

COOP SAPPORO CSR REPORT 2020

COOP SAPPORO CSR REPORT 2020

Editorial Policy

Coop Sapporo has been publishing its Environmental and Social Contributions Report since 2005. Seeking to further report on our efforts on corporate social responsibility (CSR), in 2007 we revised the publication into a CSR Report and are actively disclosing a range of information to our diverse stakeholders.

Coop Sapporo's CSR activities are achieved through the combination of both our businesses and the activities of our members. This Report focuses on conveying Coop Sapporo's day-to-day trajectory based on our core approach and the progress therein, informing our stakeholders of our current status.

As we aim to achieve a sustainable society, we hope our Report can give you a glimpse, albeit partially, of what Coop Sapporo's role in that process is, as well as the initiatives we are taking to meet this goal.

• Reporting Period

The focus of this Report is on our core activities for FY 2019, but we have also incorporated supplementary information on prior years, in addition to ongoing initiatives and goals through FY 2020 and beyond. This summary of our business is as of March 20, 2020.

• Website Information

To supplement this Report, Coop Sapporo also publishes this information on our website. Moreover, our site includes the FY 2019 business report, profit and loss data, and other detailed information (in Japanese Only). (A web version of this Report is slated to be published in June 2020).

Coop Sapporo Website URL
<https://www.sapporo.coop/>

• Publication Dates

This edition: May 2020

The next release of the Japanese edition is planned for May 2021.

Please direct inquiries about this CSR Report to:

Coop Sapporo Secretariat
10-1, Hassamu 11-jo 5-chome, Nishi-ku
Sapporo, Hokkaido 063-8501 JAPAN
Tel: 011-671-5602
International: +81-11-671-5602

CONTENTS

Messages from Coop Sapporo (Our New Principles)	01
--	----

PRESIDENT'S MESSAGE	02
----------------------------------	----

Special Feature	Establishing Sustainable Communities	
	Our SDGs Challenge in Hokkaido	04

FY 2019 Activities Report

Connecting People to People	10
--	----

Connecting People and Food	16
---	----

Connecting People with the Future	22
--	----

2019 Environmental Activities Report

TOPICS 2019	27
--------------------------	----

Environmental Philosophy and Policy	28
--	----

Environmental Data	28
---------------------------------	----

About Coop Sapporo

About Us	30
-----------------------	----

Membership Demographics	31
--------------------------------------	----

Locations and Layout	32
-----------------------------------	----

Assessment of Coop Sapporo's Activities and Going Forward	33
--	----



Our banner represents *Innovation with Reliability*. We show this by participating in new initiatives, born out of the resolute wishes and united passion of our members and colleagues. We have continued to expand the core concepts of Coop Green, embodying safety, security, and a fresh, youthful vitality, throughout Hokkaido.

Message from Coop Sapporo (Our New Principles)

Coop Sapporo's Key Word **“Tsu-na-gu” (Connection)**

Coop Sapporo's Philosophy **Promoting life in Hokkaido as a source of pride and joy.**

Coop Sapporo's Mission **Innovation with Reliability**

Our Businesses

- Stores: **Cherishing food, the foundation of life.**
- Todok Delivery Services: **Delivering and receiving smiles.**
- Kakeru Mobile Grocery: **Carrying the joy and convenience of shopping anywhere.**
- Meal Services: **The responsibility of watching over health and growth.**
- Energy: **Promoting self-sufficient, sustainable, renewable energy in Hokkaido.**
- Water Treatment and Bottling: **Properly managing Hokkaido's treasured resource.**
- Mutual Aid: **Making the spirit of cooperation a unified whole.**
- Feriae: **Seeing off a member of the family.**
- Travel: **Making the journey of life even more enriching.**
- Culture School: **Making the joy of learning a pleasure of life.**

Coop Sapporo Values	Sharing Learning	Supporting Interacting	Considering Praising	Helping
---------------------	-------------------------	-------------------------------	-----------------------------	----------------

Fulfilling our duty for the future by supporting

What the earthquake taught us and how we improved our emergency response during a disaster.

The 2018 Hokkaido Eastern Iburi earthquake and the following island-wide blackout dealt a major blow to the Hokkaido economy. Meanwhile, Coop Sapporo still managed to deliver goods to our members on the day of the disaster and conducted relief activities such as a fund drive and assisting those in need to the evacuation shelters. Nonetheless, there were some areas that could be improved; due to the blackout, we could not run all seven of our meal factories, including the largest Ishikari plant. To overcome this, we decided that large-scale disaster response would be one of the main issues to focus on for the 2019 year.

Coop Sapporo has formed comprehensive agreements with the Hokkaido government and many other local governments throughout the prefecture. Our mission is to provide immediate assistance when a catastrophe happens. In a large-scale disaster, it is critical for us to be able to supply essential goods during the first three days until the government and the self-defense forces arrive to take control

of the situation. Learning from the blackout, our Ishikari factory now has on-site power generation – a gas cogeneration system that works 24 hours, 365 days a year, even during a calamity and/or a blackout. The other six meal factories are also equipped with emergency generators.

Our Taisetsu Water Resources Conservation Center, a joint venture with the Town of Higashikawa, supplies drinking water in times of emergency, storing 15,000 cartons of Taisetsu Asahidake Gensui spring water at seven warehouses across the island as part of efforts to improve our emergency response.

Amidst achieving 1.8 million members how do we continue to gain support?

Another headache in 2019 was the increase in consumption tax. It has lowered consumer demand, which created fierce competition amongst other independent merchants and resulted in plummeting sales. As well, our attempts at offering the 5% consumer refund government program for using cashless payment options were rejected, and we've had to change our strategy. For the sake of attracting support from our members and to increase our sales, we need to make additional efforts to make it happen.

Given these circumstances, Coop Sapporo yet managed to add 50,000 members from the previous year to reach 1.8 million on January 14, 2020. This figure is approximately 65% out of the 2.78 million households in all of Hokkaido, and we are eyeing on reaching 80%.

Hideaki OMI

CEO and President of Coop Sapporo



our communities even in difficult times.

Convenient store and delivery services for increasing single-member households.

One of the big challenges to expand member approval is the significant increase of the single-member household in the last decade. At the time of the reopening of our Nakanoshima store, a staggering 58% of the households within 500 meters (1640 ft.) were single-member. As the population continues to age and with fewer children, this trend will grow and the number of households will swell as a whole. It is crucial in our business plan that we respond to this.

The idea of responding to single-member households came from a question: can a person who lives alone make full use of supermarkets? This made us wonder if our current variety of product offerings can fully meet their needs. Focusing on this demographic while maintaining competitive pricing, in February 2020 we launched a Ready-to-Eat Meal Campaign to increase the number of products that you can enjoy immediately as you get home. This was achieved with the collaboration of our produce, meat, and seafood departments respectively. We also plan to improve the in-store shopping experience for these single-member households.

At the same time, our Todok delivery services will review whether the portion size is suitable for one person, as well as the product's user friendliness, simplicity, and convenience. We will endeavor to better serve single-member households by improving our product offerings.

It is in times of hardship where we demonstrate our reliability.

Due to the pandemic of the novel coronavirus, the Hokkaido government issued an emergency declaration on February 28, 2020. Their request for the closure of schools and businesses has impacted the lives of Hokkaido people and will continue to do so for a long time to come. The fear and concerns caused by the virus, along with the imposed restrictions of movement, has forced the economy to a de facto halt. The sense of an uncertain economic future is debilitating. We hope this pandemic will be over as quickly as possible and we are eager to do whatever we can to help contain the epidemic in our communities. In whatever situation, we must pursue our role as a supplier of quality food. This is unprecedented work for us. At our stores, we ask our members to maintain social distancing. To prevent infections between our members and employees, we have our staff wear face masks and gloves and discontinue reading scanned items aloud at the checkout amongst other policies. Regrettably, the nationwide movement restrictions have made some products temporarily unavailable, and I am very sorry about this. We will make full use of our strong relationships among our producers and business partners to tackle this problem. Finally, I ask for all our members' support and understanding as we face these difficult times together.



Special Feature

Establishing Sustainable Communities

Challenges for SDGs in Hokkaido

SUSTAINABLE DEVELOPMENT GOALS

A global blueprint for 2030 to a better and more sustainable future.

The Sustainable Development Goals (SDGs) are adopted by all United Nations Member States to create a better world by 2030.

It is an urgent call for action by all countries and all communities in the world.

Coop Sapporo actively tries to solve problems caused by aging and falling populations in local communities. We connect people in communities, local governments, business operators, and educational institutions to each other. Our aim is to establish a sustainable Hokkaido by implementing SDGs through the utilization of business knowledge and methods that we have gained through past efforts.



Coop Sapporo's past efforts for SDGs



To provide economically challenging yet motivated students with the chance to study, Coop Sapporo founded the **College Scholarship** in 2017. It supports children who will bear the next generation to lead healthy lives both physically and mentally. By lowering the burden of loan repayment for students and new graduates, Coop Sapporo in turn enables them to strive for greatness.



World hunger is exacerbated by the actions of developed countries, such as buying and transporting food from all over the world, or by utilizing agricultural methods that damage the environment. Coop Sapporo offers the **Coop Sapporo Agricultural Award** to recognize producers who practice sustainable agriculture. We work with food production methods that adhere to global standards for safety and security. We also hold **food bank drives** to reduce food loss.



We promote good health and well-being for all generations of people by ensuring safe and reliable food, as well as through conducting a variety of sporting events. To encourage the elderly to live healthy lives, we hold exercise classes called "**Marugen**" and "**Yurugen**", developed in cooperation with industry entities, government agencies, and local schools. We also make efforts to **look after the elderly** and strive for preventive dementia care.



We support the growth of healthy children through various programs such as our **Taberu-Taisetsu Festival** food education event, and the **Ehon-ga-Todok**, a free-of-charge program that delivers picture books to families with children.



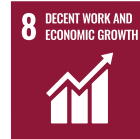
Starting with the **First Child Box** and **Coop Child Box**, Coop Sapporo provides **support for raising children**, from pregnancy and childbirth to the many stages of growth.



In order to supply water during times of disaster, we keep 15,000 cases of **Taisetsu Asahidake Gensui**, natural water bottled at the **Taisetsu Water Resources Conservation Center**, stocked at seven different locations throughout Hokkaido.



Coop Sapporo is vigorously promoting the usage of **renewable energy** ever since the Great East Japan earthquake and the nuclear accident of 2011. In addition to the biogas plant research and mega solar power plant operations, *Todok* Power started retail operations focusing on supplying renewable energy since 2016.



Coop Sapporo believes that providing meaningful jobs to people entails connecting people and the community, which in turn, leads to regional growth as a whole. We focus on **hiring** people with disabilities and the elderly, as well as receiving international trainees.



Coop Sapporo considers itself as part of the infrastructure of Hokkaido as it is capable of production, logistics, and sales, as well as having the necessary facilities and equipment. We constantly strengthen these capabilities to serve the local community in many ways. In 2019, we implemented **AutoStore**, an automated storage and retrieval system, into the warehouse of *Todok* Delivery Services.



