



COOP
SAPPORO
CSR REPORT
2017



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Editorial
policy

Since 2005, COOP SAPPORO has published the Environment and Social Contributions Report. In 2007, seeking to further report on our corporate social responsibility (CSR) efforts, we revised the publication into a CSR report and are actively disclosing a range of information of interest to our diverse stakeholders.

COOP SAPPORO's CSR activities are achieved through the combination of both our businesses and the activities of our members.

Our reporting focuses on conveying COOP SAPPORO's day-to-day trajectory based on our core approach and the progress therein, updating our stakeholders on our current status.

As we aim to achieve a sustainable society, we hope this report conveys, albeit partially, what COOP SAPPORO's role in that process is and what initiatives we are taking to meet this goal.

● Report dates

The focus of this report is on our core activities for FY 2016, but we also incorporate supplementary information on prior years and on ongoing initiatives and goals through 2017 and beyond. This summary of our business is current as of March 20, 2017.

● Disclosure on web site

In addition to this report, COOP SAPPORO publishes this information on its web site. In addition to finding this report online, the web site includes the FY 2016 business report, profit and loss data, and other detailed information. (The web site containing this data is slated to go live in June 2017).

CSR Report URL

<https://www.sapporo.coop/>

● Publication date and next slated release

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Please direct inquiries about this CSR report to:

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Connecting
People to People



Connecting
People with
the Future



Creating a rich
Hokkaido culinary culture

Food education
(*Taberu-Taisetsu*)

Food safety and security

Connecting
People and Food



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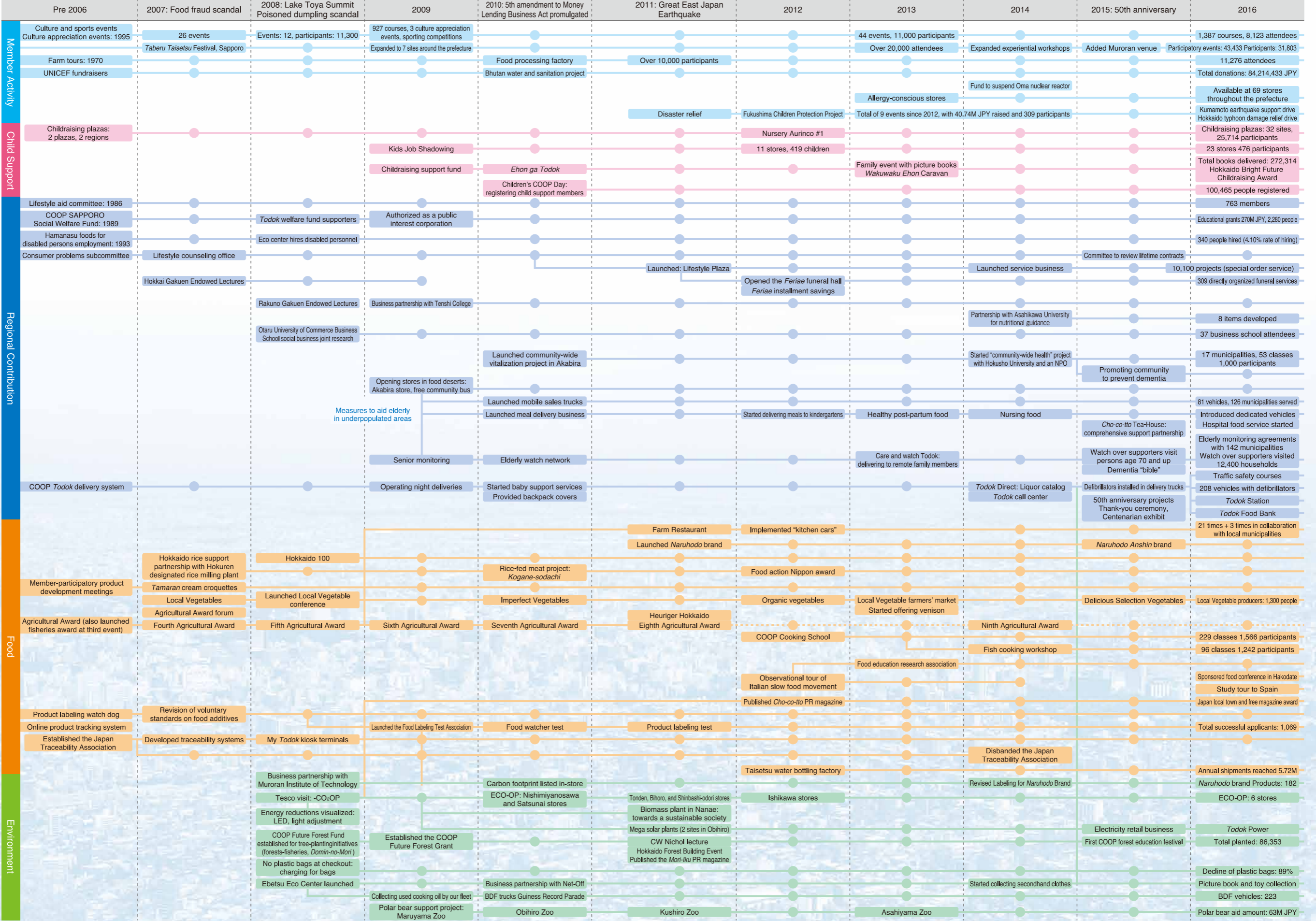


Feature

Hokkaido's Pride: COOP SAPPORO

In 2007, we merged with COOP Tokachi in order to make COOP SAPPORO an organization spanning Hokkaido. Here we look back on ten years of activity as we aim for further safety and innovation for our members.

Our efforts over the past ten years led to next new activities with a lot of positive results



Building a sustainable infrastructure of food in Hokkaido

COOP SAPPORO CEO and president

Hideaki Omi

COOPs throughout Hokkaido consolidated to solve local issues

In 2007, COOP SAPPORO completed a comprehensive merger with regional COOPs around the prefecture. Already ten years have passed since that time. One of the reasons we pursued this merger was that, in the midst of a management restructuring in 1998, we faced an increasingly difficult financial situation; with many local COOPs with debts and liabilities. Even those with a clean balance of accounts were at a tough crossroads in terms of remaining competitive in Hokkaido market if they were to operate by themselves. In other words, in order for COOPs to survive the way we were, we had to expand our scope and be competitive in products distribution.

Through this integration and merger, we revamped our stores based on the idea of "Delicious Store". We also standardized our products and processes in order to allow us to operate a single, unified operation throughout the prefecture. Furthermore, with the retail environment growing more competitive in Hokkaido, we also merged the three businesses: the Shiga Sogo Food Shop in Muroran, the Kyokuyu Store in Asahikawa, and Uocho in Hakodate.

By expanding our scope, we have become more competitive and stabilized our finances. What is more, we are able to carry out a seamless platform to respond to

administrative issues throughout the prefecture.

In 2008, the Hokkaido Lake Toya Summit was held, with a focus on the environment. In two years we achieved to launch 26 cutting-edge projects on the environment. One of these was partnering with AEON Hokkaido to begin charging for plastic bags at checkout, making Hokkaido the #1 prefecture nationwide in terms of charging for bags and spearheading this environmental initiative.

The construction of the Eco Center to collect used resources and recycle them, creating a basis of the recycling-oriented society, was truly an epoch-making moment.

Making use of return trips of our fleet enabled us of collecting used items at low cost, as we are now able to maximally leverage our logistics network of 108 stores and 33 delivery centers around the prefecture.

Charging for plastic bags at checkout

In 2008, we began charging 5 JPY for plastic bags at checkout, while 0.5 JPY donated to the COOP Future Forest Fund each time a bag was declined thereby promoting and protecting forests throughout Hokkaido.



Each year a tree planting festival is held at *Domin-no-Mori*

Eco Center

Established in 2008, Eco Center works as a hub for collecting, processing, and recycling of items obtained through our activities and from our members. Used cooking oil is refined into BDF, then used for our delivery trucks. Since 2015, we have also been collecting used clothes and fabric, turning them to reuse in Cambodia and donating the proceeds to Hokkaido UNICEF.



A Cambodian shop selling secondhand clothes we collected.

Farming regions taught us about the potential of Hokkaido food

COOP SAPPORO's main focus is on food. The COOP SAPPORO Agricultural Award, started in 2004, is growing in new directions.

Since 2007, I have acted as its executive chair.

There are many initiatives we started based on what we learned when visiting producers. First of all, we discovered that 20% of vegetables were classified as substandard due to cosmetic issues. We decided to bring them to market under the Imperfect Vegetables moniker.

We next learned that producers were growing small amounts of produce in home gardens, which then served as the impetus for the Local Vegetable project.

Another initiative that has taken root is delivering local vegetables from warmer areas like Hakodate, which has a harvest a month earlier than elsewhere, to eastern Hokkaido where yet to enter springtime.

Furthermore, seeking to make use of Hokkaido's beautiful natural landscapes, we modeled after Italy's slow food movement which had urban chefs to vitalize its provinces. Inspired by that, in 2012, we launched the Farm Restaurant program. The launch of this new form of green tourism has enabled young chefs around Hokkaido to network. The notion of integrating upstream and downstream industries *1 was discussed as the key to growing Hokkaido cuisine and agriculture. However, if these efforts were not tailored with locally procured ingredients, we will be unable to differentiate ourselves or further foster our unique culinary culture.

I believe that rolling out pop-up restaurants in a farming context will incubate new businesses unique to their communities.

COOP SAPPORO Agricultural Award

From a consumers' eye-view to support excellent primary producers, this award recognizes organizations promoting cutting-edge and sustainable agriculture and fisheries.

Since the 8th event in 2012, it is held once every three years, with 2017 marking the 10th.



On-site evaluation



Imperfect Vegetables

Substandard vegetables (those with cosmetic blemishes that make them unfit to bring to market) are collected from contract farmers throughout Hokkaido and sold at discount prices at our stores close to those farms.

