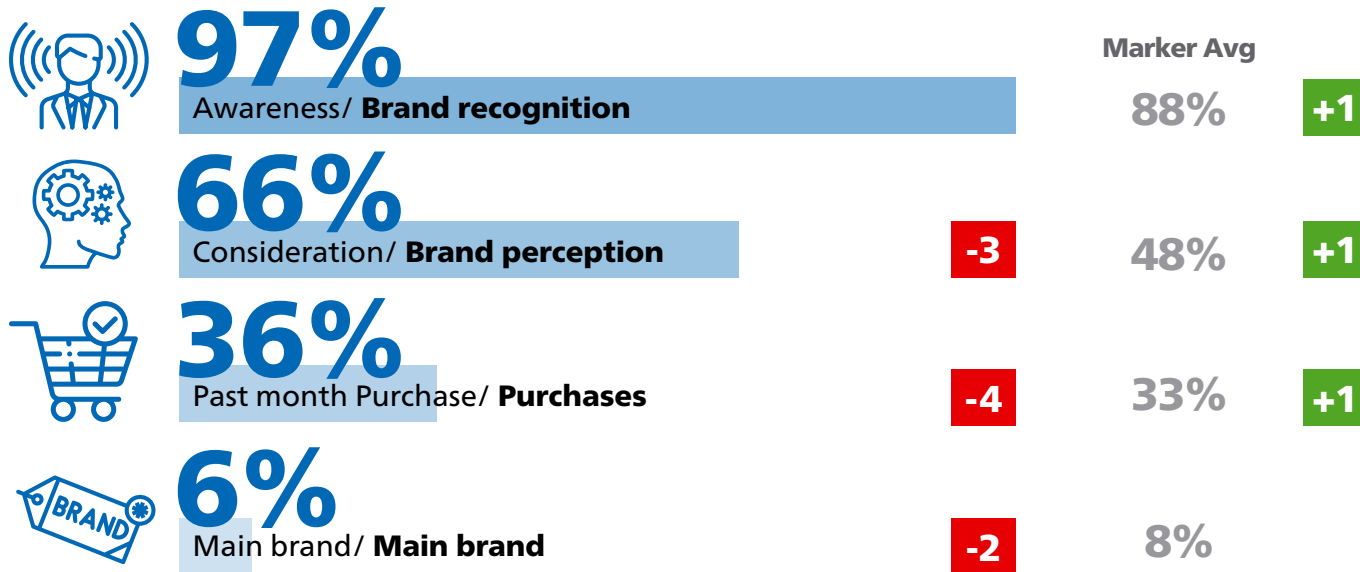
**NEW**

№3  
**Auchan 191**

PARTS OF	AUCHAN	RANK
<b>Image Non-Food</b>	<b>191</b>	<b>#3</b>
Clothes-quality, style, fitting, size	<b>213</b>	<b>#2</b>
Underwear - quality, style, size, comfort	<b>222</b>	<b>#2</b>
Goods for gardening (landscaping, tools, equipment, decorations) - quality, style, practicality	<b>196</b>	<b>#3</b>
Household goods (batteries, bulbs, tools...) - quality, choice, technical equipment	<b>190</b>	<b>#3</b>
Interior items/furniture (bed linen, towels, dishes, decorations...) - quality, style, trend	<b>191</b>	<b>#3</b>
Kitchen/confectionery utensils (pots, pans, dishes, molds...) - quality, technical equipment, design	<b>185</b>	<b>#3</b>
Household appliances (for kitchen, bathroom...) - quality, design, technical equipment	<b>171</b>	<b>#3</b>
High technologies (TV, sound, image, telephony, computers/tablets...) - quality, design, specifications	<b>174</b>	<b>#2</b>
Goods for school/office (pencils, notepads, folders, supplies...) - quality, choice, style	<b>190</b>	<b>#3</b>
Children's entertainment (toys, books...) - quality, playfulness, novelties	<b>188</b>	<b>#3</b>

# CUSTOMER SURVEY - BRAND DESIRE UKRAINE

## BRAND FUNNEL SUMMARY



**Brand Desire** - is an important part of the survey, because customers express their opinion on the overall perception of the brand and the choice in its favor. We are proud that our work during the year brought the company leadership among market peers.

# CONNECTION WITH CLIENTS - NPS



The index \* of customer loyalty (Net Promoter Score, NPS) **degree of customer loyalty**, their willingness to **recommend** a company or brand to friends based on their customer experience.