We collect **donations** to support the activities of UNICEF. In addition, we also assist victims of disasters and carry out relief efforts in affected areas. Moreover, we conduct price negotiations of daily necessities like kerosene and hold **petition drives** in order to build a safe and comfortable community for everyone.



One of the essential functions of a community is to be a place to buy daily necessities. In addition to our **Todok Delivery Services** that cover all of Hokkaido, Coop Sapporo also takes initiatives to provide services to underpopulated areas by opening stores or operating **mobile grocers**. To further our efforts in protecting the community, we have established various agreements with multiple municipalities to **look after the elderly** and to **provide assistance during disasters**.



Visually deformed, yet still good quality vegetables, are often simply disposed of. Coop Sapporo sells these **“imperfect vegetables”** alongside locally produced **“neighborhood vegetables”**, reducing the amount of loss from production to sale. In addition, our delivery trucks are used in transporting items for recycling to the **Eco Center** on their return trips, playing a key role in recycling efforts.



Coop Sapporo has been making a full-scale effort to tackle environmental problems after the Hokkaido *Toyako* G8 Summit in 2008. Since then, we have introduced environmentally friendly systems to our stores and offices, as well as having joined the **RE100 Global Initiative**, promoting the usage of 100% renewable energy.



The **Coop Future Forest Project** has been supporting tree-planting activities along coastal forests since 2008. In addition, as our members are becoming more mindful with the issue of marine plastic waste, 10 stores in the Sapporo area are now equipped with **plastic bottle collection machines**.



Coop Sapporo founded the **Coop Future Forest Fund** in 2008 and has been planting trees all over Hokkaido since then. We also raise funds to protect the ecosystem and conduct educational activities through the **Polar Bear Support Project**.



The annual **Peace Study Tour** provides children the opportunity to visit Hiroshima and Nagasaki, the only 2 cities in the world’s history attacked by atomic bombs, to learn and think about peace.



Coop Sapporo brings producers and consumers (members) together, promotes the cooperation of the industry, government, and schools, as well as connecting business operators and other groups who share the same ideals. These partnerships enable us to solve problems and provide a solid base for us to succeed in the challenges of implementing SDGs across Hokkaido.

Challenges of Implementing SDGs across Hokkaido.

In order to successfully implement SDGs across Hokkaido, it is essential to have the cooperation of business operators across Hokkaido in tandem with Coop Sapporo's own efforts. We began setting up the foundational structures to conduct these efforts in FY 2019.

Establishing the Hokkaido SDGs Promotion Platform

Providing opportunities to share information and examples on SDGs as well as finding ways to collaborate.

To promote awareness of SDGs among companies and groups in Hokkaido and to encourage them to be proactive, it is necessary to share information on previous efforts. On July 24, 2019, Coop Sapporo established the Hokkaido SDGs Promotion Platform together with 17 different business groups that operate in Hokkaido, including Coop Sapporo itself. We have used this platform to learn about previous efforts for achieving SDGs conducted by companies and organizations around the world, as well as to share each member's efforts as examples. Also, should collaboration among the

members be seen as effective towards reaching SDGs, this platform can serve as a place for discussion in order to take action on what is possible.



Press Conference on establishing the Hokkaido SDGs Promotion Platform

Learning from authoritative figures of SDGs –The SDGs Study Conference.

The SDGs Promotion Committee was established under the SDGs Promotion Platform. Coop Sapporo CEO and president, Hideaki Omi, was appointed to head the committee, and Coop Sapporo assigned as the secretariat. The members of the Promotion Committee consist of a diverse network of stakeholders, including scholars as well as our member companies and partner groups. The Promotion Committee organizes the SDGs Study Conference, inviting SDGs specialists, Japan SDGs award winning companies and groups, and scholars specializing in SDGs-related studies as lecturers. This offers members the opportunity to hear the opinions of authoritative figures and to see the latest example cases. In FY

2019, the group was assembled twice – the first was an overview of SDGs, and the second, resulting from the strong public interest, was focused on the problem of plastics. From the next fiscal year onward, it is planned to be held four times a year. Through these Conference activities, we promote communication and collaboration among our members, while leading the effort to spread SDGs across Hokkaido.



The First SDGs Study Conference



	Date	Contents	The number of participants
First conference	October 18, 2019	<p>Keynote Speech: "Why companies should adopt SDGs and how to incorporate them into their business." Kazuo Tase. SDG Partners, Inc. President and CEO.</p> <p>Research Report: "SDGs in Hokkaido: Incentives to create an ideal society." Yasuhiro Yamanaka. Hokkaido University, Faculty of Environmental Earth Science.</p> <p>Case Report: "Achieving sustainable communities – SDGs Future-City Shimokawa." Takeshi Minoshima. Future-City Initiative Division, Shimokawa Town Office.</p>	254 participants in 108 groups
Second conference	January 17, 2020	<p>Keynote Speech: "Plastic waste and SDGs." Tetsuji Ida. Kyodo News Service, editorial committee member and writer.</p> <p>Research Report: "Plastic waste in the world." Tomohiro Tasaki. National Institute for Environmental Studies, Center for Material Cycles and Waste Management Research.</p> <p>Case Report: "Sustainability management system of Suntory Group – Dealing with plastic." Nobuyasu Kitamura. Suntory Holdings Limited, Cooperate Sustainability Department.</p> <p>Case Report: "An overview of Toppan's sustainable packages development." Yasushi Kawata. Toppan Printing Co. LTD., Living and Industry.</p>	326 participants in 134 groups

To Realize Sustainable Communities in Hokkaido

Achieving SDGs also leads to solutions to many problems in our communities. Let's look at some of our efforts in FY 2019 in moving toward sustainable communities, as well as our new partnership agreements that help realize this goal.

Maintaining Essential Services in the Community

– Efforts to Prevent Food Deserts

Joint Procurement

Reducing the burden of local stores.

In areas of Hokkaido where there is significant depopulation, there is no retailer for people to buy their daily necessities. Coop Sapporo has been making efforts to prevent food deserts such as these. At the request of the municipality, Coop Sapporo opened the franchise store *Minenobu Agricultural Coop* in Bibai City, and also opened a supermarket in COCOWA, a commercial revitalization facility in Hokuryu Town.

The physical distribution cost lays a heavy burden on retailers in depopulated areas. Coop Sapporo has a logistics network connecting stores and delivery centers located across Hokkaido. We are able to support retailers in depopulated areas via joint procurement.

From April 25, 2019, we began joint procurement for *Fresh Mart Shintani* at the request of the Moseushi Town government. We registered the store as though it were a new store under the Coop Sapporo name, and brought in our ordering system and POS registers, enabling it to use our network to deliver orders to this location.

On June 17, 2019, at the request of *Chuo Supermarket* in Rumoi City, we entered into a business partnership. We cooperate in various aspects including joint procurement and distribution, and exchanging

personnel and expertise. This partnership brought benefits to other stores run by *Chuo Supermarket*, and led to improved shopping opportunities in the towns of Mashike, Onbetsu, and Teshio.



The support for *Fresh Mart Shintani* was finalized with the cooperation of Moseushi Town and the Chamber of Commerce and Industry.

Opening stores in food deserts.

On July 12, 2019, we opened *Shiriuchi Store* in Shiriuchi Town, where there were previously no stores at all. Our new store has a retail floor area of about 660m² and deals with products from local agricultural cooperatives, fishery cooperatives, and other local producers.

The Town operates an on-demand bus based on user reservations. We provide a rest area and a bus waiting space inside the store. With chairs and tables made from local wood, the pleasant scent of the trees gives this space a sense of nostalgia.



An on-demand bus operated by Shiriuchi Town.



Shiriuchi Store.

Strengthening the groundwork for promoting SDGs

– reinforcement of cooperation with municipalities, business operators and groups.

Expanding our cooperation of community development in the intercity metropolitan area.

Collaboration with cities is indispensable in carrying out initiatives for the local communities. Coop Sapporo has made agreements with many municipalities all over Hokkaido. In particular, we entered into a town planning partnership agreement with the City of Sapporo on November 8, 2011. We integrate methods for supporting the environment and raising children as part of town planning, for the purpose of strengthening the community.

To deal with the declining birth rate and the aging society, several

areas in Japan are forming *intercity metropolitan areas*, a network of neighboring cities and towns in order to maintain vibrant socio-economics by keeping a sustainable population. Coop Sapporo concluded a town-planning agreement with the Sapporo Intercity Metropolitan Area on July 12, 2019.

Sapporo Intercity Metropolitan Area

Comprising 12 municipalities: Sapporo, Otaru, Iwamizawa, Ebetsu, Chitose, Eniwa, Kitahiroshima, Ishikari, Tobetsu, Shinshinotsu, Nanporo, and Naganuma.



Improving the economy of Hokkaido by sharing expertise with local companies.

In order to revitalize the local economy and to improve the quality of services in Hokkaido, it is important to build a cooperative relationship with local companies. On December 20, 2019, we concluded a comprehensive business alliance agreement with Satudora Holdings Co., Ltd. We founded the *Hokkaido Merchandising System* to improve the efficiency of merchandise procurement and logistics.

We continue to make improvements such as enhancing our loyalty points program and assisting with contribution efforts at the local level.



Expertise sharing. Coop Sapporo's expertise on food merchandise and Sapporo Drug Store's expertise on non-food merchandise.

Points of cooperation with Satudora Holdings Co., Ltd.

- Merchandise distribution and logistics.
- Customer services including payment and points programs.
- CSR activities to solve local problems.
- System development.
- Product development. ... amongst others.

Developing human resources to support our future local community

– cooperation with a local high school and university.

SDGs are gaining attention in the field of education too. Demonstrating its high-level ambitions, Sapporo Shinyo High School produced a video for the first SDGs Creative Award event. On September 15, 2019 Coop Sapporo started a business partnership with them. We also established a partnership with the Hokkai Gakuen educational institute, and in cooperation with its university, aimed at tackling problems within the local community.

Coop Sapporo offered various openings for the students of these two schools to learn about our initiatives, through internships and volunteer activities, in solving social problems such as environmental issues and food loss. With the cooperation of other educational institutions, we also plan to develop opportunities to think about the future of Hokkaido with younger generations in our efforts to achieve sustainable local communities.



Signing commemoration with Sapporo Shinyo High School



Signing commemoration with Hokkai Gakuen University

A partnership with Sapporo Shinyo High School



FY 2019 Activities Report Challenge for SDGs

Every year, Coop Sapporo conducts various activities with the aim to connect people, food, and the future. We strive to achieve all of our SDGs.