Local Vegetables

Selling vegetables harvested in communities close to stores allows consumers to obtain fresh vegetables, provides new sales channels for producers, and also cuts down on CO₂ emissions associated with transport.



Fujino Farm: Local Veggies

Pop-up Farm Restaurant

Held at farms that have received the COOP SAPPORO Agricultural Award, noted chefs prepare lunches using fresh produce from the farm and foster green tourism (see page 16 for details).

In 2016, we published a book compiling the recipes which appeared at the Farm Restaurant.



The "kitchen cars" come with a full kitchen in which top chefs serve up food.

*1 Integrating upstream and downstream industries
This refers to making use of local resources and merging forestry, fishery, and forest production (primary industries) with processing, logistics, and sales (secondary and tertiary industries) in order to create a new, unified industry.

Shoring up food education and creating a hub for Hokkaido culinary knowledge

In Italy, Slow Food International has been in operation for 28 years, and it has played a pivotal role as an agricultural powerhouse among EU countries. In order to learn about its development, we have gone on observational tours to Italy with our clients for three years in a row. What amazed us most was the robust support offered by farms and organizations for food and agriculture education to the next generation.

Food education is a very important subject for COOP SAPPORO, as well.

In order to develop educational programs in which children can experience food, we formed a food education research committee in tandem with producers and business partners and we used this to further expand the *Taberu Taisetsu* (Importance of Eating) Festival, a project that has already started.

Going forward, we know we must promote local industry using fine Hokkaido products and link them with education. We would like to create training farms in Hokkaido and a university dedicated to food, as seen in the Basque Culinary Center*2 in Spain.

Taberu Taisetsu (Importance of Eating) Festival

By bringing agriculture and fishery producers, administrative organs and schools, and manufacturers together to interact with consumers, this event promotes awareness about Hokkaido food and local consumption (see page 14 for details).



***2 Basque Culinary Center**

The Basque region in Spain is famous for its delicious cuisine. There, Mondragón Unibertsitatea, a university founded by Corporación Mondragón, a local workers' cooperative, established a food studies department in 2011. This is a four-year culinary college.

Hand down the family ties and values through picture books

In 2010, we created the COOP Childraising Fund. We felt there was true value in encouraging children to engage with culture and foster ties with parents. The *Ehon ga Todok* program delivers free children's books.

We have provided over 250,000 books to date, and we received the Childraising Award from the Hokkaido government in December 2016.

Today, the program is growing by adding music activities to children's books.

Children's book experts and educators have formed a special committee to select books which convey values and Japanese identity.

Ehon ga Todok (Picture Book Todok)

Members with children aged 1-2 are given four free children's books in this program (see details on page 19).



Through children's books, encourage parents to spend more time with their children.

Sales strategies against the aging society: monitor the elderly and aid those in the food deserts.

As the generation who witnessed our growth and reconstruction is going gray, we have worked on what COOP can do to solve this aging society. Further, what can we do about the problems of the food deserts? In addition to people who make use of the *Todok* deliveries, there were also elderly people, who were unable to pay for purchases via credit cards or place an order and they needed our help.

In 2007, the issue of people without access to stores came to the fore. We received a message from the Yubari Seiryō store saying that their mobile grocery was old and needed to be replaced. We happened to know that the mobile grocery was practical as a business.

Yubari was financially collapsed and had the largest senior population in Hokkaido. Yet if the mobile sales truck was running in a black even in Yubari, surely that business model could be applied anywhere.

With that in mind, we launched the "*Omakase-bin Kakeru*" project (mobile grocery) which turned out to be a sustainable business while simultaneously succeeding in delivering goods to over 70% of areas lacking groceries.

The elderly watch programs allow us to make active use of this delivery and mobile sales grid (see page 9).

With our backbone in logistical infrastructure, COOP has the ability to visit elderly members once a week through

our "last-mile" courier system for deliveries. This allows us to make up for the coverage beyond the government's reach.

We partnered with Sapporo Medical University's department of general medicine to create documentation that personnel can use to detect changes in residents, and set up a personnel training system.

COOP Todok Delivery System

COOP purchase deliveries were spun off in 1997 and enhanced in 2006 for a new form of delivery service (see page 8 for details).



Once a week, products are delivered at a designated time.

"Kakeru" Mobile Grocery

This mobile sales vehicle makes a set route around areas with few groceries (see page 13 for details).



Meal deliveries to the elderly grow into a means of supporting health

Changes to Japanese medical policy will mean that, in the future, if the injury or illness is treatable, the person must be discharged from the hospital after one week. Persons who have recently gone operations may be unable to move freely around or cook for themselves for a week or more.

COOP's meal delivery services work as a vital lifeline in bringing prepared food to their doorsteps. We currently have six plants and about 240 delivery vans and we are considering expanding from dinner deliveries to also offer breakfast.

Given our existing infrastructure in meal deliveries, we began serving lunches to kindergarteners and also offer allergen-free meals for children with allergies. We are also preparing to launch a hospital food program in 2017. These hospital meals taste good and do not use frozen food whenever possible, with domestic ingredients, including those of Hokkaido.

COOP Meal Delivery Service

With more and more households where people live alone or as only an elderly couple, there are not enough hands to help with preparing food. This service delivers prepared box meals to alleviate this problem. Since 2012, we have also been delivering meals to kindergartens, and in 2016, we began offering an allergen-free menu. (See page 12 for details)



Kindergarten lunches for children with allergies

Sustainable business to solve problems of the future

When we consider the future of food it is clear that food and health must be closely tied.

An ongoing goal for us is disease prevention, a key topic in the field of medicine today.

For those living in regions where medical facilities are too remote, the key is offering them health supports before they become ill.

Various efforts to prevent dementia, provide nutritious meals to the elderly, and extend healthy life expectancy as the population ages will need to become ever more advanced in the coming years.

In addition, the majority of Hokkaido's provinces are becoming depopulated.

With a declining population, there are fewer benefits to a full logistics grid, so it becomes harder to maintain.

As COOP SAPPORO has a fleet of 1,500 trucks used for deliveries and mobile sales, We can bring a range of food infrastructure services to every part of Hokkaido. We have every conviction that this will form a pivotal part of our trajectory going forward.

One macro issue for Hokkaido is creating an economic structure for a sustainable economy that serves the local communities. Increase self-sufficiency on local products. Expand local consumption within Hokkaido. Aim to resolve energy issues and move away from nuclear power.

Unlike other businesses, we consider it our unique position as COOP to take on these broader social issues.

***3 Last-mile delivery**

This term from the telecommunications industry refers to the last connection to a user's home or office.

It came to also be used in logistics to refer to the last route in delivering products to consumers.

Delivering products and safety to member homes

COOP Todok Delivery System

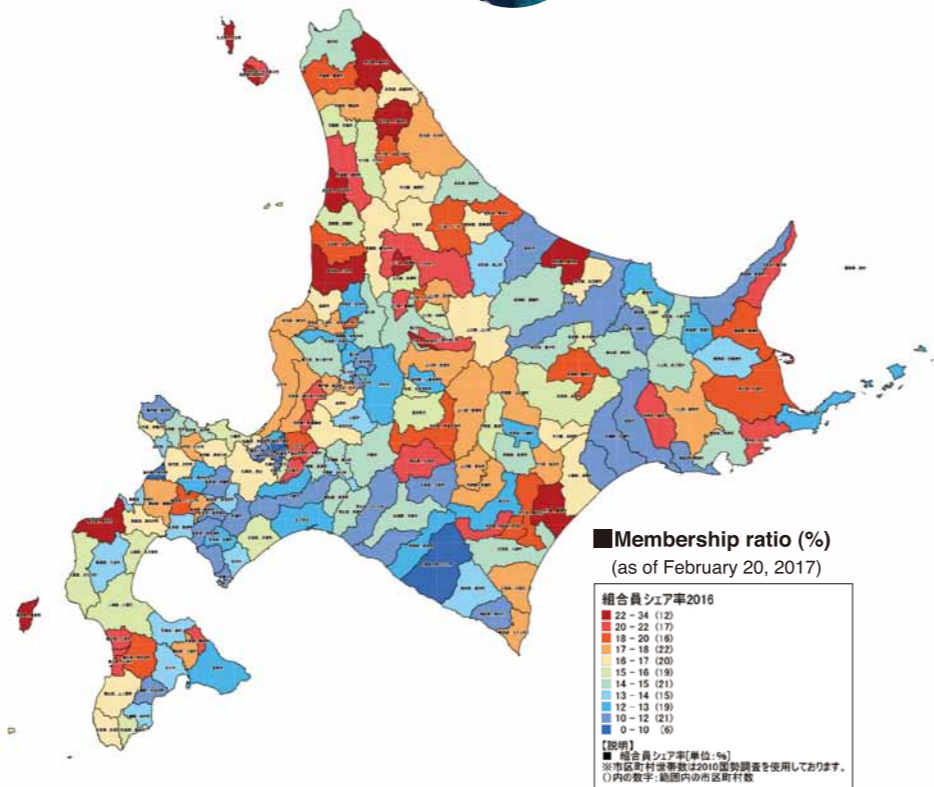
Through launching new depots and introducing handheld devices, we are building more points of contact with members via COOP's *Todok* delivery system. Product orders are delivered to members' homes once a week.

Todok aims to reduce the burden associated with shopping and deliver a stable supply of products to regions with few groceries. The services are used more and more each year, with over 330,000 members and a delivery grid in all 179 of Hokkaido's towns.

We also adopted the "PSCI" system for delivery management. We can check delivery processes on a mobile device and logging requests from members, thereby we have more contact points with our members.