## BENEFITS OF THE NPS SATISFACTORY SYSTEM

### Methodology

- collecting feedback online
- personal space of the client when answering

### Accessibility

customer responses online 24/7 to all store employees on the platform is SATISFACTORY

### Personalization

and obtaining a detailed description of the situation without additional contact with the client

## CUSTOMER SEGMENTATION

### Critics

Dissatisfied customers who can give negative reviews about the company

### Neutrals

Satisfied customers, but not supporters of the company, who, in case of better offers, will go to competitors

### Promoters

Loyal customers who recommend the company, product or service to their friends and acquaintances, providing an increase of new customers

NPS calculation



0% of total responses

=



0% of total responses

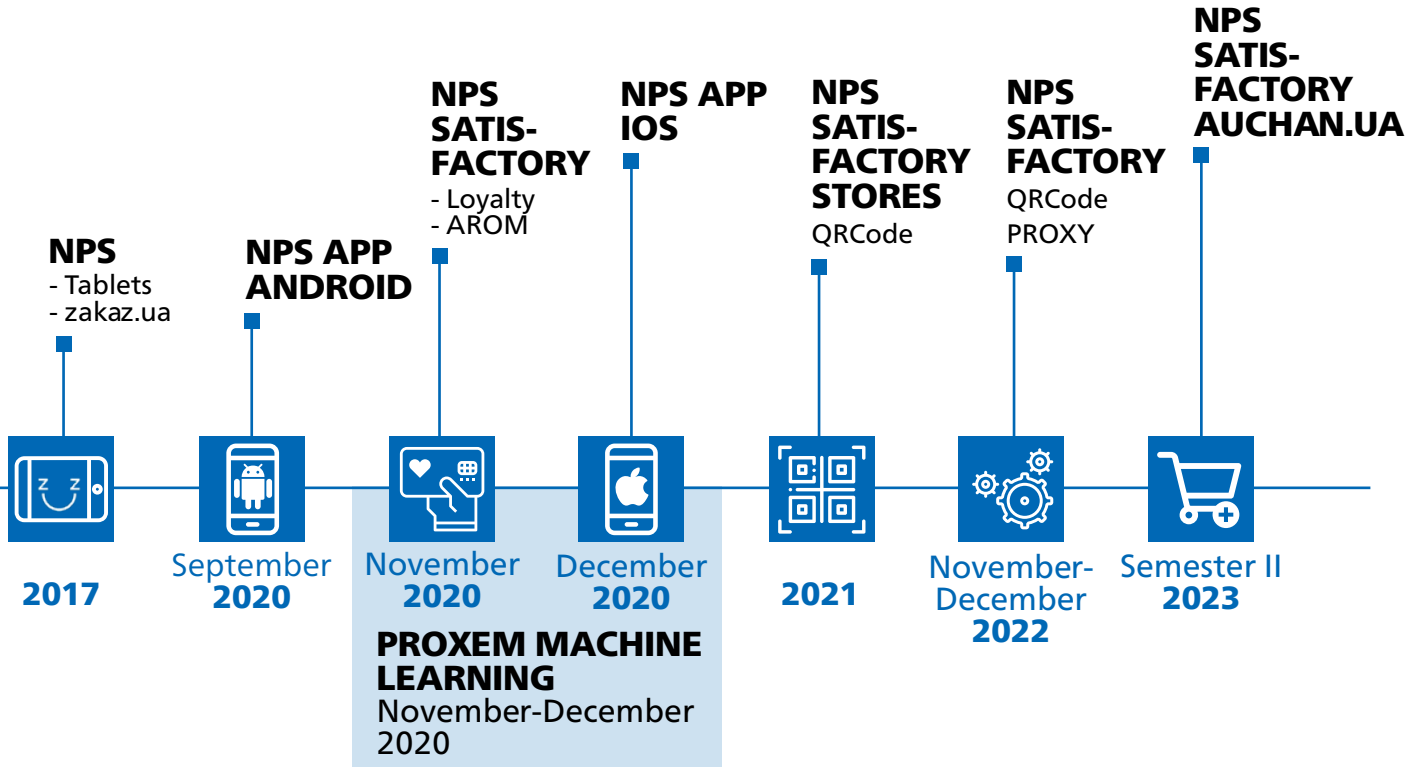
=

NPS

NPS result 0

\*\* The index has been used since 2003 as an easily interpretable measure of customer satisfaction, easy to compare across industries