Our initiatives and corresponding SDGs

Activity		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Connecting People to People	Coop Delivery System – Todok	P10		●						●		●	●					
	Looking after the Elderly and those in One-person Households	P11		●								●						
	Todok Station	P11			●	●						●						
	Strategies for Stores	P12										●	●	●				
	Kakeru Mobile Grocery	P13		●						●		●						●
	Strategies to Cope with a Super-aging Society	P14		●								●						●
	Life Plan Advisors – What They Do	P15		●	●													
Coop Funeral Service Feriae	P15		●									●						
Connecting People and Food	Coop Meal Delivery Service Kururin	P16		●								●	●					
	Distributing Products Made with Care and Consideration	P17		●								●	●					
	Taberu-Taisetsu Festival 2019 (The Importance of Eating)	P18	●	●	●	●		●			●	●	●	●	●	●		●
	Todok Food Bank	P19	●	●									●					
	The Society of Food Education	P20		●	●								●					
	Hokkaido Hatake Restaurant (Restaurant on the Farm)	P20											●					
	Fish Cooking Classes	P21				●							●		●			
	Agricultural Award Meeting	P21											●		●	●		
	Kids Cooking Classes	P21				●							●					
Connecting People with the Future	Ehon-ga-Todok (free picture books)	P22			●	●												●
	College Scholarship	P22	●		●				●			●						
	First Child Box & Coop Child Box	P23				●						●						
	Oshigoto Kids (children's job shadowing program)	P23				●						●						
	Strategies for Hiring	P24							●		●	●						●
	Strategies for Renewable Energy	P25						●		●		●	●	●	●	●		
	Strategies for the Eco Center	P25				●		●		●		●	●			●		
	Emergency Fundraising for the Typhoon Disaster	P26										●						●
	The Literacy Improvement Project for Papuan Provinces in Indonesia	P26				●												●
	Peace Study Tour	P26				●						●						●

Connecting People to People

Making friends, making places to gather, and making a cooperative relationship with local people to see it through. To protect the community and the people who live there, Coop Sapporo values the human connections between people.



Coop Sapporo Objectives

Use the opportunity of delivering goods to form good relationships with members

Coop Delivery System – Todok

Installing new delivery centers and depots
Starting new services

“*Todok*”, Coop’s delivery system, is used by about 380,000 households in 179 cities and villages across Hokkaido. We deliver products directly to people’s homes. It reduces the burden for members to go out shopping and provides a stable supply of products to areas where stores are sparse.

In FY 2019, Coop Sapporo started multiple new services, including a new regional shipping service that allows the delivery of Todok products to friends and families who live in distant areas, as well as the Todok App that lets users place Todok orders using their smartphones. Within the Todok App, there are useful features that enable users to search for products and also to quickly reorder previously purchased items from the list.

Making use of AutoStore to expand our product selection

The *Todok* warehouse is equipped with the automated storage system *AutoStore*, which, instead of staff, uses robots to quickly store and accurately retrieve items, as well as CarriRo®, a carriage and logistics support robot. These additions have allowed us to save



Logistics support robot CarriRo®. These self-driving carriages can read the sensors on workers’ uniforms and automatically follow them.

We installed new delivery centers and depots to improve delivery efficiency and to bring about community-based central management. Adding Ishiyama Center, Nishioka Center, Honbetsu Depot, and Kuromatsunai Depot to our infrastructure, we now have 48 delivery bases, with 35 centers and 13 depots. We will endeavor to maintain our efforts to offer our services to more members.

Facts

Members registered for delivery
(as of March 20, 2020)

378,413
(102.5% YOY)



Todok delivery personnel



Designed like a messaging app, the Todok App allows users to search for products by entering the name of the product or keywords.

space and carry more products. In FY 2019, we have increased 8,000 food items, reaching a new total of 22,000 unique products. Adopting robot systems leads to labor saving and a better working environment, which in turn, helps to promote work-style reform.

We are expecting the number of members who use delivery services to expand in the future. As such, we will establish a complete logistics support system and continue to enhance our product lineup to satisfy members.



Automated storage system, AutoStore.

SDG Objectives

3 GOOD HEALTH AND WELL-BEING

11 SUSTAINABLE CITIES AND COMMUNITIES

Coop Sapporo Objectives

Expand the care and monitoring of seniors to cover all of Hokkaido

Looking after the Elderly and those in One-person Households

As *Todok* delivery staff visit the homes of our members on a fixed day and time every week, they also function as monitors for the elderly. Across Hokkaido, we have Elderly Monitoring Agreements with 174 municipalities (as of March 2020), ensuring that emergency contact can be made should our staff sense something unusual during deliveries.



To strengthen the support for the elderly, our Safety Supporters

have started visiting their homes in 2015. In 2019, we have extended eligibility to “members over 65 and living alone” and “members over 80 and living with family”. Having now expanded to 25 centers and 6 depots, we have broadened our support coverage.

In 2019, we started a new elderly ordering support service that offers assistance ordering goods via *Todok* delivery services. 888 members are currently using this service, of which 14 members require intensive support. Our Safety Supporters attend to them and has to helped improve their quality of life.

Facts

Elderly Monitoring Statistics

Todok elderly ordering support utilization	FY 2019
888 users	Number of emergency cases
(including 14 users supported by Safety Supporters)	840
	(13 deaths, 34 monitoring, 793 resolved)

A case of monitoring the elderly

I visited a member’s home to deliver my items. I rang the doorbell and knocked on the door, but nobody answered. When I called through the mail slot, I heard faint noises from the inside. I quickly contacted the landlord to unlock the door and we found the member lying on the floor. I immediately called an ambulance to take the member to the hospital. When the member recovered and returned home, it was heartwarming to receive their sincere words of gratitude.

SDG Objectives

4 QUALITY EDUCATION

5 GENDER EQUALITY

11 SUSTAINABLE CITIES AND COMMUNITIES

Coop Sapporo Objectives

Improve *Todok* Station as a local community space

Todok Station

Our delivery centers and stores have a community space called *Todok* Station that parents and children can use. The space is equipped with toys for young children to play with. We also collect children’s clothing, toys, and picture books and sell them at low prices in the *Todok* Flea Market.

In FY 2019, four new *Todok* Stations were opened at the Muroran, Ishiyama, and Nishioka delivery centers, as well as at the Nakanoshima store. In total there are now 17 *Todok* Stations. New stations are designed under the concepts of “excitement”, “fun and surprising”, and “always stimulating”. Each station has a different theme. For example, the Nakanoshima store has an “indoor farm” whereas the Nishioka center has a “town of children”.

We started a storytelling event, in collaboration with the Hokkaido Government Board of Education, in the hopes of utilizing the *Todok*

Station as a community space. We will continue utilizing this location to connect with local neighborhoods.



Muroran *Todok* Station – Theme: an indoor park.



Ishiyama *Todok* Station – Theme: forest secrets.

Facts

Todok Station Statistics in FY 2019

Number of visitors	Sales Performance from the Todok Flea Market
32,750	JPY 716,600
(as of March 20, 2020)	(as of March 20, 2020)

Connecting People to People



Coop Sapporo Objectives Create attractive stores where members feel welcomed

Strategies for Stores

Revitalizing the local community by opening new stores

We opened Coop Sapporo - Shiriuchi Store on July 12, 2019 (see page 7), and Coop Sapporo - Taiki Store on November 7 that same year. Operation of the Taiki Store was transferred over from Taiki Kyodo Shoji. We reopened the store after largely renovating the sales floor. An eating area inside can also be used as a community space.

We also reopened the Nakanoshima Store on October 10, and the Shinkotoni Store on November 22 after work was completed to expand floor space. Our stores continue to support and enrich the lives of local members.

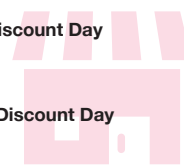
Expanding the eligibility for our weekly discount days

On June 27, 2019, we changed our Thursday's senior discount day by expanding the age group from "60 and over" to "55 and over." As well, on September 3, 2019, we extended the eligibility for the Tuesday's parents discount day so that children with disabilities can remain eligible until they become 20. As a result, the number of registrations for these two weekly discount days has largely increased.

Facts

Number of registrations for Senior Discount Day
539,360 (as of March, 2020)

Number of registrations for Parents Discount Day
114,050 (as of March, 2020)



Luxurious bread KAKU SHOKU Hokkaido Biei

Our new line of luxury bread, "KAKU SHOKU Hokkaido Biei" is now on sale at the Nakanoshima and Shinkotoni stores.

This springy, fluffy and savory bread is made with carefully selected ingredients such as flour produced in Biei, sugar made from Hokkaido beets, and Okinawan *Shimamasu*, sun-dried salt that is simmered in the waters of Okinawa. The head baker once trained at a famous bakery in Ginza, Tokyo, and developed the recipe for this special bread just for Hokkaido customers.

In order to ensure the bread is fresh out of the oven, we bake them in small batches at both stores. Looking to expand on this special bread, we plan to bring in more bakers and set up equipment at other stores in the future.



The classy packaging can also serve as a gifting bag.

Making this bread is so intricate that only a few trained bakers are up to the task.

Achieving 1,800,000 registered members

On January 14, 2020, we reached the milestone of 1.8 million registered members. In previous years, we had 1.6 million members in April 2016, and 1.7 million in February 2018. Each year saw an increase of 50,000 members, or a total of 200,000 over four years. We are grateful to have achieved this feat on the 55th anniversary of Coop Sapporo. As aging and population decline are progressing at a rapid pace in Hokkaido, we will continue to contribute towards ensuring the prefecture's capability to provide quality food.



Commemorating 1.8 million members at the Lucy Store (Shiroishi, Sapporo).

Plastic bottles Deployment of bottle collection machines

Marine plastic waste is one of the major issues the world has to solve. Coop Sapporo promotes the recycling of plastic bottles. Starting with the Lucy Store on January 16, 2020, we followed up by installing bottle collection machines across 10 stores in the Sapporo area. The machines flatten each bottle deposited, reducing the

Locations with bottle collection machines

Sapporo	Lucy, Shinkotoni, Ainosato, Fujino, Socia, Nakanoshima, and Hoshiiki stores
Ishikari	Ishikari Store
Ebetsu	Nopporo Store
Kitahiroshima	Elfin Store

environmental load during transportation. We are looking forward to continue promoting positive recycling habits across Hokkaido.



SDG Objectives

- 3 GOOD HEALTH AND WELL-BEING
- 6 CLEAN WATER AND SANITATION
- 11 SUSTAINABLE CITIES AND COMMUNITIES
- 17 PARTNERSHIPS FOR THE GOALS

Coop Sapporo Objectives Cooperating with municipalities to deliver products and the joy of shopping to people in food deserts

Kakeru Mobile Grocery

We operate the *Kakeru* Mobile Grocery in areas that are depopulated and have no grocery stores, as well as in places with many elderly people or senior care facilities. In FY 2019, we expanded our area of operation. In addition, we have also strengthened our cooperation with local municipalities, held children's job shadowing events, and promoted our one-day *Kakeru* Mobile Grocery shop outside our usual operating area.

On March 19, 2019, we signed a partnership agreement with Kitahiroshima on the Food Desert Support Model Project. Having a cooperative agreement with the municipality in place, we then

provided support and delivered products to more food deserts. We will continue to improve the *Kakeru* Mobile Grocery initiative as an indispensable service to maintain a standard environment of shopping for residents while revitalizing the local communities.