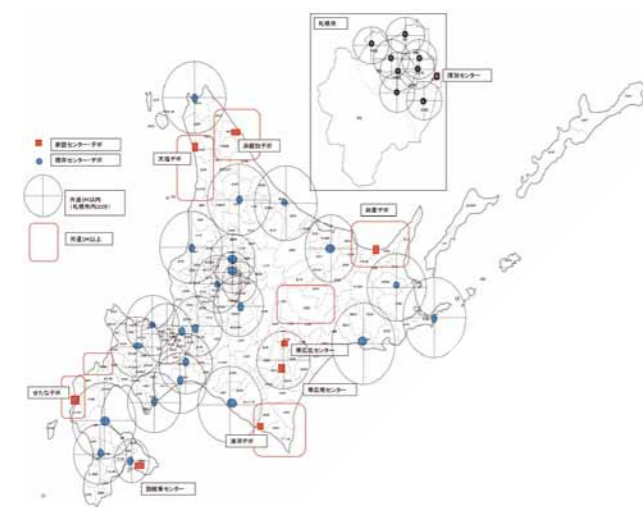
Delivery registrants

334,288 people	104% YOY increase
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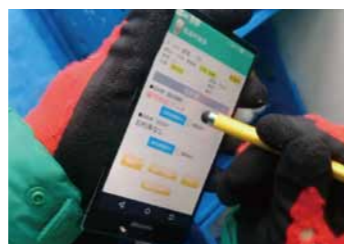


Delivering products and safety to member homes

Delivery center area map



Going forward, we will be building new depots in Teshio, Hamatonbetsu, and Setana. The large-scale Obihiro center is being split up in order to better focus on efficiency of deliveries and points of contact with consumers.



Mobile phone screen with PSCI



The newly built Urakawa depot



Efforts to increase points of contact

Todok Station

Todok Station offers a place for children to play. This facility is located at the Sapporo Chuo Center, and the Kiyota/Hiyama/Nakashibetsu Centers.



Todok Smile Caravan 179

2016 marks the ten-year anniversary of the *Todok* initiatives, and we held a thank-you tour around all of Hokkaido's towns.



●Dates: May 10-November 15, 2016 ●Municipalities visited: 179

Baby Support & 65 Support

The "Baby Support" program offers aid to members with children 0-3 years old while the "65 Support" program offers aid to members age 65 and over. System usage fees are free for these members.



The "elderly watch agreements" seek to create a prefecture-wide network of looking out for the elderly. We now formed agreements with 80% of towns in the prefecture, and for users who are over 70 and live alone, we have "Safety Supporters" who visit them periodically.

Expanded bulk catalog

Products for LaCook bulk catalog were expanded.



Elderly monitoring agreements

142 municipalities (in 2016, 15 more added)

Our motto: Connecting

Partnership with Hokuryu town

Hokuryu's only supermarket, A-COOP Hokuryu, closed, and on June 8, 2016, the city requested us to cooperate to open a grocery.

Accessible store designs

Stores are inspected to ensure that halls, counters, and parking lots are accessible. In addition to COOP SAPPORO personnel, people of other local retailers joined to learn with us.



Connecting People to People



Supporting the health of the elderly to coop with aging society

With the society rapidly aging, we have promoted the concept of community-building to prevent dementia and community-wide health. COOP SAPPORO has partnered with the Social Business Promotion Center and Hokusho University to establish the Dementia-Proof Community-Building Promotion Unit in 2015, targeting those municipalities where we have previously carried out these activities and pursuing early detection and support of dementia.

In 2016, eight cities joined to promote awareness.

■ Cities declaring efforts to build communities against dementia

Akabira, Suttsu, Kamishihoro, Hokuryu, Urakawa, Ashibetsu, Ikeda



Physical fitness measurement event



Second municipal employee training group work event

Launch of dementia prevention lectures

On May 30, 2016, Professor Urakami of Tottori University and Professor Aiuchi, the director of the Social Business Promotion Center, convened at the Sapporo Bunka Kaikan to host a lecture to our members on dementia prevention.

Sharing the latest findings on dementia and partnering with municipalities

Municipal personnel engaged in dementia-prevention efforts are invited to biannual training workshops (July/February).

We also had guest lectures from Dr. Shimohama of Sapporo Medical University (“Key understanding and prevention of dementia”) and Dr. Urakami, Professor of Tottori University and Chair of Japan Society for Dementia Prevention (“Promoting dementia prevention: lessons learned from dementia prevention programs in Kotoura, Tottori”).

This project aims to promote anti-dementia initiatives at each municipality in Hokkaido.

Improving health through appropriate fitness guidance Initiatives towards “community-wide health”

COOP SAPPORO has partnered with Hokusho University and the Social Business Promotion Center, to roll out a “community-wide health program.”



Exercise tailored to the individuals' abilities, ensuring that they can engage in light exercise that is safe.

We are promoting the “yuru-gen” exercise regimen, developed by Hokusho University, for the elderly, whether alone or in groups, to practice risk-free exercises.



“Yuru-gen” exercise, a form of light exercise that can be done while seated



The “yuru-gen” certification course (for beginners)



How the community-wide health workshops work

- 1 The physical fitness of each participant is measured.
- 2 The results are used to participants into different classes.
- 3 Promoting physical endurance and motivation by tailoring to each person's abilities and condition.

■ FY2016 Performance

Municipalities implementing	17(Akabira, Ashibetsu, Fukagawa, Chippubetsu, Hokuryu, Higashikawa, Yoichi, Ishikari, Ikeda, Kamishihoro, Urahoro, Otofuke, Shimamaki, Suttsu, Kuromatsunai, Oshamambe, Shikabe)
Events	53 classes, 1,000+ participants

Our motto: Connecting

A helping hand for seniors

Cho-co-tto Tea-House

This site provides senior members to stop by after shopping, mingle with others and get some advice.



● Cho-co-tto Tea-House Events

13 cities, 22 stores (Naboribetsu, Kushiro, Shiranuka, Asahikawa, Hokuto, Tomakomai, Urakawa, Obihiro, Sapporo, Date, Muroran, Kitami, Hakodate)

Senior COOP Day

Every Thursday, members aged 60 and up are entitled to a 5% discount for Senior COOP Day.

Connecting People and Food

COOP SAPPORO's largest missions as a food infrastructure are to deliver safety and security to consumers, protect local producers, and enrich the culinary culture of Hokkaido.



Delivering delicious meals with safety and security

COOP Meal Delivery Service

Expanded delivery areas Dedicated vehicles for greater safety

With the elderly households on the rise, the COOP Meal Delivery Service provides dinners on wheels and monitors the elderly. The services started in October 2010.

Today, we prepare meals at six plants, with a plan to add another in Obihiro in August 2017.

In July 2016, dedicated Meal Delivery Service vehicles were rolled out.



Standard meals prepared with seasonal flavors and nutritionally balanced

Safeguarding health through food Providing balanced and nutritious meals

With advice from a licensed nutritionist, we provide guidance on balanced meals that contain the right nutrients, caloric load, and reduced salt.

You can choose any of our balanced nutritional meals which set a daily caloric intake of 1,440kcal and other options.



Balanced low-calorie and low-salt meals

New plant with allergen inspection facilities produces safe food for children

Since 2012, we have provided food to children with allergies, and we now provide these meals to 198 children at 25 kindergartens.

On September 26, 2016, the new Sapporo plant was built in Kikusi Motomachi, Shiroishi-ku, replacing the former Shiroishi plant.

The new plant is HACCP compliant and has allergen inspection facilities.

■FY 2016 meal delivery service

Number of food delivery registrants	39,823
Users	6,546

<Average weekly meals>

- Meal delivery service: 32,085 meals
Breakdown: 14,282 standard meals, 16,475 low-calorie meals, 642 weekly meals, 373 Thursday premium meals, 313 popular Hokkaido train station lunch boxes
- Renal meals, balanced nutrition meals: 4,809
- Pre- and post-natal meals: 82
- Special event meals: 111 (monthly average)

■FY 2016 kindergarten lunch service

Kindergartens served: 61

Sapporo: 18, Iwamizawa: 6, Ebetsu: 1, Tomakomai: 11, Noboribetsu: 2, Muroran: 1, Chitose: 1, Asahikawa: 8, Kushiro: 12, Otaru: 1

Average weekly meals: 6,428

For those in the food deserts, the "Kakeru" mobile grocery brings balanced food to people's tables.

With an aging society and population exodus, retailers are leaving rural areas and residents have nowhere to do the grocery. This is where the "Kakeru" mobile groceries operate.

Currently, 81 trucks run across 125 towns in Hokkaido, with 25,000 people using the services.

In partnership with Otsuka Pharmaceutical Co., Ltd., we developed the "simple nutrition check service." Persons deemed as having insufficient nutrition are recommended to eat nutritious foods.



Our motto: Connecting

Delivering safety and security

Expanding Naruhodo Anshin Products

Our private label brand, the Naruhodo Anshin Products, focuses on quality, safety, and security since 2015.



●Mellow-flavored green tea

Fish counter

Offering a range of value-added services for consumers, such as butterflyed fish cut into three slices.



●Face-to-face fish counter
Nijuyonken store, Nishino store, Hondori store, Ainosato store, Yunokawa store,

Students develop recipes, sell lunch boxes and side dishes

In February 2017, we partnered with Hakodate Junior College, close to the Hakodate Yunokawa store, to sell lunch boxes.



Face to face sales begun at Asahikawa and Hakodate

Breakfast and morning classes for middle schoolers

With more children skipping breakfast these days, this program gives them a chance to eat a healthy breakfast while learning the importance of early-morning studies. This program was held twice.



Connecting People and Food



Learning about food with your children

Taberu Taisetsu (Importance of Eating) Festival 2016

Over 300 experiential programs offered

The *Taberu Taisetsu* (Importance of Eating) Festival, held since 2007, is COOP SAPPORO's largest food education event.

At this event, producers, government organs, schools, manufacturers, and other organizations come together to mingle with consumers and convey the quality of Hokkaido cuisine and the importance of local consumption.