# KRI NPS INTEGRATION



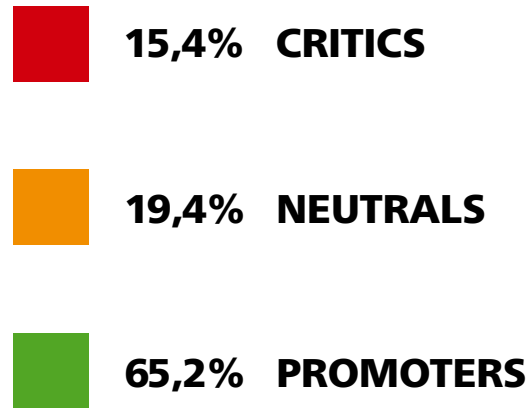
# NPS RESULTS

## RESULTS

for the period 01.08.2022 - 06.01.2023



Total number of respondents - 11 322



# RESPONSIBLE OFFERING - KEY FIGURES



**>15**

articles of goods made from recycled materials



**115**

sugar-free products



**17**

articles of frozen products



**351**

STM products marked NutriScore



**21** store

**2** logistic centers

declared the HACCP system



**419**

BIO products



**42**

gluten-free products



**603**

STM products whose packaging is subject to recycling



**55**

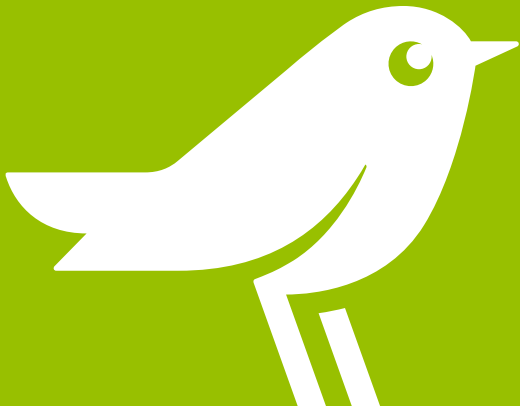
vegan products



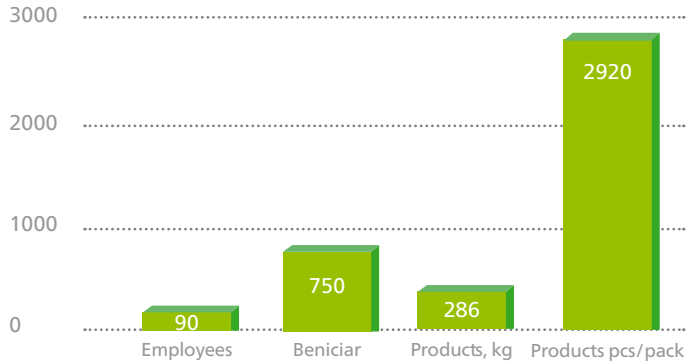
**708**

farm goods

# ECOLOGY



# REDUCE FOOD WASTE - FOOD BANK



Despite the incomplete availability of the product range (covering 20% of customer needs at the beginning of the war) and changing priorities, the food waste project was restored at 6 sites by the end of the year (before the war, there were 11 sites in the project).

The company continues to develop this project and search for new partnerships (the goal for 2023 is implementation in all cities of its presence).