Facts

Kakeru Mobile Grocery

131 municipalities – 56 stores using 93 vehicles

Increased by 2 stores and 2 vehicles since FY 2018
(as of March 20, 2020).

Operations in Kitahiroshima

Route	Ryokuyo-cho (1-3 chome), Yamate-cho (6-8 chome), Satomi-cho (1 chome, 3-7 chome), Izumi-cho (4 chome), Takadai-cho (1 chome, 3-6 chome)
Days	Tuesday to Saturday
Target	2,000 households over 5 areas



Connecting People to People



Coop Sapporo Objectives

Cooperation at the local level to create a community in which the elderly and people with dementia can live comfortably

Strategies to Cope with a Super-aging Society

Exercising together and staying healthy Community-wide Health Program

Coop Sapporo cooperates with the NPO Social Business Promotion Center along with Hokusho University to work on the Community-wide Health Program, also known as *Marugen*. The program is held every week, supporting participants who wish to maintain and improve their health and cognition.

In addition, we actively promote *Yurugen* exercises, a gentle exercise program developed by Hokusho University that can be safely enjoyed by seniors. Since implementing a *Yurugen* Instructor Certification Course, we have certified more than 100 instructors, including 12 instructors who were certified for the intermediate course in FY 2019.

Initiatives held across Hokkaido Caravan for Awareness and Prevention of Dementia

In order to spread information about dementia and preventative measures, Coop Sapporo started the Caravan for Awareness and Prevention of Dementia in FY 2019. We invited Mr. Aiuchi, the chairman of NPO Social Business Promotion Center, to give a lecture on dementia and preventative measures, followed by brain training under the guidance of the health and fitness instructors of *Marugen*. In addition, we conducted a cognitive functioning test on attendees, and distributed a booklet on brain training quizzes and exercises.

We have held these caravan events mainly in areas where there are few opportunities to hear lectures on dementia. This year, we organized them in Erimo, Nakafurano, Iwanai, and Kamifurano. Built around a 3-year plan, we plan to visit many more areas to provide more opportunities to learn about dementia.



A lecture held in Iwanai



An exercise session in Kamifurano



Yurugen Exercise



Instructor Certification Course at the Coop Sapporo Chuo Cultural Center.

Facts

Marugen Event Statistics

80 classes in **23** municipalities

Enrollment **1,450**

Building up personal relations Cho-co-tto Tea House

The *Cho-co-tto* Tea House is an event to utilize our store's eating area as a community space to revitalize the local community. With the cooperation of local governments, regional comprehensive support centers, the Councils of Social Welfare, nursing care and prevention centers, and social workers in each community, we successfully held 17 events in FY 2019. Scheduled from once a week to once a month, each store offered unique services, such as various physical check-ups, exercises to mitigate the difficulties of long-term care, brain training quizzes, and general consulting.

Facts

Cho-co-tto Tea House Event Statistics

17 stores in **13** municipalities (2,500 participants)



Cho-co-tto Tea House. A music therapy session at the Paseo Sumiyoshi Store (Chitose).

Strategies for collaborating with municipalities Building a safer community

● Silver SOS (elderly wandering alert) Network Agreement

Coop Sapporo established a Silver SOS Network Agreement with Abira Town on June 10, 2019. This is an initiative, actively being promoted by the town, where local governments, police, local residents, and companies collaboratively build a network of information to better search for and protect wandering seniors when they go missing. Coop Sapporo takes part in this network, reinforcing the system of elderly monitoring.

The agreement with Abira Town



● Supporting the voluntary surrender of driver licenses by seniors

On July 26, 2019, Coop Sapporo concluded an agreement with the Ebetsu government to support the elderly who wished to surrender their driver's license, due to physical decline, by creating an environment where people can do so without feeling anxiety. The Coop Sapporo Ebetsu store and Nopporo store offer a free delivery service (available daily) of purchased products for members 65 years or older and who are residents of Ebetsu with a record of driving history

● Agreement to supply emergency relief items during disasters

Coop Sapporo concluded an agreement to supply relief items during disasters with the Town of Erimo on June 18, 2019. Coop Sapporo and the town will cooperate to provide and deliver supplies in cases of disaster, helping to stabilize people's lives as soon as possible. Coop Sapporo has established the same agreement with 31 other municipalities in Hokkaido as we strive to continue contributing towards the safety and security of local communities.

SDG Objectives

3 GOOD HEALTH AND WELL-BEING

4 QUALITY EDUCATION

Coop Sapporo Objectives

Provide financial advice to all generations from young to old

Life Plan Advisors What they do

Coop Sapporo has Life Plan Advisors (LPAs), who are also certified financial planners, offering information to people's financial questions and concerns. There are seven LPAs offering useful information through various activities, including checking insurance policies, advising on family budgets, as well as giving lectures. In addition, we actively provide information to younger generations through various events such as: money education for kids using pocket money games, seminars at universities for new graduates, and the news column series about college funding in the Shogakusei Tsushin (Scholarship Students News) published by our Social Welfare Fund.

On November 15, 2019, Coop Sapporo invited Mr. Futoshi Fujikawa, the president of the Life-Planning Assessment Center to give a lecture on life planning.



SDG Objectives

3 GOOD HEALTH AND WELL-BEING

11 SUSTAINABLE CITIES AND COMMUNITIES

Coop Sapporo Objectives

Sympathize with members and offering a place to provide information about funeral services and end-of-life planning

Coop Funeral Service *Feriae*

Coop Sapporo owns the *Feriae* Halls in Tsukisamu and Shin-kotoni, which serve as a funeral home and offer specialized services for each person. We also provide information to members through end-of-life planning seminars and individual consultations on inheritance, as well as consultations on funerals, family resting places, and other various procedures.



End-of-life planning seminar

Feriae Hall in Tsukisamu



Connecting People and Food

We strive to maintain our efforts to connect people and food in order to enrich the culinary culture of Hokkaido. We play an important role in contributing to regional vitalization through promoting and offering fresh, reliable food.



Coop Sapporo Objectives

Delivering delicious meals with the joy of eating to people all over Hokkaido

Coop Meal Delivery Service *Kururin*

Our first renewal since the start of service

The Coop Meal Delivery Service *Kururin* started in 2010 with the aim of supporting and monitoring the elderly. Today we have expanded the menu line-up, offering a wide range of dishes, including consignment meal services as well as kindergarten lunches.

Starting from June 3, 2019, we renewed the lunch box menu. The two courses for lunch have now been expanded to three choices from *Matsu*, *Take*, and *Ume*. The *Matsu Deluxe Meal* has 3 different variations to choose from: Japanese, Western, and Chinese. The *Take Balance Meal* focuses on nutritional balance – taking into account salt content, calories, and ingredient variety. The *Ume Light Meal* is the meal for light eaters. The main dishes can be chosen from among meat or non-meat items such as tofu or eggs.

We have also started to deliver bread products twice a week, as well as offering seasonal desserts once a month. Along with our side menu adjustments, we are now catering to more diverse eating habits.



"Matsu" Deluxe Meal (western dish)



"Take" Balance Meal (fish)



"Ume" Light Meal (non-meat dish)

Providing meals in consideration of each patient's condition

We started to provide Hospital and Home-Care Meal Services in April, 2017, serving meals prepared with consideration of each patient's age and medical conditions. For those who are suffering from poor appetite or dysphagia due to chemotherapy, we serve meals suitable for each patient, aiming for the patient's safe recovery and discharge.

The meals are prepared in a sanitary, allergen-controlled environment and delivered to patients in hospitals and other facility users. For seasonal events like New Year, Christmas, and Respect-for-the-Aged Day, a special menu is prepared in front of users at the institutions, offering a very homely atmosphere.



Supporting the disaster area with our Meal Delivery Service

The Coop Meal Delivery Service *Kururin* is entrusted with the duty of meal delivery to support the independent livelihoods of people. From April 1, 2019, the city of Utashinai, and the towns of Higashi-Kagura and Atsuma respectively, were newly added to this service, bringing the total number of participating municipalities up to 14. Due to the Hokkaido Eastern Iwate Earthquake in 2018, the town of Atsuma suffered serious damage to its facilities and impacted its ability to conduct meal deliveries. Coop Sapporo supported the local community by utilizing our resources and was delegated to these much needed delivery duties to provide for those who required monitoring or those having difficulties cooking by themselves.

Entrusted with meal delivery services on behalf of municipalities suffering operational adversity due to various reasons, including disasters, Coop Sapporo continues to contribute to sustainable communities.



Meal delivery

Facts

Meal Delivery Service Statistics



SDG Objectives

3 GOOD HEALTH AND WELL-BEING

11 SUSTAINABLE CITIES AND COMMUNITIES

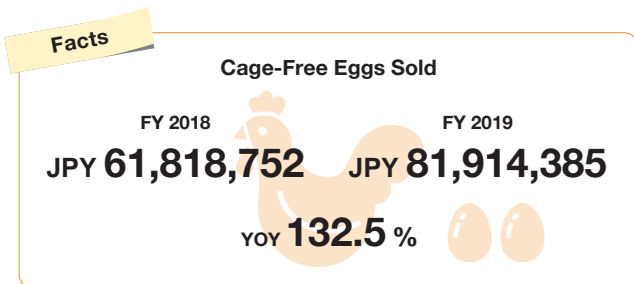
12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Coop Sapporo Objectives Deliver safe and reliable products utilizing high quality food items and accurate labelling

Distributing products made with care and consideration

Efforts for animal welfare

Coop Sapporo has been promoting animal welfare since September 2017 and began procuring cage-free eggs in all of our stores. As the name suggests, chickens are not locked up in cages. In contrast to regular poultry farms, our chickens can move freely in a much larger area within the pen. It is a method that satisfies the original behavioral needs of the animals and reduces stress. We will continue to promote this practice in order to provide safe and high-quality livestock products.



“Naruhodo” A brand specializing in simple yet high-quality products

Developed right in our home prefecture of Hokkaido, Coop Sapporo produces certain products under the Naruhodo name. Out of the new line-ups of 2019, in one week we sold 20,000 bags of our Potato Chips Fried In Rice Oil, as well as 100,000 bottles of our Hokkaido Drinkable Yogurt just three months after release. We sell pre-packed cooked rice as a ready-to-eat product under the Nanatsuboshi label, produced by the JA Higashikawa Youth Group. It has since been receiving positive feedback for being good yet simple.

In June, we conducted a survey for our six private labels. The “Naruhodo Chikuwa with 2 Extra” product gained the most votes. It was offered again in limited quantities from October 1 to coincide with the anniversary of our founding. We continue to plan fun events and develop products that meet or exceed our members’ expectations.



The beginning of importing and selling of wine and black pepper

Cooptrading, one of our group companies, started to import wine from FY 2019. In less than two months after we started offering the Coop Italia private label wine at our stores, all 17,000 packs sold out. Due to their popularity, we will continue the import and sale of these wines. Our collaboration with Saigon Coop in Vietnam has enabled us to produce rock salt and black pepper products in grinder bottles. Thanks to this development, we can now import pepper directly from Vietnam, its country of origin, instead of importing it via South Africa as we had done before.