Taking root as a local event

Following up on last year, attendees reached an all-time high, with those who took part in the program handing out point coupons (festival coupons) and use them to shop at the "Love COOP Convenience Store," which was also a hit.

Not only did total participants reach the highest number on record, but the visitors exceeded 3,000 at every venue too, celebrating a major success as a food education event.

Events by region

(Number of guests, exhibits, number of supporters)

Venues	Regional attendees	exhibitors	supporters
Sapporo (8/27)	7,490	115	990
Muroran (9/17)	3,019	64	330
Tomakomai (9/24)	3,274	62	376
Kitami (10/1)	3,409	74	430
Obihiro (10/9)	3,523	71	371
Asahikawa (10/9)	4,542	82	518
Hakodate (10/15)	3,234	50	353
Kushiro (10/22)	3,312	65	373
Total of eight venues	31,803	583	3,741

Feedback from participants

- "All our families enjoyed the event."
- "The children got a chance to learn, and it was a great event."
- "We really had fun here. Looking forward to next year."
- "I am really satisfied with so many events I got to take part in."



Betsukai Nyugyo Kousha: "What we get from milk – how is butter made?"



NASIO Co., Ltd: "Become a sweets master!"

[Results of experiential program contest]

Meiji, Northern Japan Branch, Sapporo Office (Sapporo venue): "The secrets of yogurt"

NASIO Co., Ltd. (Muroran venue): "Become a sweets master!"

Hokuto Corporation, Tomakomai: "Discovering mushrooms' amazing secrets! Quiz event & mushroom picking!"

Marukita Corporation, Kitami: "Mini Fish Cooking Classroom -- Cleaning seasonal fish!"

Nakata Foods (Obihiro Venue): "Tofu-making workshop"

Asahikawa Food industry Support Center with Asahikawa Agricultural High School team (Asahikawa venue): "Let's make hot meat buns together!"

Onuma Garo Herb Garden (Hakodate venue): "The secrets of bees and beeswax candle making"

Betsukai Nyugyo Kousha (Kushiro venue): "What we get from milk -- how is butter made?"

Added an advanced course to pass on fish cooking skills

Fish cooking workshops

Since 2014, COOP SAPPORO has partnered with the Sapporo City Wholesale Market to host fish cooking workshops.

The participants learned the fish cooking skills and shared the culinary culture as well as contributing to increased consumption of fish.



Parent-child workshop



Advanced course

2016 Activities

Cooking workshops (including local events)	58 classes	1,310 participants
Parent-child workshops	5 classes	170 participants
Advanced course	4 classes	16 participants

Kids' job shadowing programs give dreams and aspirations to children

COOP SAPPORO's stores offer the job shadowing programs during summer and winter vacations.

We held fruitful food education programs in which children received supports from not only COOP SAPPORO personnel, but also local shoppers.



Checking out customers' products at the register



Descaling fish in the prep room

Connecting People and Food



The finest local ingredients transformed into a first-class lunch by top chefs

Farm Restaurant

The “Farm Restaurant” is a green tourism program we host in which a one-day pop-up “restaurant” is opened serving a full lunch course right in the midst of a farm.

These unique kitchen cars are equipped with kitchen equipment and visit farms where distinguished chefs use fresh-picked ingredients from the fields to serve one-of-a-kind lunch courses.



Savoring full course lunches

FY 2016 Farm Restaurant

Date	Venue	Chef	Participants
June 5	Yogo Farm (Eniwa)	SIO chef Yosuke Sato	48 attendees
June 12	Oshitani Farm (Naganuma)	W27 chef Shin Shimokuni	49 attendees
June 19	Toba Farm (Ashoro)	kirica chef Noboru Ishii	48 attendees
June 26	Nishikawa Farm (Bibai)	Ippocampo chef Fumiaki Ito	54 attendees
July 3	Ichigo Farm (Ishikari)	meli melo chef Daisuke Sato	50 attendees
July 17	Menno Village (Naganuma)	Banquet chef Kohei Wakasugi	47 attendees
July 24	Tada Farm (Kamifurano)	petit lapin (Takikawa) chef Hiromoto Oita	52 attendees
July 31	Takishita Farm (Yoichi)	Trattoria Pizzeria Terzina chef Hideki Horikawa	52 attendees
August 7	Ishizaki Fisheries (Hidaka)	Bistrot poele chef Daigo Hayakashi	53 attendees
August 11	Otsuka Farm (Shinshinotsu)	Capri Capri chef Takashi Tsukamoto	49 attendees
August 21	Ashida Farm (Chitose)	Day's Kitchen chef, Daisuke Kasahara	51 attendees
August 28	Suzuki Farm (Mikasa)	BARCOM Sapporo chef Satoshi Kaneko and cantine SEL chef Yusuke Kurotaki	57 attendees
September 4	Goto Farm (Makkari)	TAKU Maruyama chef Hayato Wada	48 attendees
September 11	Takahashi Farm (Erimo)	brasserie coron with LE CREUSET chef Hiroyuki Tsukada	52 attendees
September 18	Shimizu Farm (Hokuto, 2 days)	Le climat HAKODATE chef Yuya Sekikawa	50 attendees
September 19	Tsuiki Farm (Nanae, 2 days)	L'oiseau par Matsunaga chef Hiroyuki Matsunaga	50 attendees
September 22	Mt. Hakken Winery (Sapporo)	Yorukowari chef Maki Kowari	40 attendees
September 25	Ui Farm (Shintoku)	Gravita chef Masato Hiraki	42 attendees
October 2	Tsurunuma Winery (Urausu)	Grand chef Norifumi Indo	57 attendees
October 9	Nagamitsu Farm (Sapporo)	Chef Akihisa Handa	40 attendees
October 16	Otsuka Farm (Shinshinotsu)	Ricci Chef Ritsuji Kawaki,	46 attendees
Total: 21 events			1,035 attendees

Conveying the charms of local cuisine by collaborating with the communities

Ingredients and local specialties that towns want to promote are taken up by chefs and prepared into delicious lunchtime courses.

Conveying the charms of the communities and their products also invites people from urban areas.



Promoting the charms of the region through delicious vegetables

For fiscal 2017, we are hosting the event under the theme of “Lots of veggies to fill your tummies.”

Our motto: Connecting

Efforts to promote culinary culture

Supporting the World Cuisine Academic Meeting

On September 5 and 6, 2016, Hakodate hosted the World Cuisine Academic Meeting.



Hosting the “Cooking Spanish Food at Home” Class

Koji Fukaya, head chef of Restaurant Basque and the founder of the Hakodate Bar Gai, was invited to host a workshop on Spanish cuisine.



Workshop and demo of cooking venison

Seeking to resolve the issues of Hokkaido deer ravaging farms and forests, COOP SAPPORO pursues the distribution of venison.



Event data

Location: Ishikawa Kitchen Studio
Participants: 16



Connecting People with the Future

For the future for both the next generations and COOP SAPPORO, we are engaged in a range of initiatives around parenting, education, employment, and peace.



We revised our shelf life policy to reduce food waste to support the children in need

Todok Food Bank

Returned products to children Launching the Food Bank

A Food Bank is a social welfare project that collects food which otherwise will be disposed of (due to closeness to the expiry dates, etc.), and donates it to people and organizations in need.

The *Todok Food Bank* was launched on May 5, 2016 (Children's Day). We donate food to 23 children's homes.



■FY2016 Results

items provided	50,828 (33,505,584 JPY 57,201kg)
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Agreement ceremony between six organizations

How the *Todok Food Bank* works

1. Returned products are collected at the delivery centers

Returned food products with no quality issues are collected at delivery centers throughout the prefecture and then used for the *Todok Food Bank*.



2. Donation of items

The nearest delivery center provides products directly to staff from children's homes once every 1-2 weeks.

COOP SAPPORO: managing products such that food is properly handled

In providing food products, we also maintain measures to fully assess data on whether or not it is properly used.

When providing products, we include a detailed list of products and ingredients to confirm. We also require

facilities to maintain these lists.

In order for these products to be properly used for children, facilities personnel must create menu plans and manage them accordingly.

They are supposed to make a checklist, complete it, and submit it.

Todok Food Caravan: conveying the joy of food to children

The *Todok Food Bank* provides not only food but also food education.

By cooking food with children, we convey the fun of cooking and how enjoyable it is to serve others.



Creating sweets with children

■FY2016 Result

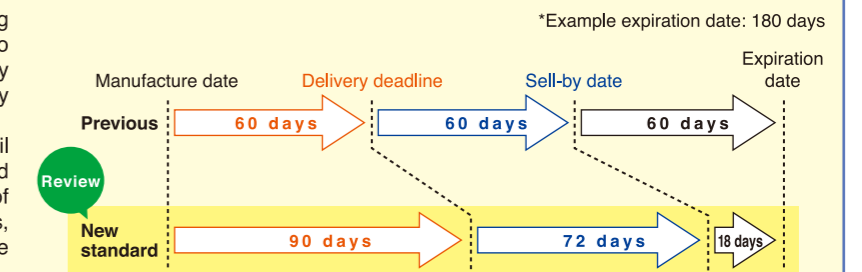
<i>Todok Food Caravan</i>	11 sites, 152 participants
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Reviewing "One-thirds" rule ~reducing food waste~

The number of days between manufacturing date and expiration date was divided into thirds, with the first third being the delivery date, and the second third being the sell-by date.

A new standard was put in place in April 2016, with the delivery date for sweets and processed foods with an expiration date of 60 days or more extended to 1/2 of days, with the sell-by date extended to 1/10 of the remaining expiration date.

This helps reduce food waste.



Fostering Parents-children relationships through picture books

Ehon ga Todok (Picture Book *Todok*)

Ehon ga Todok: Every four months we send a book for free to parents with children aged 1-2, a total of four books a year.