# PLASTIC REDUCTION - RESPONSIBLE PACKAGING



**Package-T-shirt  
14 microns\***

\* the permissible density of the number of microns is established by law

**December**



Sale at the box office of  
**a cardboard box**



**Craft bags and nets  
in the greengrocer's  
department**

**January**



**Black \* 3 kg bag**  
\* made from 100% recycled materials

**February**



**Grids 0.5-5 kg  
in the department of  
packaged goods**

**March**



**Cornstarch  
bag**

# PLASTIC REDUCTION - CONTEXT 2022 AND TARGETS 2023

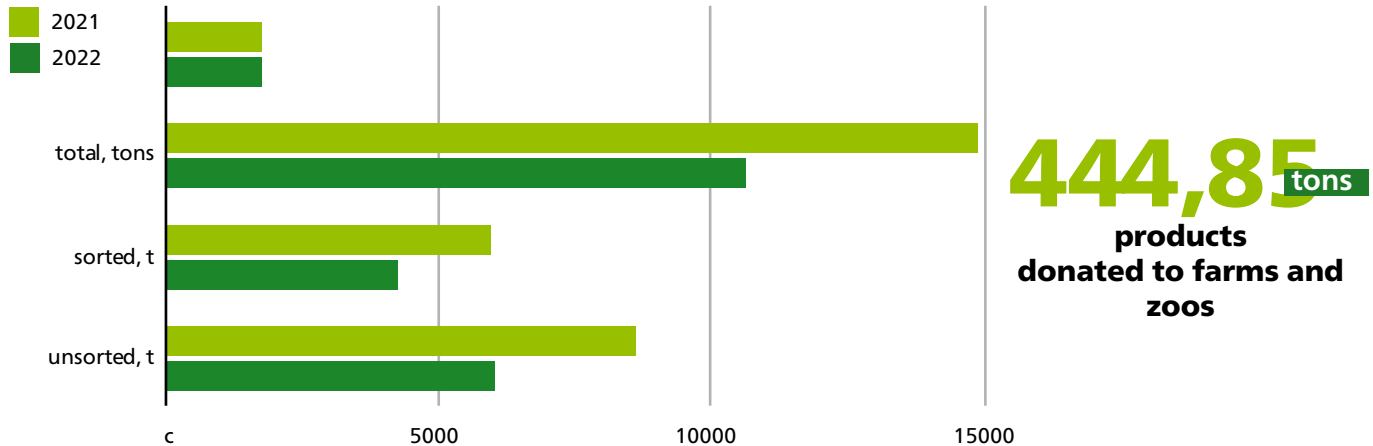


The war made adjustments to the plans to reduce plastic, so our projects were revised and adapted in accordance with the possibilities and tools. The priority for the coming years remains the packaging at the checkouts, the packaging of the fruit and vegetable department and the production departments.

The reduction of plastic use in 2023 will have the following phases:

- **replace** plastic packaging
- **expand** the range of alternative containers for packaged products
- **replace** plastic bags with bags made from more environmentally friendly raw materials (corn starch, sugar cane, lactic acid, recycled paper, etc.)

# WASTE MANAGEMENT



# ELECTRIC POWER CONSUMPTION

Adaptation of electricity consumption to martial law, air alarms, and food volumes in refrigerators.

**60 053 MWh** electricity consumption in hypermarkets for the reporting period (2021: 76,534 MWh)

# ECO ACTIVITY - LET'S DO IT UKRAINE!



As part of environmental concern, Auchan Ukraine is annually combined with World Cleanup Day, organized by our long-term partners Let's do it Ukraine.



**6**

cities of Ukraine



**120** over

employees



**203**

garbage bags collected

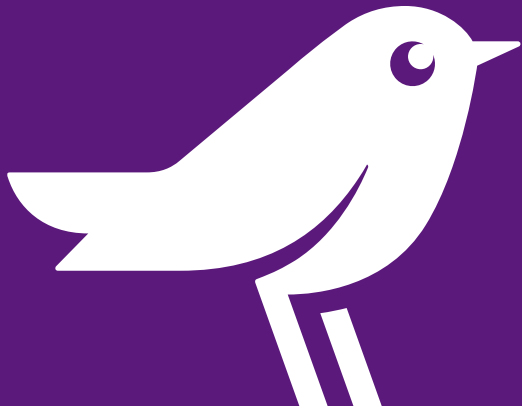


**1 311** kg

of collected garbage

**LET'S MAKE UKRAINE CLEAN TOGETHER WITH AUCHAN UKRAINE!**

# **SOCIAL INITIATIVES**



# BEAVER MARKO



Beaver Marko has been fulfilling his mission for the second year in a row together with concerned clients. This year, with the help of Beaver Marko, we raised funds for the renovation and **equipping of a training facility for young people with disabilities** as part of the Million for Renovation project RegeresLma 21.3. As our Marco says: **“All the best from the Beaver!”**

# 10%

of the cost of each toy is transferred to charity

# 1 700

purchased toys

# 51 158, 90

UAH

collected funds

# CHARITY INITIATIVES



**505**

children received school supplies

## “TREE OF KNOWLEDGE”

charity initiative  
to provide school  
supplies



**almost 500**

children received desirable presents

## “CHRISTMAS TREE OF WISHES”

charity initiative  
to fulfill the New Year's  
dream

# AUCHAN FOUNDATION - COMPETITION OF THE BEST SOCIAL PROJECTS

 **Auchan** | Foundation

## 100 000 EUROS FOR THREE PROJECTS



**3** new spaces for spreading and practicing healthy eating habits among young people and adults



almost **200** employees  
volunteers



almost **50 000** beneficiaries

# AUCHAN FOUNDATION - COMPETITION OF THE BEST SOCIAL PROJECTS

## KYIVSKA

Inclusive children's Center "House of joy"