We will continue collaborating with Coops in other countries, building mutually-beneficial business relationships, and aiming to offer an even better selection of imported products for our members.



Coop Italia wine

Genome editing study meet

On January 29, 2020, the Obihiro Area Member Committee conducted a study meeting titled “To know, discuss, and consider genome editing now and in the future”. The lecturer Ms. Yuko Morita, Chief of Science Communications at the National Museum of Emerging Science and Innovation, answered questions and concerns from members regarding genome editing. For the 87 participants, the lecture explained difficult topics in easy-to-understand terms, including the difference of gene recombination and mutation, the strict standards of food labelling in Japan, as well as regulations and patents in overseas countries.



Connecting People and Food



Coop Sapporo Objectives

Create opportunities for children to learn about food, life, and the environment, and provide networks for producers and consumers to connect with.

Taberu-Taisetsu Festival 2019

The *Taberu-Taisetsu* Festival (the “Importance of Eating”) is Coop Sapporo’s biggest food education event where participants can learn about the importance of eating through experience-based programs. Local producers, manufacturers, local governments, and schools collaborated in this event, exhibiting various experience-based programs such as quizzes and cooking classes. It is a great opportunity for all generations to learn about food, life, and the environment. On top of that, this event provides producers with the opportunity to directly connect with consumers, discuss about Hokkaido local cuisines, and show the importance of local production for regional consumption.

In FY 2019, the events were held at eight different venues across Hokkaido, each offering unique programs. For example, at the Sapporo venue, we had a workshop about traditional Japanese pickles. Participants enjoyed adding their original touch to the recipe and made their own original pickles. They also learned about the role of food preservation and the history of traditional food.



Kinjirushi Co., Ltd. “How to grate wasabi properly”



Hokkaido Broadcasting Co., Ltd. “Doing an experiment with newscaster Ms. Mori. Let’s make sushi in a cup! By Agri Okoku Hokkaido NEXT”

Participant feedback

- It was fun to taste the food and educational for both parents and children.
- They were great programs that children can focus on and enjoy.
- The children were really interested since the explanations were easy to understand.

Facts

Taberu-Taisetsu Festival 2019

Number of visitors

33,854

Exhibitors

586

Supporters

3,609

Event statistics by venue (Number of visitors, exhibitors, and supporters)

Date	Region	Event Location	Visitors	Exhibitors	Supporters
August 24 (Saturday)	Sapporo	Sapporo Sports Exchange Facility Community Dome – Tsudome	7,830	117	953
September 15 (Sunday)	Obihiro	Tokachi Nokyoren Kachiku Kyoshin Kaijo Agri Arena	3,630	76	342
September 21 (Saturday)	Muroran	Nihon Kogakuin College of Hokkaido	3,150	56	453
	Kitami	Sun Dome Kitami & Sun Life Kitami	3,817	68	451
September 28 (Saturday)	City of Kushiro	Kushiro City Tourism International Exchange Center	3,410	57	306
	Asahikawa	Dohoku Arcs Taisetsu Arena	5,205	78	497
October 12 (Saturday)	Hakodate	Hakodate Research Center for Fisheries and Oceans	1,860	70	347
	Tomakomai	Tomakomai General Gymnasium	4,952	64	260
Total			33,854	586	3,609

SDG Objectives



Coop Sapporo Objectives

Teach self-reliant eating habits to children and reducing food waste

Todok Food Bank

Tackling the problem of food waste and providing food education to children

Despite having no quality issues, a lot of food is disposed of because of set expiry dates or defective packaging. Coop Sapporo makes efforts to mitigate this food waste in the *Todok* Food Bank project. Whenever food is returned from deliveries, those without quality issues are donated to foster care and family homes.

In addition to donating food, we also conduct the *Todok* Food Caravan, a food education event for children at public kids' halls. We also visit foster homes with Ms. Eri Noto, an expert chef for children, to teach them the pleasures of cooking and eating through culinary classes.

From FY 2019, we started a new project to deal with the problem of food waste and to promote food education at the same time. Collaborating with the Sapporo Youth and Women's Activity Association, we started the Home-style Cooking Class program. For this cooking class, we use some of the food returned from deliveries. Children learn basic culinary skills, including how to make *dashi* (Japanese soup stock) from cooking rice balls and miso soup. We held the classes at 10 different kids' halls around Sapporo.



Home-style Cooking Class held at the Children's Center.

Preventing food waste at home Food Waste Seminar

The Food Waste Seminar, an initiative we started three years ago is now held at five locations in Hokkaido, including the new venue in Kushiro. We share ideas on how to reduce waste at home, such as fully using-up products, leaving no leftovers, and draining excess liquids prior to disposal. In our Use-it-up Cooking Class, led by expert chef Ms. Akiko Shoji, participants can learn how to use up all the ingredients without any waste and proceed through a cooking process that ensures the minimum number of utensils that required washing afterwards.

Food Waste Seminar

Date	Venue	Number of participants
September 27, 2019 (Friday)	Sapporo venue (Sapporo L-Plaza)	29
October 11, 2019 (Friday)	Obihiro venue (Coop Sapporo – Verde Store)	30
November 1, 2019 (Friday)	Asahikawa venue (Coop Sapporo – Shena Store)	19
November 15, 2019 (Friday)	Hakodate venue (Coop Sapporo – Ishikawa Store)	20
November 22, 2019 (Friday)	Kushiro venue (Kushiro Lifelong Learning Center)	24
Total		122

Ms. Akiko Shoji and program participants



Facts

Todok Food Bank Statistics

Utilization of support

44 facilities

Foster homes: **23** Family homes: **17** Municipalities: **2**
Community homes: **1** Public Interest Incorporated Associations: **1**

JPY 5,150,042 205,586 food items

Donations from supporting companies

8 companies JPY 20,679,894 equivalent

Todok Food Caravan statistics

10 events at 10 venues Participants: 125

Home-style Cooking Class statistics

10 events at 10 venues Participants: 158

Connecting People and Food

SDG Objectives



Coop Sapporo Objectives

Share information and tips by connecting companies and organizations that engage in food education

The Society of Food Education

Coop Sapporo conducts the Society of Food Education program with our suppliers and vendors to improve on food studies. We invite front-line industry lecturers to meetings and share information among society members to enrich Hokkaido's culinary culture.

On February 10, 2020, to mark our 25th meeting, we held a seminar joined by lecturer Toru Iwasa, CEO of Jiyujin and creative director of Satoyama Jujo, a luxury Japanese-style hotel in Niigata prefecture. He delivered an informative speech called Local Gastronomy: Food Transforms the Communities and asked those involved in the food industry what they should be doing to create a better future.




Mr. Iwasa inspires with the latest news about the food industry.

FY 2019 The Society of Food Education

Date	Meet No.	Contents	Participants
June 21, 2019	22	Title: Food Represents the Nation: Reconnecting Seafood and Dinner Tables by Katsuhiko Ueda, representative of Uekatsu Fishery Corporation	180
October 10, 2019	23	Title: Eating Habits and Enterobacteria by Noritaka Tokui, Professor of Institute of Preventive and Medicinal Dietetics at Nakamura Gakuen University Title: Japanese Style Medicinal Dietetics and Food Education by Yoshimi Minari, Dean of Nutritional Sciences at Nakamura Gakuen University	180
November 29, 2019	24	Title: Commemorating the Publishing of Assertive Agriculture by Yuko Takai of Niseko Takahashi Dairy Farm and Kazuyoshi Inokuchi of Shiranuka Rakukeisha	180
February 10, 2020	25	Local Gastronomy: Food Transforms the Communities by Toru Iwasa of Jiyujin	180

SDG Objectives



Coop Sapporo Objectives

Connect producers, chefs, and consumers, while introducing the unique appeal of Hokkaido agriculture.

Hokkaido HATAKE Restaurant (Restaurant on the Farm)

The Hokkaido HATAKE Restaurant is a popular green tourism program where prominent chefs open a one-day restaurant on the farms of Coop Sapporo Agricultural Award recipients. We set up the restaurant on the farms to encourage farmers and consumers to interact and also to provide a place for attendees to learn about the importance of local production for regional consumption.

In FY 2019, we introduced a new kitchen truck incorporating a steam convection oven. It provides a wider range of culinary capabilities since it can roast and boil simultaneously. At the venues, the mayors of the local municipalities also joined to introduce their respective towns and illustrating their attractive features. We will endeavor to

contribute more in bridging our members together with producers to better serve our communities.

Facts

Hokkaido HATAKE Restaurant

Total participants **1,312**

First term: June 9 – August 4 **10 instances** **590 people**

Second term: August 10 – September 29 **10 instances** **544 people**

Offshoot programs **3 instances** **178 people**



The upgraded kitchen truck





Coop Sapporo Objectives

Preserve Japanese culinary culture and attract younger generations to seafood

Fish Cooking Classes

Since 2014, we have collaborated with the Sapporo Central Wholesale Market to hold our fish cooking classes. We intend to pass down fish preparation skills and our culinary culture in the hopes of promoting more delicious seafood dishes.

Since FY 2019, we started to incorporate vegetables into our new fish and vegetables cooking classes. Also, responding to our members' feedback, formerly men-only classes have opened their doors to women participants since FY 2019. We will continue to increase the variation of classes even more to adjust to our students' levels and interests.



A cooking class in session

Facts

Fish Cooking Classes

Total	46 workshops	642 students
Parent-child workshops	2 workshops	45 students
Seasonal cooking classes	6 workshops	82 students



Coop Sapporo Objectives

Maintain communication between producers and consumers

Agricultural Award Meeting

Since 2004, we have offered the Coop Sapporo Agricultural Award to recognize producers in Hokkaido based on the consumers' perspectives. The award is given once every three years. During the two-year interim, we hold Agricultural Award Meeting conventions alongside the inspectors and previous award recipients.

The most recent was held on November 29, 2019 when a total of 208 people gathered. Among them were award recipients, member representatives, and inspectors. The award winners gave speeches while producers and our members enjoyed conversation over delicious dishes prepared from ingredients presented by recognized farmers and fishers.



Enjoying conversations over delightful dishes



Coop Sapporo Objectives

Encourage children to cook and carry on their food culture

Kids Cooking Classes

The Kids Cooking Class, one of the popular sections of our PR paper *Cho-co-tto*, started to offer physical workshops in June 2019. Eri Noto, a cooking expert for children teaches at the workshops. Only elementary school children are eligible to join and their parents do not observe or help them. The tables are staffed, but children cook lunch consisting of main and side dishes and even dessert almost entirely on their own.

They try seasonal menus and role-play shopping during summer and winter holidays to bring added fun into cooking.



Facts

Kids Cooking Classes

FY 2018 Times held	10
Total children	116
FY 2019 Times held	15
Total children	160

Connecting People with the Future

Coop Sapporo tackles social issues such as parenting, employment, limited environmental resources, and other issues in an effort to create sustainable communities and to nurture the next generation in vibrant health and spirit.