To bring a joy of reading the *Ehon Wakuwaku Caravan* brings children's books to nurseries and kindergartens around the prefecture, as well as hosts a variety of stage shows where staff read books to the children.

■Ehon ga Todok 2016

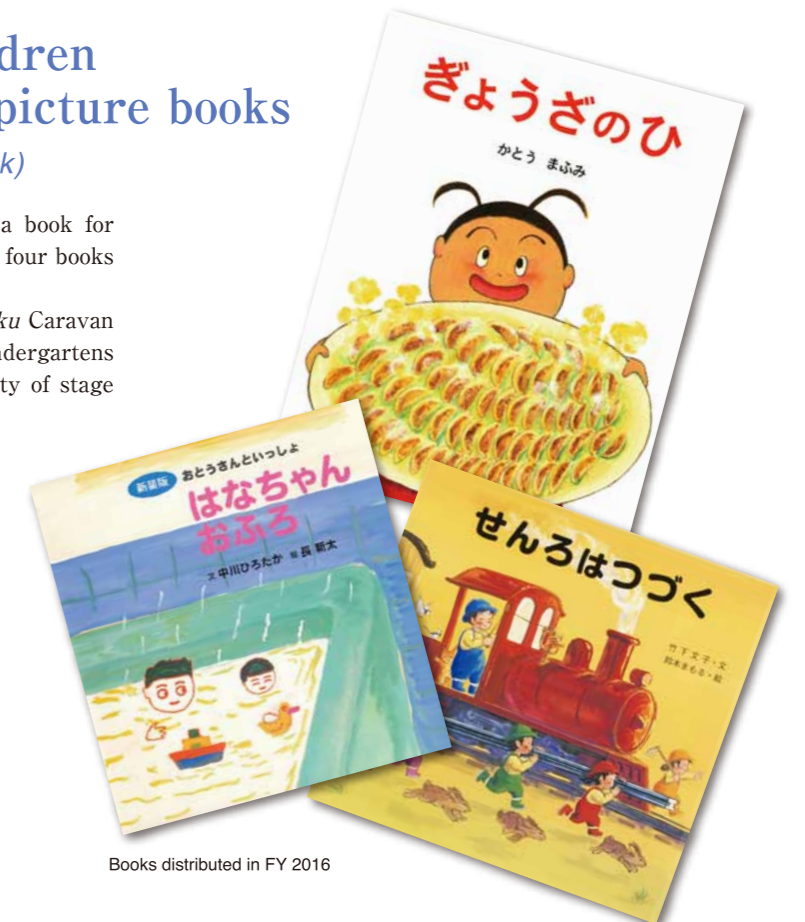
2016 registrants	8,763
Cumulative households registered	50,854
Books distributed	272,314

Ehon Wakuwaku Caravan

Schools visited	151
Participating children	13,369

Family live show participants

Hakoda	344
Kushiro	328
Obihiro	397
Asahikawa	364
Total	1,433



Books distributed in FY 2016



Supporting students with scholarships



Press conference about the university education scholarship

Financial aid for students Launched the college scholarship

On December 27, 2016, we announced plans to offer a non-repayable scholarship to students of universities, junior colleges, graduate schools, and 4th and 5th year students of vocational schools starting in April, 2017.

Those who receive the grant are supposed to work part-time at COOP SAPPORO plants and stores while pursuing their studies.



COOP SAPPORO College Scholarship

Target

Prospective students to universities, colleges, graduate schools, and 4th and 5th year students of vocational schools

● Award granted

**250,000 JPY per annum
(up to 1million JPY over four years)**

Providing scholarships to high schoolers with one parent or a disability

COOP SAPPORO Social Welfare Fund

The COOP SAPPORO Social Welfare Fund provides non-repayable scholarship of 10,000 JPY a month for a period of three years to high school students with a single parent or no parents.

Over 27 years, we have conferred 269.13million JPY to 2,280 students.

Protecting local employment and improving the accessibility of our work environment

Employment initiatives

Large-scale benefit improvements to boost morale

Employment problems are deeply intertwined with underpopulation of communities. Protecting local employment also leads to encouraging people to settle in the area, thereby protecting the community itself.

For FY 2016, we raised salaries for about 1,300 regular employees.

Further, seeking to create more opportunities for experienced part-time workers, since fiscal 2014, we extended the retirement age to 65 and we plan to continue taking steps to tackle the unemployment issues among senior citizens.

Reached 4.0% hiring rate of the disabled Aiming for the accessible work environment

We had aimed to achieve 4.0% of disabled employees at our stores, delivery centers, and the Eco Center.

In fiscal 2016, we reached the rate of 4.1%. We will continue to create the accessible work environment.



■FY2016 Results

Number of disabled persons hired

Number of people	328
Rate of hiring	4.1% (0.6% YOY increase)

Learn our skills together! Welcoming international trainees

COOP SAPPORO's Ishikari and Ebetsu food plants actively accept international trainees as a part of the skills training system offered by the government.

Trainees come from China and Vietnam and stay in a fully-equipped dorm.

They learn factory rules and sanitation control before start working and are given on the job training at each factory.



Trainees acquire skills in practical training.



Pre-work training (Ishikari food plant)



On days off, they try to attend tea ceremony and other Japanese cultural events. (Ebetsu food plant)

■FY2016 Results

International trainees

Ishikari food plant	113
Ebetsu food plant	24

Connecting People with the Future

Redistributing profits to members who support us

Investment benefit service

COOP SAPPORO's businesses are supported by investments from our members.

In March 2016, we began offering a premium service based on amount invested. Our members get reward points to use for discounts, charging their *Cho-co-tto* prepaid cards, payment for their delivery services, etc. We will continue this in FY 2017.



Investment	Rewards
100,000 JPY	750 points
300,000 JPY	2,250 points
500,000 JPY	3,750 points
1million JPY	7,500 points
3million JPY	22,500 points
5million JPY	37,500 points

■FY2016 Results

Target members	58,819
Total reward points	132,420,000

Raising fire awareness with Sapporo City

Fire safety awareness team



Conveying the importance of peace to teenagers

Peace study tours

We provide opportunities for teenagers to think about peace. Each August, COOP SAPPORO hosts a peace study tour for teenage students to learn to Hiroshima and Nagasaki.



We launched an emergency fundraiser for victims of the repeated Hokkaido typhoons.

The onslaught of four typhoons in succession, something Hokkaido had never before experienced, wrought major damage to numerous regions. COOP SAPPORO held an emergency fundraiser between September 14 and October 20, 2016, to support victims of the repeated typhoons.

By the emergency fundraiser we collected 14,937,823 JPY and donated to the stricken regions through the Hokkaido Disaster Victim Fundraiser Committee.

FY 2016

Environmental Activities Report

Since the 2008 Lake Toya summit, COOP SAPPORO has beefed up environmental initiatives.

In addition to reducing the environmental impacts from our business activities, we also raise the environmental awareness of our members and work with them to find the eco-friendly business practices.

Environmental Philosophy

COOP SAPPORO advocates seven core promises to our members.

We encourage our boards and members to work together to achieve a secure living and a comfortable lifestyle as we pursue peace together, respect human rights, protect the environment, and actively promote community building of ample social welfare and mutual help.

COOP SAPPORO's aim is to pursue a sustainable society in which the environment is protected. So that these activities become widespread throughout Hokkaido and that all residents of Hokkaido have high hopes for the future.

Environmental policy

Through our stores and *Todok* delivery systems, mutual fund programs, and other operations, COOP SAPPORO provides safe products and services that offer comfort to our members, making life throughout Hokkaido fulfilling, and contribute to creating a sustainable and earth-friendly society.

1. We engage in pollution prevention throughout our businesses as well as we take steps to produce greater value with less environmental impact.
To that end, we set a series of short and mid-term environmental goals and milestones, periodically review them so as to improve our environmental management system.
2. We strictly comply with all applicable laws, ordinances, regulations, and agreements on environmental protection.
3. We make this policy known by all our employees that each and every person subject to the management systems takes responsibility in an autonomous fashion.
4. We disclose this environmental policy to the public as well as we regularly announce our ongoing environmental efforts.

- We use electricity and fuel resources efficiently to contribute to curbing global warming.
- We are committed to curtailing production of waste and reducing it.
- We use environmentally-friendly office supplies.
- We develop environmentally-friendly products and promote this idea to the public.
- We create an environmentally-conscious culture in our operations.
- We learn from valuable feedback from our members, and actively promote awareness on local environmental issues to the communities.
- We are committed to creating eco-friendly local communities.



Environmental Topics

In 2016, we continued to promote environmental activities such as reducing the environmental burden from our operations and raising awareness of our members.

Topic 1 Polar bear support project

Partnering with the zoos to foster environmental awareness through protecting polar bears

Do you know that our mascot *Todok* is a polar bear? That's why we cooperate with the zoos to protect polar bears. The goal of this initiative is raising awareness about the polar bear, which is an endangered species.

We contributed aid to four zoos and installed informational panels around the zoos, as well as held environmental awareness events.

FY 2016 polar bear support project sponsorship

Zoo (agreement date)	Date of presentation	sponsorship amount	Details
Maruyama Zoo (April 27, 2009)	July 28	3million JPY	Annual passport PR expenses Environmental education event: COOP Expedition Environmental education event: photography workshop
Asahiyama Zoo (April 27, 2013)	July 7	2million JPY	<i>Todok</i> Panel exhibition Environmental education event: COOP Expedition Environmental education: 7-day Borneo tour
Obihiro Zoo (August 10, 2010)	July 12	2million JPY	<i>Todok</i> Panel exhibition environmental education event: COOP Expedition
Kushiro Zoo (November 23, 2011)	July 29	2million JPY	<i>Todok</i> Panel exhibition environmental education event: COOP Expedition

COOP Expedition

The COOP Expedition is an event in which participants explore the zoo. It was held in 2016 at the four zoos where we formed agreements.