- providing healthy eating skills by creating a healthy eating school
- creation of a charity canteen

## LIVOBEREZHNY

Cooking studio in BU "IOANNIV Center"



- arrangement and opening of a culinary studio for children with disabilities
- teaching children healthy eating habits from dieting experts and nutritionists

## LYBIDSKA

Food Terminal "Food Hub"



- creation of a modern and first in Ukraine food terminal
- mastering knowledge about the basics of rational consumption and healthy eating

# RECOGNITION



**JURY CHOICE**  
HR-Brand Ukraine Award

**NO. 2** y in the collective nomination "Corporate volunteering" from Charitable Ukraine



**TOP 5** Responsible Employers According to Equity Index

# TRANSPARENCY



**899 150 891, 56** UAH

taxes paid

- Pollution fee
- Fee for the use of the radio frequency resource
- Excise tax on retail sales of excisable goods
- Accrual of income tax
- Military tax calculations
- Calculations of unified social tax for wages
- Tax on repatriation of non-resident income
- VAT payable



**5 062 500** UAH

reward for invincibility to all employees



**4 896 734** UAH

assistance to mobilized employees

# GLOBAL REPORTING INITIATIVE



The Auchan Retail Ukraine 2022 Corporate Social Responsibility Report contains some of the standard elements of disclosure under the Global Reporting Initiative.

<b>GRI standard</b>	<b>Disclosure element</b>	<b>Links (page in report)</b>
102-1	Organization Name	LLC "Auchan Ukraine Hypermarket"
102-2	Activities, brands, products, services	page 4
102-3	Headquarters location	15-a Stepan Bandera Ave., Kyiv, 04073
102-5	Nature of ownership and legal form	Private company
102-6	Markets where the organization operates	pages 4-5
102-7	Organization scale	pages 4-5
102-8	Information about employees and other personnel	pages 14-17, 22-24, 33-38
102-9	Supply chain	pages 18-19, 28-29, 48
102-10	Significant changes in the organization's structure and supply chain	pages 4-5, 10-13, 18-19
102-12	External initiatives	pages 7, 18-23, 35-36, 40-47, 50, 54, 56-59
102-13	Membership in associations	European Business Association, Association of retailers of Ukraine, American Chamber of Commerce in Ukraine, Business Without Barriers community
102-14	Top management appeals	pages 10, 14, 18
102-15	Main impacts, risks and opportunities	pages 10, 12-13, 14, 18
102-16	Values, principles, standards and norms of behavior	page 6
102-17	Mechanism for responding to questions about norms of behavior	page 6
102-40	List of Stakeholders	pages 21-29, 35, 47, 50, 56-59
102-41	Collective Contracts	100% of employees work under a collective contract

# GLOBAL REPORTING INITIATIVE



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<b>GRI standard</b>	<b>Disclosure element</b>	<b>Links (page in report)</b>
102-42	Choice of Stakeholders	pages 21-22, 36, 40, 45-47, 56-59
102-43	Stakeholders engagement approach	pages 21-22, 36, 40, 45-47, 56-59
102-46	Defining the report content and topic boundaries	pages 3, 10, 20
102-47	List of significant issues	page 3
102-50	Reporting period	01.01 - 31.12.2022
102-51	Last report release date	September 2022
102-52	Reporting interval	Yearly
102-53	Contact information in case of questions regarding the report	communication@auchan.ua
102-55	List of GRI standards	pages 62-63
102-56	Report Validation	Audit was not performed
302-1	Energy consumption within the organization	page 53
302-4	Reduced energy consumption	page 53
403-6	Spreading the idea of supporting the health of employees	page 17
404-1	Average training hours per employee per year	page 35
404-3	Percentage of employees who receive regular assessments of their performance and career development	100% of employees annually meet with the manager concerning the results
405-1	Diversity of managers and employees	pages 33-37
416-1	Assessing the impact of goods and services on health and safety	pages 40-47
417-1	Requirements for labeling and information on goods and services	page 48

*"NO ENEMY OR FOEMAN WILL STEP ON OUR REFURBISHED LAND  
JUST FAMILY AND GOOD PEOPLE WILL BE THERE"*

*T. H. SHEVCHENKO*