Coop Sapporo Objectives

Strengthen parent-child ties and to pass on our culture and values to the next generation

Ehon-ga-Todok (free picture books)

Established in 2010, *Ehon-ga-Todok* is a service in which we deliver picture books free of charge to members who have children between one to two years old. 2020 marks the 10th anniversary and we have presented 30 books to each registered family thus far.

Launched in 2012, the *Ehon Wakuwaku* Caravan (a picture books tour) is an activity in which the caravan visits nursery schools and kindergartens to read children's books. In 2019, we partnered with Hokkaido Rodo Kinko (workers' credit union) and JA Bank. During the holiday season with Hiroo town, we visited a foster home. We held the baby-friendly *Ehon de Wakuwaku! Family Live* where Tanizo, a children's playwright, performed on stage while children danced and took photos with Coop's mascot, *Todok*.

Meanwhile, the Events for Expecting Parents were held where the popular comic duo Tetsu and Tomo performed a double-act and joked about Coop Sapporo. The audience roared with laughter.



コープ子育て支援基金



Facts

Ehon-ga-Todok

FY 2019 subscriptions **9,237**

Total family subscriptions **80,183**

Total books given out **384,156**

Ehon Wakuwaku Caravan (picture books tour)

Facilities visited **231** Toddlers joined **19,864**

Ehon de Wakuwaku! Family Live

FY 2019 Venues: **Asahikawa and Hakodate**

Audience Adults: **234** Children: **203**

Events for Expecting Parents

FY 2019 Venues: **Obihiro and Kushiro**

Audience Adults: **414** Children: **117**



Coop Sapporo Objectives

Support students and young colleagues financially to nurture human resources

College Scholarship

Reportedly, one in every two college students uses student loans. As the amount of temporary and low pay work increases, many students and graduates are struggling to pay off student debt. This is a growing issue and serious problem in recent times.

In 2017, Coop Sapporo established a College Scholarship program to support students so that they would not give up their academic aspirations due to their financial situation. The students working with us are eligible for a scholarship of up to JPY 1 million over four years.

We also assist first-year employees by supporting 50% of their

monthly student loan pay backs. Through these incentives, we are improving our work environment, securing long time employment, and developing an excellent workforce.

Facts

College Scholarship recipients

365

First-year employees who used the support program

27

FY 2019 (as of March, 2020)

Coop Sapporo Social Welfare Fund

The Coop Sapporo Social Welfare Fund was first authorized as a public interest incorporated foundation in 1989. Its scholarship program has also financially supported high school students with single parents and/or disabilities. In addition, this scholarship does not need to be paid back. In 2018, 196 students received a total of JPY 22.9 million.

SDG Objectives

5 GENDER EQUALITY

11 SUSTAINABLE CITIES AND COMMUNITIES

Coop Sapporo Objectives Supporting parents and babies

First Child Box and Coop Child Box

Established in April 2018, the First Child Box is a free giveaway program in which we present child care essentials like baby care products and clothing to members who are expecting their first child. We modeled it after the maternity grant program in Finland, which is well-known for its progressive parent-support systems. As of September 2019, 10,000 parents, or 67% of all first-born children in Hokkaido during that period, received a Box.

On October 1, 2019, we expanded the program and launched the Coop Child Box program for expecting parents with a second child or beyond. So far 15,000 parents have received these gifts from us. We will continue to support parents and children as best as we can.



SDG Objectives

4 QUALITY EDUCATION

11 SUSTAINABLE CITIES AND COMMUNITIES

Coop Sapporo Objectives

Teach children the joy of work and the importance of food

Oshigoto Kids (children's job shadowing program)

During the summer and winter holidays, we hold *Oshigoto Kids*, a program for children to experience job shadowing. Children wear our uniforms, stock the shelves, prepare products, and scan product barcodes at the cash registers. In FY 2019 the events were held at 51 of our stores with at least four stores in each area, resulting in having far more children compared to last year. This year's notable attraction was *Ezorock*, a student volunteer group that joined forces with us to help create various interesting work situations.

Celebrating 10,000 applications of the First Child Box

On September 27, 2019, we celebrated our 10,000th application of the First Child Box. One of our lucky members received a Commemorative Box from our managing director.



Facts

FY 2019 Applications of the First Child Box

First Child Box 6,760 Coop Child Box 3,026

Total: 9,786 (as of March 20, 2020)

Feedback from the parents

- I was amazed! The contents of the First Child Box were beyond my expectations! As soon as I received it, I took some photos and told my friends about the news.
- I am happy with the gender-neutral designs. I feel that I am able to use them when I have another baby.
- I was lucky because I saved a great deal of effort from having to stockpile necessary goods. I hope this kind of service extends to the national level.

Some feedback from parents included: "My child recognized how hard making a nutritious bento lunch was," as well as, "She learned the reality of work, saying she wanted to be a shop clerk at Coop Sapporo!" We will keep upgrading this program to provide children with a better understanding of food and to have them experience the joy of serving people.



Facts

Oshigoto Kids

FY 2019 51 Stores (+13 from FY 2018)

FY 2019 Participation 759 children (+186 from FY 2018)

Connecting People with the Future



Coop Sapporo Objectives A work environment where people from different backgrounds can be comfortable

Strategies for Hiring

Increase hiring period to twice a year starting in FY 2020

Japan has traditionally hired new graduates every April. However, amid the declining birthrate and the aging of the population, it is becoming prohibitively competitive to continue this practice. On October 28, 2019, Coop Sapporo announced that it will double the opportunities to spring and autumn. We are the first to do so amongst cooperatives nationwide. We aim to secure those with diverse backgrounds such as students who have studied abroad, as well as international or graduate school students.

We started to recruit for the first fall employment in February 2020 and plan to hire 20 students. We are calling the best people from every corner of the earth to maximize our role in supporting Hokkaido as a pillar of food and livelihood.

Increase employment opportunities for people with disabilities

We are embracing diversity, such as gender, age, academic background, nationality, and other attributes, in our employment policy to increase our productivity. Recently, we have focused on employing those with disabilities which, including our group companies, have increased to 5.1% of our entire workforce as of March 2020.

In December 2019, we announced the opening of our Type-A Enterprise for Continuous Employment Support starting on April 1, 2020. Our objectives are:

- to segment certain tasks from our entire operation to provide opportunities and training for those with disabilities and willingness to work.
- to create an environment that supports and allows them to continue working until retirement age.

Currently, we plan to have these people engage in factory work at our group companies and in the future, we are looking at white-collar jobs so that individuals with mental illnesses and/or developmental disorders can still feel comfortable in our office work environment. We strive to create a work culture where people with disabilities can exhibit their full potential and successfully collaborate together with their peers.

Facts

Employment of people with disabilities
 FY 2018: **5.0%** (426 employees) ▶ FY 2019: **5.1%** (482 employees)

Welcoming technical interns internationally

We have accepted foreign technical interns from China and Vietnam as a way to provide manpower training to those respective nations. These young people will play very important roles in their home countries in the future. The program started in 2013 and in FY 2019 we accepted 192 trainees. During their stay, they learn various things from regulations to hygiene control, which are followed by practical training at our production lines.

Since FY 2019, we started to accept interns who have extended their terms for an additional two years after completing their initial three-year contracts.

Facts

Number of technical interns in FY 2019	
Coop Foods - Ishikari Factory	111
Coop Foods - Ebetsu Factory	29
Ebetsu Fresh Food Processing Center	31
Stores	21

Delegates from Saigon Co-op Visit Coop Sapporo

In December 2016, Coop Sapporo and Saigon Co-op, the largest retailer in Vietnam, formed a Partnership Agreement. Since 2018, we have invited guests from Saigon Co-op in a series of exchanges. From June 22 to July 5, 2019, ten executives from Ho Chi Minh visited Hokkaido. They sat with Mr. Omi, our CEO, as well as experienced working in our stores, conducting deliveries with our staff, observing our factories, and visiting JA Higashikawa, an agricultural cooperative in central Hokkaido.



With support from the local government, guests enjoy a Japanese cultural event.





Coop Sapporo Objectives Generate eco-friendly energy to tackle environmental problems

Strategies for renewable energy

Todok Power

Todok Power, the Coop Group's energy unit, was established in 2016. Currently, we are the only cooperative in Japan to supply 100% renewable electricity to our members. In 2019, we installed emergency backup generators to six of our meal factories, in addition to the stand-alone power generator at our Ishikari Factory. We also offer emergency on-site power cogeneration systems that provide power, steam, and hot water for food manufacturing. We will continue to promote on-site generation for our business partners, and thus, contribute to the business continuity planning of Hokkaido.



On-site cogeneration system

Post FIT (Feed in Tariff)^(*) Solar Power Surplus Purchasing Service

We have started to purchase excess solar-powered electricity generated by our members' homes where the fixed price buyback period had already finished.⁽²⁾ Coop Kerosene and Coop LPG subscribers are eligible for the discount.

*1 When the period for selling solar-powered electricity at fixed prices has finished.

*2 In this program, power utility companies were required to buy surplus solar-powered electricity from independent generators.

Enecoop

General energy company Enecoop installed portable generators at 106 of our stores and 45 of our delivery centers in FY 2019. We have also deployed emergency generators at our kerosene terminals so that even in case of power outage, we are able to deliver kerosene to our members. Our biogas plant in Nanae in southwestern Hokkaido was awarded the Chairperson's Prize by the New Energy Foundation. Our small-scale power generation efforts and the resource circulation system in the community were highly applauded. In FY 2019, 181 observers visited our plant, a 360% surge from the previous year which assured us that our efforts are attracting people's eyes.



A portable emergency generator.



A New Energy Foundation Award medal.

RE100 Action Meeting

On June 3, 2019, Coop Sapporo participated in the RE (Renewable Energy) 100 Action Meeting held at the Tokyo Metropolitan Government Office. The aim of the meeting was for the Tokyo Metropolitan government to increase the use and supply of renewable energy by collaborating with green power companies who promote RE 100. We learned more about state-of-the-art methods and technological visions by sharing ideas with other participating companies.



Coop Sapporo Objectives Teach our children and communities about the environment through green events

Strategies for the Eco Center

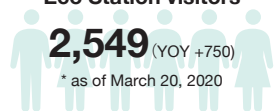
Our Eco Center collects recyclables from our members' homes, applies intermediate treatment, and brings them to recycling. (See page 29 for the FY 2019 figures.) It works as a base of environmental activities as well. On June 22, 2019, the Future Forest Library (experience-based learning facility) and Eco Station Forest were opened in our Todok Eco Station, located within the Eco Center.

We also held an exhibition at the Ebetsu Environmental Square 2019 event, which attracted 114 children, and in July and November, we held "touch and feel" events which attracted 116 families for a total of 371 attendants.