Participants	11,378 people (number of booklets distributed)
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Todok Cafe, Maruyama Zoo



Booklet

Experiential program "Adventure in winter! Arctic survival experience"

We invited arctic explorer Yasunaga Ogita to talk about his solo exploration of the Arctic in April 2016. This event also included sledding, "treasure hunting" using GPS (excluding the Hakodate venue), and other recreations of things Ogita did in the Arctic.

Further, Asahikawa and Kushiro sites hosted an "Arctic camping experience" for one night and two days with Ogita in the middle of winter.



Sled pulling



Yasunaga Ogita



After the talk show, we held an autograph session.

Events

Date	place	participants
January 6	Tomakomai Lake Utonai Water Fowl Protection Center	28 people
January 7	Sapporo, Maruyama Zoo	57 people
January 8, 9	Asahikawa, Asahiyama Zoo	53 (17) people
January 10	Abashiri, Okhotsk Ryu-hyo Museum	43 people
January 11, 12	Kushiro, Kushiro Zoo	11 (5) people
January 14	Obihiro, Obihiro Zoo	33 people
January 21	Hakodate, Hakodate Arena	29 people
January 22	Muroran, Mitara Muroran Roadside Station	28 people
Total		273 people

*Participants in parenthesis are those who took part in the arctic experience camps

Topic 2

COOP Future Forest Fund

7th Hokkaido Forest Growing Event

Whenever our member forgoes a plastic bag at our checkout, COOP SAPPORO makes a donation to the COOP Future Forest Fund.

On January 28, 2016, we held the 7th Hokkaido Forest Exchange Event at ten sites around the prefecture, with 200 people taking part. The participants learned about tree planting and its consequences, how to maintain forests, and current practices.





Environmental Topics

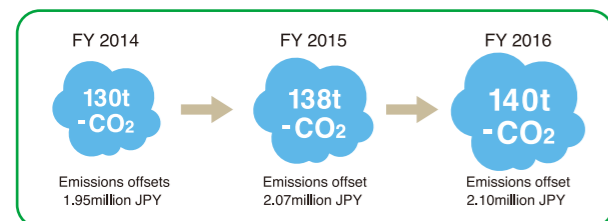
Topic 3 Carbon offsetting

Our first nature tour to learn about offsetting

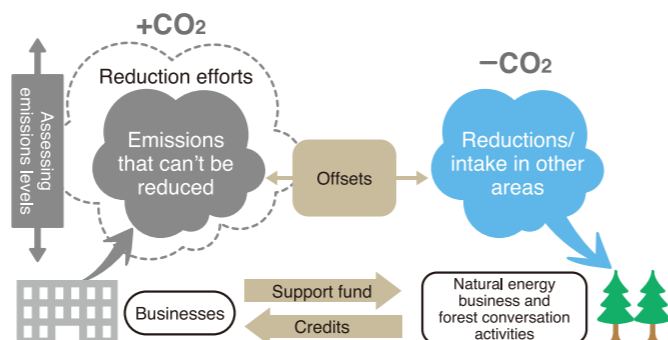
Conducting various business activities inevitably create CO₂ emissions in one form or another. For CO₂ emissions that cannot be curbed, we invest in and support projects preserve forests (CO₂ absorption) and natural energy (CO₂ reduction), are called carbon offsetting which contribute to reducing CO₂ emissions around the world.

Let's make Hokkaido's forests thrive! Campaigns

This joint initiatives saw COOP SAPPORO and Sapporo Beer entering into a comprehensive partnership with Hokkaido Prefecture. Items for the campaigns are those with the original "A toast to Hokkaido's forests!" label.



A part of proceeds is donated to the COOP Future Forest Fund and used to grow forests.



Nature tours "Borneo learning journey"

In November 2016, we held a study tour to Borneo to learn about its environmental initiatives.

We received guidance from Mr. Bando, the director of the Asahiyama Zoo, who organize the "Giving Back to Borneo Project." It was a 7-day program with a tour to the elephant



Planting trees to offset waste land and oil palm plantations

rescue center, a tree planting project, and experienced a homestay with local families.

This tour was held as a part of the polar bear support project (see page 24 for details) and used of a part of the sponsorship fees given to the Asahiyama Zoo.



A tour to the elephant facility where they are protected until being moved to forests or other facilities. Elephants are sometimes culled as they are considered harmful.

Topic 4 Todok Flea Market ~Recycling Children's books and toys~

Recycling used toys and books

We introduced community rooms at our delivery centers where we collect children's books, toys, and clothes from our members and sell them at low prices.

The entire proceeds go to buying wooden toys for the children.

Toys older children played with bring joy to the next children. We encourage this initiative by collecting and selling more.



Toys for sale
Flea market (Todok Station)

FY 2016: items reused

Picture books	867
Toys	722
Children's clothing	677



COOP SAPPORO's efforts to recycle resources

In addition to making use of resources from our stores and facilities, COOP SAPPORO utilizes returned products from our members. They are collected at our Eco Center, properly treated, and go to recycling.

Eco-Center collection volume

	2010	2011	2012	2013	2014	2015	2016	vs. 2015
Cardboard	16,456	16,291	16,294	16,870	16,617	16,991	17,602	104%
Paper cartons	302	313	307	289	292	280	283	101%
Weekly <i>Todok</i> catalogs	6,293	6,673	7,427	8,262	8,950	9,948	11,041	111%
Newsprint	699	817	933	976	975	983	1,000	102%
Foamed packages	474	471	467	416	384	411	388	94%
Plastic bottles	58	57	61	60	58	61	66	108%
Steel cans	33	32	33	30	27	18	24	133%
Aluminum cans	36	41	44	44	44	46	58	126%
Polypropylene bands	40	36	37	41	40	42	44	105%
Plastic Packing bags	71	82	85	128	125	117	116	99%
Used cooking oil	605	663	699	722	769	807	849	105%
Secondhand clothes	—	—	—	—	21	671	728	108%
Total	25,067	25,476	26,387	27,838	28,302	30,375	32,199	106%

Donated proceeds from collection of Secondhand clothes to Hokkaido UNICEF

Of the proceeds obtained from sales of vintage clothing in 2016, 1.5M JPY was donated to Hokkaido UNICEF.

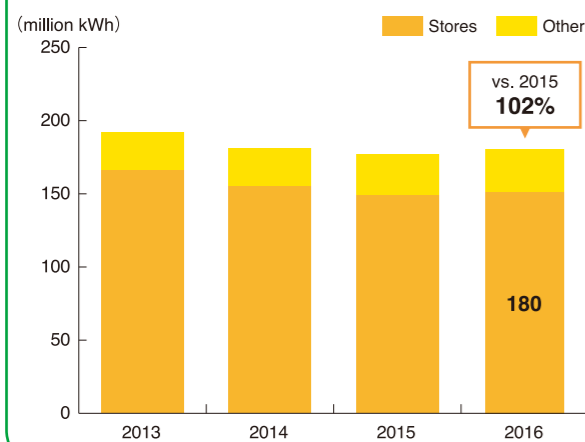


Environmental Activities Report

Curbing greenhouse gases, primarily CO₂, is a major issue if we are to prevent global warming. CO₂ is emitted when power is used, so COOP SAPPORO is actively pursuing to reduce energy consumption and use renewable energy sources

Electricity consumed

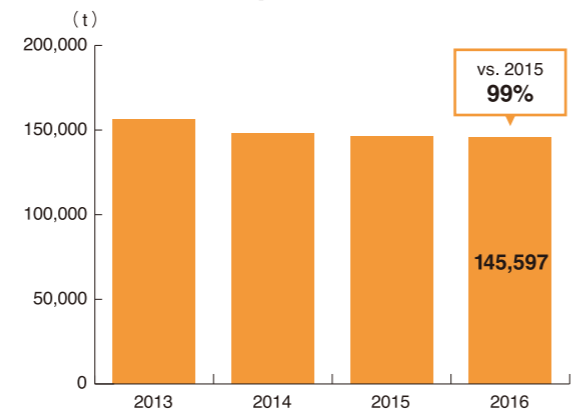
The rebuilding of two of our small format stores led to increased energy use, but we actively procure power sources with low CO₂ emissions.



CO₂ emissions

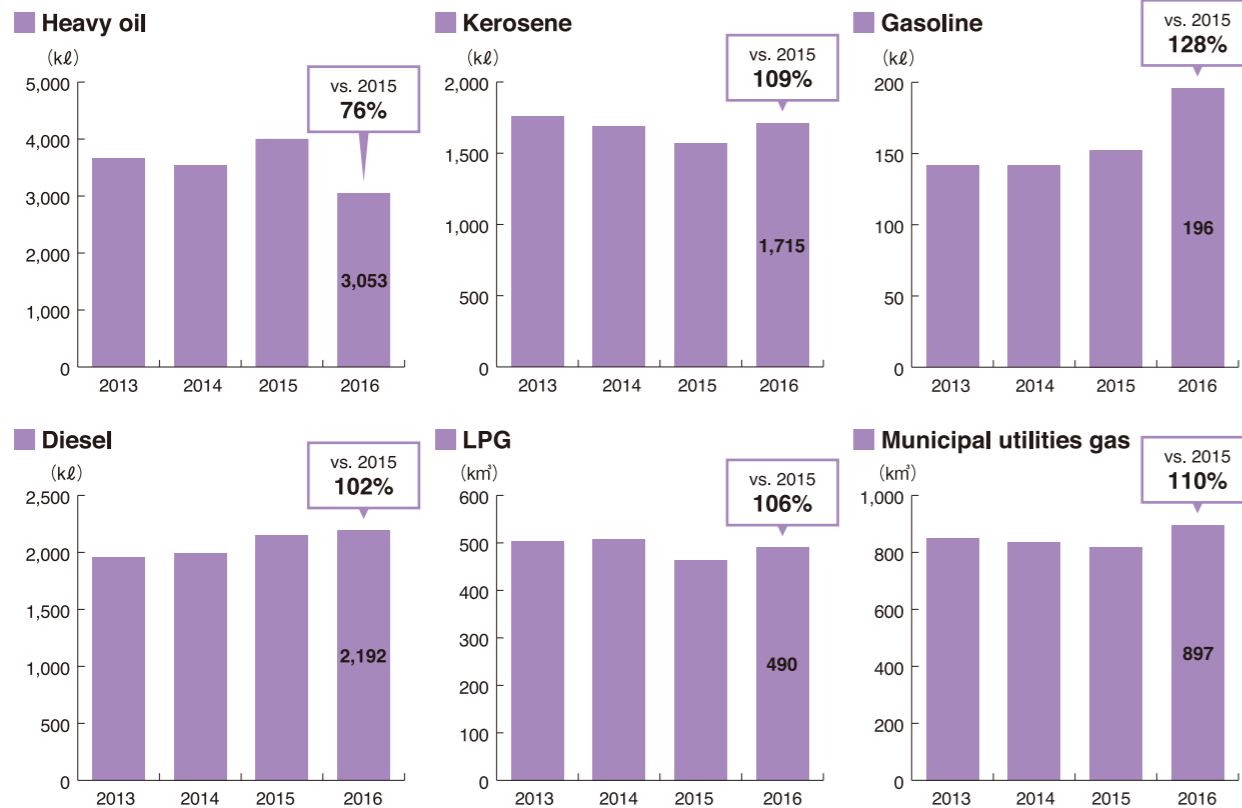
We have switched to LED for basic lighting in order to curb power consumption, and continue to cleanup display cases in stores to increased cleanliness and achieve more efficient, low-energy consumption.