Facts

FY 2019 Eco Center and Eco Station visitors

2,549 (YOY +750)
* as of March 20, 2020



Eco Station

Eco Center

Connecting People with the Future

SDG Objectives




Coop Sapporo Objectives

Helping victims of natural disasters

Emergency Fundraising for the Typhoon Disaster

The record-breaking Typhoon Faxai hit Chiba prefecture in September 2019, battering houses and power lines, and leading to a large-scale power outage in the region. In addition, the more violent Typhoon Hagibis struck the Kanto and Tohoku regions later in October, causing catastrophic flooding and devastation, which resulted in a death toll

surpassing 90. Coop Sapporo immediately started an emergency fund campaign for both disasters and many of our members chipped in. The contributions for the Typhoon Faxai victims were sent via Japan Red Cross and those for the Hagibis victims were sent via Japan Consumers' Co-operative Union (JCCU). Later contributions were also used as support funds for the affected areas.



Facts	
Typhoon Faxai Emergency funds for the Chiba disaster	Typhoon Hagibis Emergency funds
Total Amount Donated	Total Amount Donated
JPY 10,725,065	JPY 21,397,553

SDG Objectives




Coop Sapporo Objectives Broaden our members' international relations through the UNICEF fund drive

Designated fundraising: The Literacy Improvement Project for Papuan Provinces in Indonesia

Initially started in September 2010, we have completed our nine-year, three-term UNICEF designated fundraiser: *The Water, Hygiene, and Sanitation Project*. In April 2019, we resumed *The Literacy Improvement Project* for Papuan Provinces in Indonesia. In the region, about half of the indigenous children in the rural areas have never attended school and 62% of the younger-half of the primary school children have difficulty with basic reading and writing. We strive to

tackle this problem through this project.

Prior to the program kicking off, the representatives of our members visited the province and later held a briefing session at home to spread the word. In FY 2019 we donated JPY 11,647,800 towards the project and will continue supporting the children in the region.



• Designated Fundraising: for transparency of monetary usage, we disclose all destination countries and purposes of funding.

SDG Objectives





Coop Sapporo Objectives

Passing on our account of war to the next generation to ensure peace

Peace Study Tour

Every August, we send junior and high school students to Hiroshima and Nagasaki, the only 2 cities having ever been attacked by atomic bombs, as Youth Peace Ambassadors to learn about peace. In 2019, there were 28 student participants: 19 visited Hiroshima and 9 visited Nagasaki. Twenty-one of them attended through school

recommendations. They had several opportunities to take part in the Peace Action meeting organized by the JCCU and the memorial service for atomic bomb victims to learn about the painfully damaging effects of war and the horror of nuclear weapons. Sixteen of those with school recommendations spoke about their thoughts on peace to over 3,200 students at a school assembly afterwards.

This year, we had planned to send one of the above students and one of our member representatives to the Review Conference of the Parties to the Treaty on the Non-Proliferation of Nuclear Weapons (NPT) at the United Nations in New York City. However, due to the Covid-19 global pandemic, the Conference was postponed.



Since the 2008 Hokkaido Toyako Summit,

Coop Sapporo has been giving more attention towards environmental initiatives.

We are working together with our members to lower the environmental impact of our business activities.

TOPICS2019



Topic 1

Coop Future Forest Project

The Coop Future Forest Fund is a program where Coop Sapporo donates 0.5 yen into a fund for each plastic grocery bag a member declines. Since its establishment in 2008, we have raised JPY 257,735,563 and supported the planting of tree saplings across Hokkaido. In FY 2019, we planted our 100,000th tree, so we held a commemorative planting ceremony at Coop Forest.

In addition, on June 22, 2019, we opened the *Todok* Eco Station Future Forest Library on the same premises as our Eco Center (see page 25) to encourage people to become

involved in forest conservation. The Library has a collection of forest conservation books and exhibitions to connect knowledge to our future.



Topic 2

Polar Bear Support Project

Todok, Coop Sapporo's mascot, is a polar bear and is one of the main reasons why we are supporting this endangered species and raising awareness of the environment with four zoos in Hokkaido. Our Polar Bear Support Project provides sponsorships to them and since 2017, we have held environmental awareness events called *Todok* Explorer which have attracted a total of 22,344 attendants at the four zoos.

One of its annual programs is the Middle-of-Winter Camp. In FY 2019, we collaborated with Sapporo Maruyama Zoo to accept 8 families, or 18 parents and children on January 18-19, 2020. Yasunaga Ogita, a Polar explorer, gave a lecture on arctic expedition and inspired the attendees to play a treasure-hunt game using GPS trackers. Participants also got to sleep in sleeping bags in the freezing outdoor tents, just

like Mr. Ogita did in the polar regions. Feedback from the participants has been very positive.

Contributions made to the Polar Bear Support Project FY 2019

Zoo (Date of Agreement)	Date of Donation	Amount Contributed in FY 2019
Sapporo Maruyama Zoo (April 27, 2009)	May 19, 2019	JPY 3 million
Obihiro Zoo (August 10, 2010)	May 24, 2019	JPY 2 million
Kushiro Zoo (November 23, 2011)	June 13, 2019	JPY 2 million
Asahiyama Zoo (April 27, 2013)	May 23, 2019	JPY 2 million



At the Middle-of-Winter Camp. Families toured around the zoo at night and early morning when the gates are usually closed.

Participants' Feedback

- Sleeping in the freezing tent convinced me how tough wolves and seals are. (6th grade)
- Treasure hunting was so fun! It felt so real because we used GPS trackers. (4th grade)
- Sleeping in the tent was so cold but made me conscious of what we should have at home in case of emergency. (parent)
- I noticed my children's eyes were sparkling, which show when they are really having fun. (parent)

Environmental Philosophy

Based on our Seven Promises, Coop Sapporo works with all our members and executives to strive for a safer and enriching life, where human rights are respected, and the environment is protected. We endeavor to promote the creation of communities that can provide ample welfare and mutual assistance.

Coop Sapporo aspires to create a sustainable society where these activities can take root and where every individual in Hokkaido has an opportunity for a brighter future.

Environmental Policy

Through our stores, the *Todok* Delivery Services, Mutual Aid, and other projects, Coop Sapporo will continue to provide dependable products and services that our members can rely on, contribute to fulfilling lives for everyone in Hokkaido, while simultaneously molding a sustainable, earth-friendly society.

- ① We engage in pollution prevention throughout all our businesses as well as taking steps to generate greater value with lesser environmental impact. To that end, we set short and mid-term environmental goals and milestones while reviewing them periodically so as to improve our environmental management system.
- ② We strictly comply with all applicable laws, regulations, agreements, and other requirements that we have agreed upon pertaining to environmental protection.
- ③ We thoroughly disseminate this policy to all colleagues so that each and every person subject to the management system takes responsibility and acts accordingly.
- ④ We disclose this environmental policy to the public while we regularly publicize all of our ongoing environmental efforts.

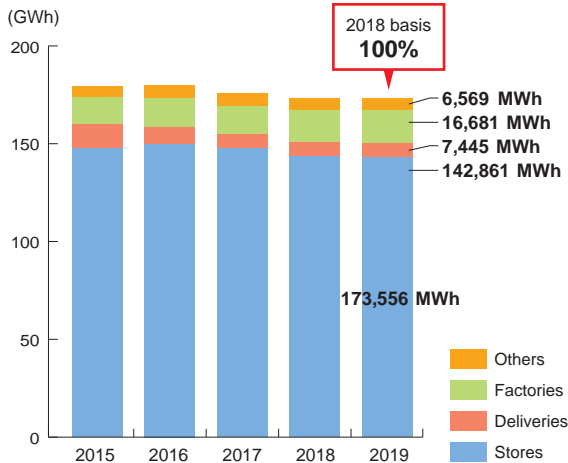
- We use electricity and fuel resources efficiently to contribute to curbing global warming.
- We are committed to waste control and reduction.
- We use environmentally-friendly office supplies.
- We develop and promote environmentally-friendly products.
- We create an environmentally-conscious culture in our operations.
- We learn from our member feedback while we raise environmental awareness in our communities.
- We are committed to creating environmentally-friendly local communities.

Environmental Data

Each and every business faces a serious challenge in reducing greenhouse gas emissions, particularly CO₂. Coop Sapporo strives to minimize energy use and is proactively introducing reusable sources of energy.

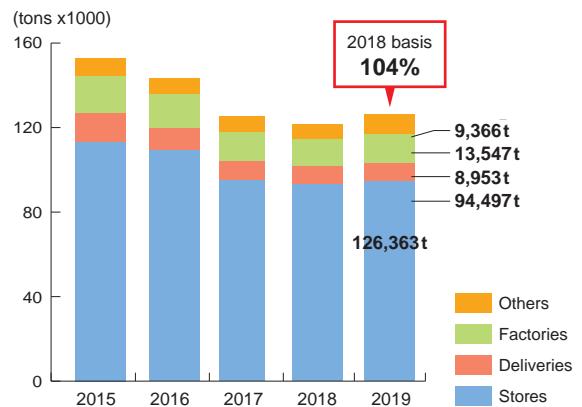
Electricity

We have reduced the amount of electricity consumed by carefully managing energy use.



CO₂ Emissions

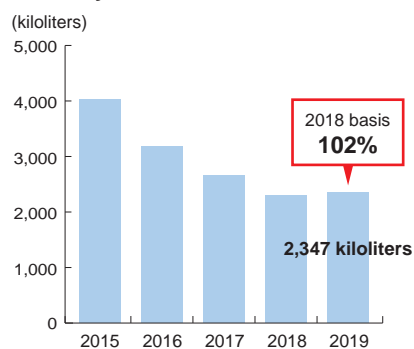
We have reduced CO₂ emissions by reducing electricity use and by introducing alternative energy sources which emit less exhaust gas.



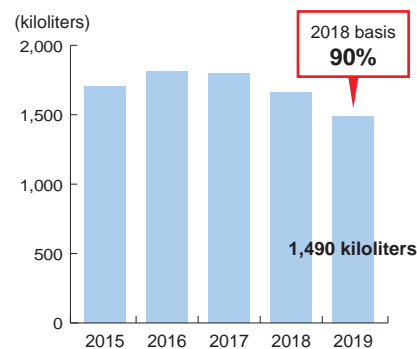
Energy Consumption (Non-electricity Based)

We are constantly introducing alternative energy sources that have less harmful environmental effects.