Our emissions was 99% compared to FY 2015.



Energy usage (non-electric)

We are gradually shifting all of our power sources to forms of energy that have a minimal impact on the environment.



About COOP SAPPORO

On April 12, 2016, COOP SAPPORO reached 1.6 million registered members. To mark the 50th anniversary, we established new slogans to convey our philosophy and we are aiming to better contribute to communities in Hokkaido and to the lives of our stakeholders.

The New COOP SAPPORO Logo



This new logo symbolizes our goals towards safety and innovation, with new initiatives constantly being created through the passion and ideas of our employees and members. We are bringing this COOP Green which represents full of vitality, youthfulness, freshness, safety, and security throughout Hokkaido.

Messages from COOP SAPPORO (New set of principles)

COOP SAPPORO's slogan: **Connecting**

COOP SAPPORO's philosophy: **Proud and happy living in Hokkaido.**

COOP SAPPORO's mission: **Safety and innovation**

Approach to our businesses

- Stores focus on food as the wellspring of life.
- Todok deliveries bringing smiles to patrons and receiving their warm response.
- "Kakeru" mobile grocery bring the fun and convenience of the shopping experience everywhere.
- Meal deliveries supporting the health and growth of citizens.
- Energy enable Hokkaido to achieve energy-independent by renewable energy.
- Water bottling factory conserve Hokkaido's precious resources.
- Mutual fund share the value of aid and support.
- Feriae funeral services provide a cordial atmosphere to send of their loved ones.
- Travel agency enrich the journey called "life".
- Lifestyle and culture make the joy of learning a lifelong affair.

COOP SAPPORO's values:
sharing, supporting, caring, learning, interacting, and respecting each other

Basic Data

Name	COOP SAPPORO (Changed name from Citizen's Cooperative COOP Sapporo in 2000)
Established	July 18, 1965
Started operations	October 1, 1965
Headquarters	5-10-1 11-jo, Hassamu, Nishi-ku, Sapporo-shi
Directors (permanent)	<ul style="list-style-type: none"> ●CEO and President: Hideaki Ohmi ●Managing director: Norihiro Nakajima ●Executive director: Masakazu Iwafuji ●Executive director: Akira Aida (As of March 2017)
Area of activity	All over Hokkaido
Members	1,654,657 (as of March 20, 2017) (Hokkaido households: 2,751,282) (as of January 31, 2016) Rate of membership: 60.1% (Sapporo: 51.7%; Asahikawa: 70.4%; Hakodate: 69.4%; Ishikari: 78.3%)
Capital	67.9billion JPY (March 20, 2017)
Revenues	277.7billion JPY (total, March 21, 2016-March 20, 2017) Stores: 190.3billion JPY Deliveries: 79.9billion JPY Mutual Fund: 1.8billion JPY Others: 5.9billion JPY
Employees	Full-time employees: 2,096 Contract staff: 1,487 Part-time employees: 10,263 (As of March 20, 2017)

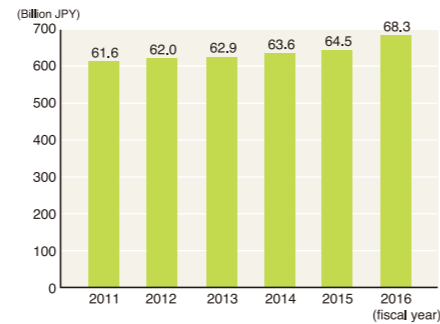
Status of capital

Capital by fiscal year

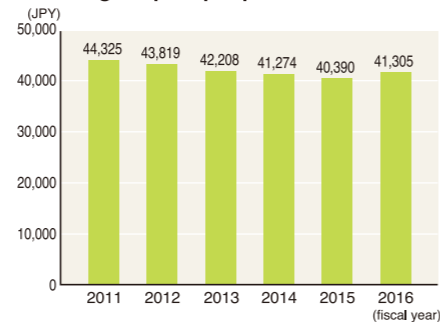
Fiscal year	Section	Amount (in 1,000 JPY)	Amount increased YOY change (in 1,000 JPY)	Rate of increase	
				YOY change	FY 2011 basis
2011		61,680,589	2,436,303	104	100
2012		62,015,189	334,600	101	101
2013		62,917,555	902,366	102	102
2014		63,697,955	780,400	101	103
2015		64,466,901	768,946	101	105
2016		68,344,865	3,877,964	106	111

*The above amounts also include deposits under 1,000 JPY.
Our capital as stated on our articles of incorporation (in 1,000 JPY units) is 64,005,902K JPY.

Capital balance by fiscal year

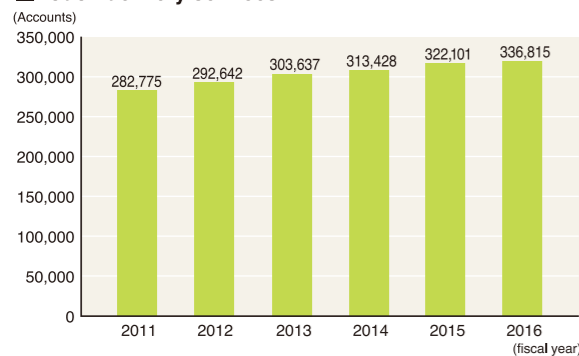


Average capital per person

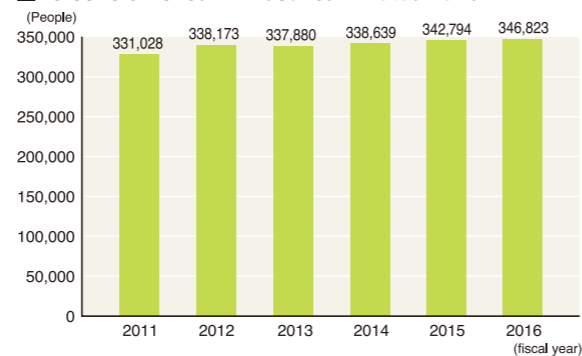


Reference materials Participation in delivery services (Todok) and COOP mutual fund

Todok delivery services

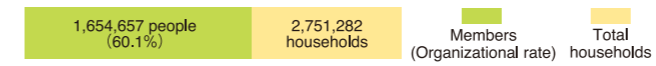


Persons enrolled in "Tasukeai" mutual fund

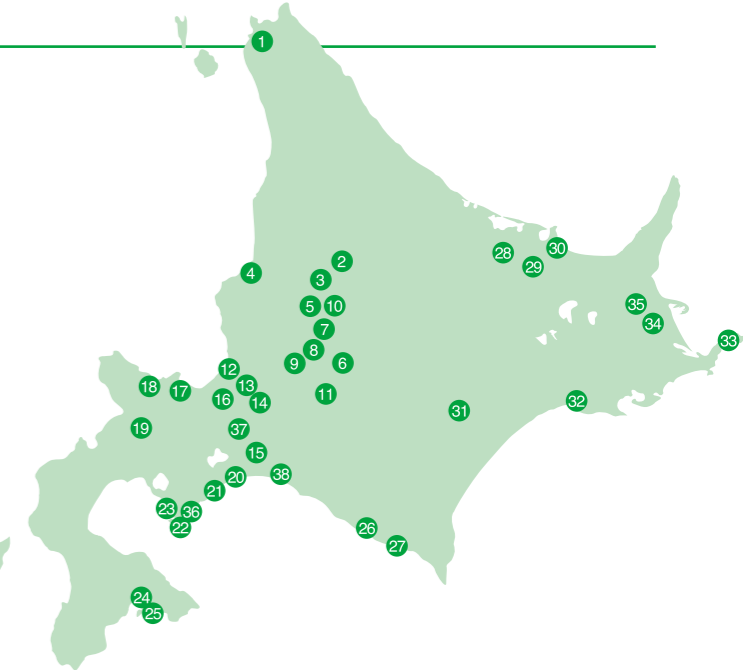
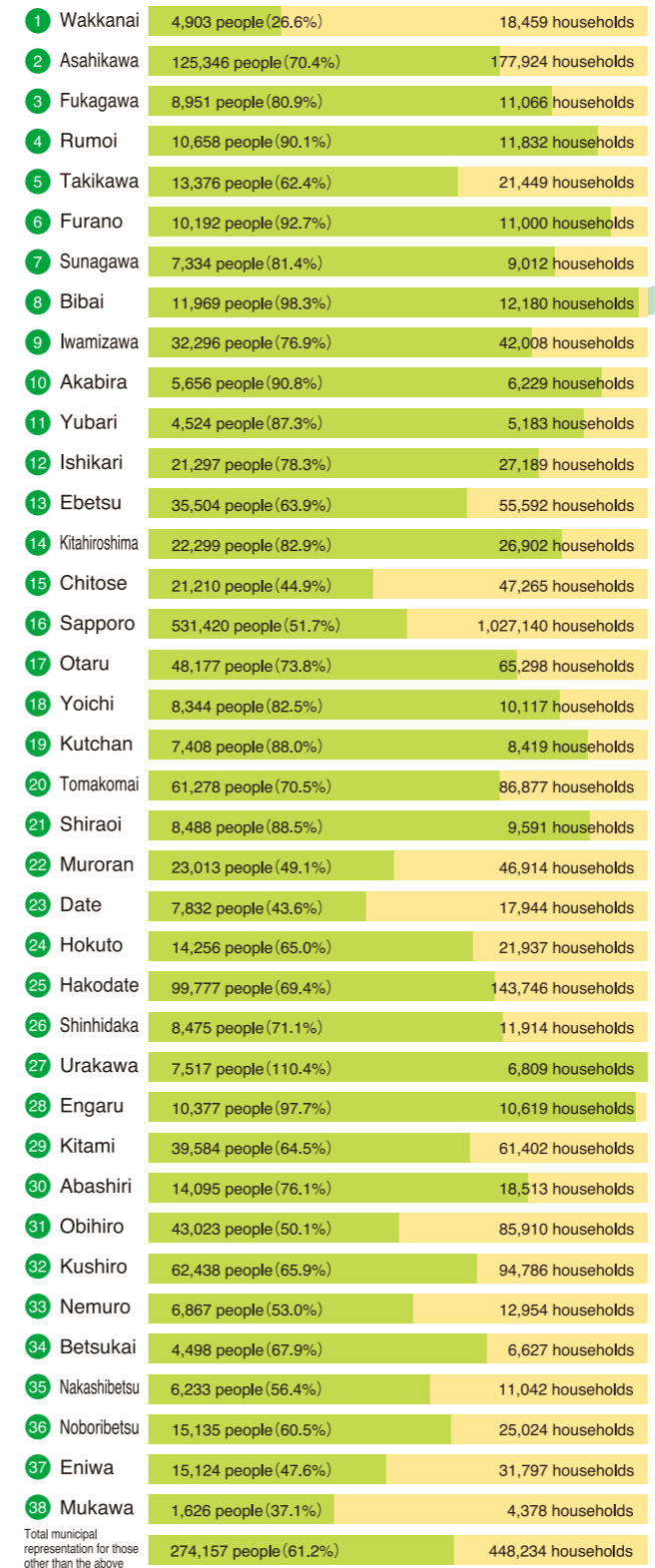


Membership Activities

Membership ratio by municipalities



Member totals are registered members as of March 20, 2017.
Households is number based on local resident registers as of January 31, 2016.

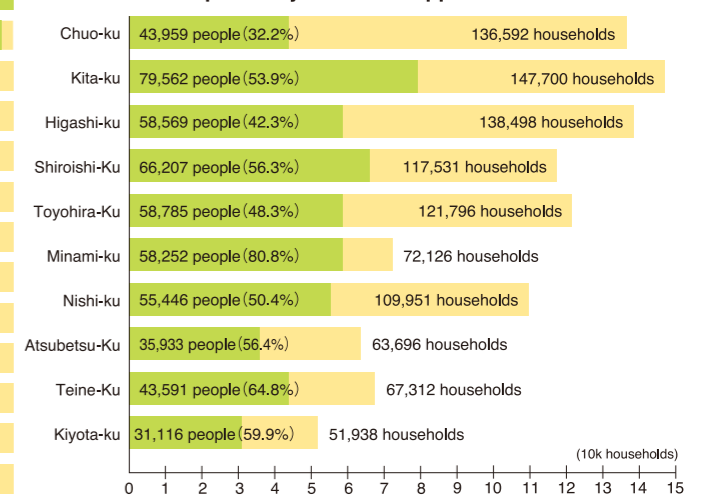


Membership by fiscal year

Fiscal year	Section	Members (People)	YOY increase (People) YOY	Rate of increase %	
				YOY change	Increases over FY 2011
2011		1,391,552	29,418	102	100
2012		1,415,265	23,713	102	102
2013		1,490,640	75,375	105	107
2014		1,543,280	52,640	104	111
2015		1,596,125	52,845	103	115
2016		1,654,657	58,532	104	119

*Excludes 1,249 persons who, as of March 20, 2011, had address unknown or unused.
*Excludes 995 persons who, as of March 20, 2013, had address unknown or unused.
*Excludes 696 persons who, as of March 20, 2014, had address unknown or unused.
*Excludes 308 persons who, as of March 20, 2015, had address unknown or unused.
*Excludes 176 persons who, as of March 20, 2016, had address unknown or unused.
*Excludes 434 persons who, as of March 20, 2017, had address unknown or unused.

Membership ratio by wards in Sapporo



Locations and Formats

Headquarters

Headquarters	1
Regional headquarters	8 (Obihiro, Kushiro, Kitami, Tomakomai, Muroran, Hakodate, Asahikawa, and Sapporo)

Stores

108 Stores (as of March 20, 2017) in 28 cities and 18 towns

Sapporo	25 Stores	Rumoi	1 Store	Shiranuka	1 Store
Ebetsu	2 Stores	Hakodate	9 Stores	Nakashibetsu	1 Store
Kitahiroshima	2 Stores	Hokuto	1 Store	Kitami	3 Stores
Ishikari	1 Store	Tomakomai	5 Stores	Abashiri	1 Store
Chitose	2 Stores	Date	1 Store	Engaru	2 Stores
Otaru	3 Stores	Kikonai	1 Store	Bihoro	1 Store
Yoichi	1 Store	Makubetsu	1 Store	Obihiro	2 Stores
Kutchan	1 Store	Mukawa	1 Store	Muroran	2 Stores
Iwamizawa	2 Stores	Shiraoi	1 Store	Akabira	1 Store
Bibai	1 Store	Shinhidaka	1 Store	Betsukai	1 Store
Yubari	1 Store	Urakawa	2 Stores	Noboribetsu	3 Stores
Asahikawa	8 Stores	Erimo	1 Store	Eniwa	1 Store
Fukagawa	1 Store	Samani	1 Store	Fukushima	1 Store
Sunagawa	1 Store	Kushiro	6 Stores	Haboro	1 Store
Takikawa	1 Store	Nemuro	1 Store		
Furano	1 Store	Kushiro-cho	1 Store		

COOP Todok Delivery centers

31 centers, 3 depots (as of March 20, 2017)

Production plant

Ebetsu fresh food processing center
Ishikari Food Factory
Ebetsu Food Factory
Sapporo Meal Factory
Tomakomai Ready Meal Factory
Asahikawa Ready Meal Factory
Kushiro Ready Meal Factory

Affiliated companies

COOP Foods Co., Ltd.
C's Cooperative Real Estate Co., Ltd.
C's Cooperative Development Co., Ltd.
Enecoop Co., Ltd.
COOP Cooperative Insurance Co., Ltd.
Hamanasu Foods Co., Ltd.
Duarcantum Co., Ltd.
COOP Cooperative Services, LLC.
Dream Factory, LLC.
Taisetsu Water Resources Conservation Center
Hokkaido Logiservice Co., Ltd.
Cooptrading Co., Ltd.
Todok Power Co., Ltd.
COOP Travel Co., Ltd.

Recycling facilities

Eco Center

Funeral home

Feriae Hall Tsukisamu

New construction in 2016

November 2016	Nakashibetsu Center: relocated
	Hiyama Center: relocated
December 2016	Hondori Store: renovated and reopened
	Nijuyonken Store renovated and reopened



Nijuyonken shop (Sapporo)

Third-party opinion



Hokkaido University Graduate School of Agriculture

Hiroaki Kakizawa

This fiscal year's CSR report featured a range of contents on Hokkaido's Pride, COOP SAPPORO, and introduced a range of initiatives around food.

What struck me as important was the way in which, over the course of connecting the producers, the communities, and the consumers, this program empowered the agriculture and its communities, while the consumers can lead a healthy lifestyle through enjoying the culinary culture and strengthen their relationships. For example, the Farm Restaurant initiatives link producers and consumers through first-class chefs' cuisine, and engaging the local region as a whole also helps promote community building. This also helps producers bring their imperfect produce to the market place.

Consumers are also continuously educated about food and its processes, given that they are vital members supporting their efforts. COOP's strength is "Connecting people to people," and it is clear to me that they are doing so by pursuing a rich food culture and as a result, contributing to Hokkaido.

As a professor at a university, I find the non-repayable scholarships are also quite commendable. I was impressed how wide the scope of COOP SAPPORO's activities is.

There are two things I expect for COOP, which I think will grow their initiatives even more significant. Firstly, to integrate social and environmental contributions. Agriculture and farmlands have multiple dimensional functions. Therefore, protecting food and agriculture can be interpreted as protecting the environment of Hokkaido. Equally, expanding the Farm Restaurant to collaborate with local communities could vitalize rural areas as well as contribute to protecting the local environment and scenic vistas.

Secondly, to focus on those who involved in CSR. I am engaged in working with the COOP Future Forest Fund, where members take part in and learn through the activities. Their support and external professionals have helped grow the program successfully.

The fact that this wide range of involvement by not only its members, but also by large communities differentiates COOP's CSR from other entities. This report focuses on the keyword of "Connecting." By expanding and deepening people's bond, I expect COOP SAPPORO to create the future for itself and contributes Hokkaido through community building.