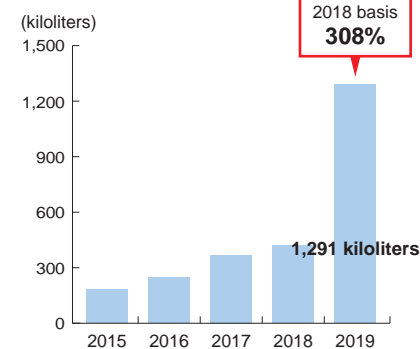
Heavy oil



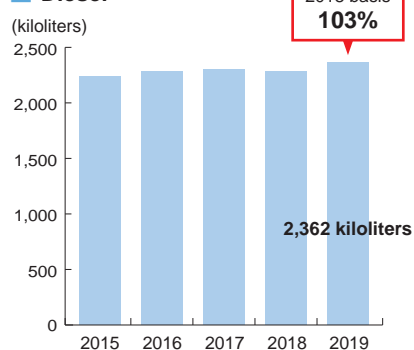
Kerosene



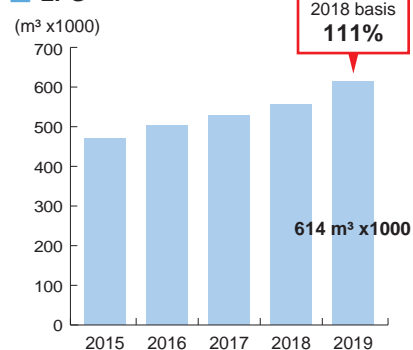
Petrol



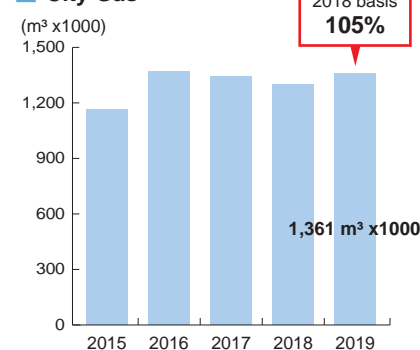
Diesel



LPG



City Gas



Coop Sapporo's Recycling

Coop Sapporo collects recyclable waste from our stores and other offices along with those from our members' homes by utilizing the return trip of *Todok* home delivery trucks. The amount has increased each year and in fiscal 2019, we collected 35,167 metric tons of recyclables. That is equivalent to reducing 20,997 metric tons of CO₂.

Collection Volume of Eco Center

(amounts listed in metric tons)

	2015	2016	2017	2018	2019	2018 basis
Cardboard	16,991	17,602	17,598	17,178	16,799	98%
Paper cartons	280	283	276	272	273	99%
Weekly <i>Todok</i> catalogs	9,948	11,041	12,085	13,788	14,735	114%
Newspapers	983	1,000	954	906	893	95%
Foam packages	411	388	375	374	346	100%
Plastic bottles	61	66	47	32	34	68%
Steel cans	18	24	16	14	12	88%
Aluminum cans	46	58	68	62	55	91%
Polypropylene bands	42	44	43	33	32	77%
Plastic inner bags	117	116	116	123	123	106%
Used cooking oil	807	849	861	873	895	101%
Secondhand clothes	671	728	747	838	970	112%
Total	30,375	32,199	33,186	34,493	35,167	104%

Donating our used clothing sales to Hokkaido UNICEF

Since March 2014, we have collected used clothing from our *Todok* members' homes via our delivery trucks' return trips. They are sent to Cambodia for resale or remade into cleaning cloths for industrial use. In FY 2019, we donated JPY 1.5 million of these sales to Hokkaido UNICEF.



About Coop Sapporo

About Us

Company Name	Coop Sapporo (Changed from <i>Citizen's Cooperative Coop Sapporo</i> in 2000)
Established	July 18, 1965
Start of Operations	October 1, 1965
Headquarters	10-1, Hassamu 11-jo 5-chome, Nishi-ku Sapporo, Hokkaido 063-8501 JAPAN
Board of Directors (full-time)	<ul style="list-style-type: none"> • CEO and President: Hideaki OMI • Managing director: Norihiro NAKAJIMA • Managing director: Masakazu IWAFUJI • Executive director: Toru YONEUCHI (As of March 20, 2020)
Geographical Scope of Activities	All of Hokkaido
Members	1,811,207 members as of March 20, 2020 2,781,336 households in Hokkaido as of January 31, 2019 Membership Ratio 65.1% (Sapporo: 57.7%, Asahikawa: 77.5%, Hakodate: 77.0%, Ishikari: 83.9%)
Capital	JPY 77.6 billion as of March 20, 2020
Sales	Total: JPY 280.7 billion (March 21, 2019 - March 20, 2020) Stores: JPY 183.4 billion Deliveries: JPY 89.1 billion Mutual Aid: JPY 1.9 billion Others: JPY 6.3billion
Employees	Regular: 2,351 Contract: 2,211 Part-time: 10,673 *Includes workers in the group companies as of March 20, 2020

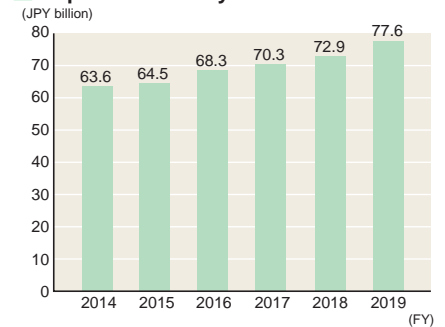
Reference Six-year Summary

Capital by Year

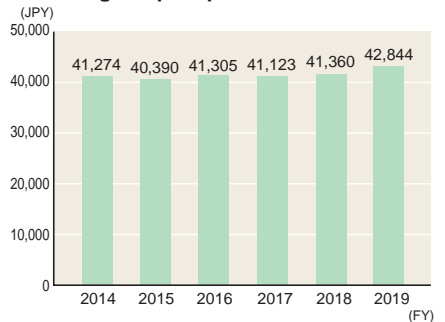
Section FY	Amount (JPY x1000)	YOY increase (JPY x1000)	Growth Rate (%)	
			YOY	FY 2014 Basis (%)
2014	63,697,955	780,400	101	100.0
2015	64,466,901	768,946	101	102.2
2016	68,344,865	3,877,964	106	107.3
2017	70,278,859	1,933,994	103	110.3
2018	72,903,778	2,624,919	103.7	114.3
2019	77,599,550	4,695,772	106.4	121.8

*The above amounts include deposits less than JPY 1,000.
As per the Company Article, the capital (based on unit share price of JPY 1000) is JPY 77.16 billion.

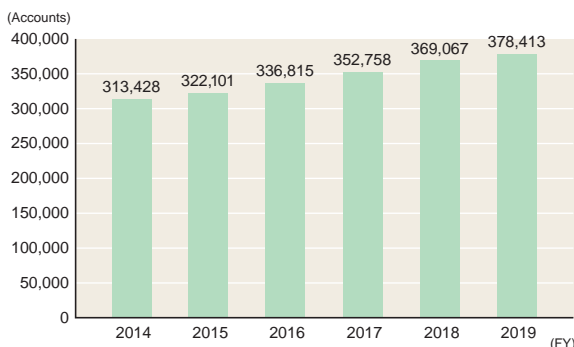
Capital Balance by FY



Average Capital per Person

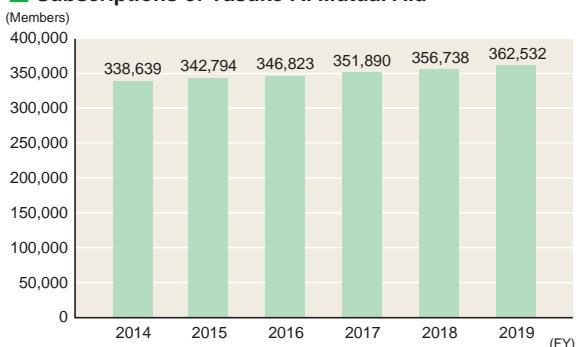


Reference Subscriptions of Todok Delivery Services



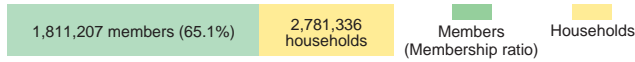
Reference COOP Mutual Aid

Subscriptions of Tasuke-Ai Mutual Aid



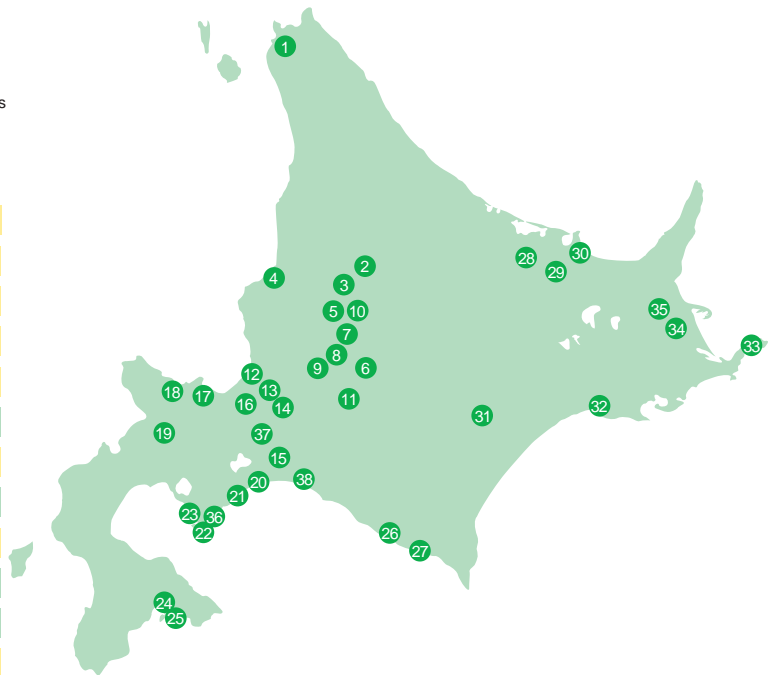
Membership Demographics

Membership Ratio by Municipality



Members represent the number registered as of March 20, 2020
Household data is based on the Basic Resident Registry as of January 31, 2019

No.	Municipality	Members (Ratio)	Households
1	Wakkanai	5,348 members (29.9%)	17,885 households
2	Asahikawa	137,843 members (77.5%)	177,764 households
3	Fukagawa	10,665 members (98.0%)	10,886 households
4	Rumoi	11,354 members (97.7%)	11,623 households
5	Takikawa	14,913 members (69.4%)	21,502 households
6	Furano	11,099 members (101.9%)	10,896 households
7	Sunagawa	7,885 members (88.3%)	8,928 households
8	Bibai	12,309 members (106.1%)	11,605 households
9	Iwamizawa	34,543 members (82.7%)	41,767 households
10	Akabira	6,017 members (102.3%)	5,882 households
11	Yubari	4,974 members (104.6%)	4,755 households
12	Ishikari	23,127 members (83.9%)	27,580 households
13	Ebetsu	38,953 members (68.1%)	57,219 households
14	Kitahiroshima	23,865 members (86.7%)	27,537 households
15	Chitose	23,762 members (48.3%)	49,196 households
16	Sapporo	610,323 members (57.7%)	1,058,431 households
17	Otaru	53,248 members (83.6%)	63,709 households
18	Yoichi	9,092 members (91.6%)	9,927 households
19	Kutchan	7,927 members (84.3%)	9,400 households
20	Tomakomai	66,405 members (75.0%)	88,545 households
21	Shiraoi	9,100 members (96.0%)	9,484 households
22	Muroran	26,642 members (58.0%)	45,903 households
23	Date	9,151 members (51.1%)	17,924 households
24	Hokuto	15,858 members (71.3%)	22,256 households
25	Hakodate	109,806 members (77.0%)	142,571 households
26	Shinhidaka	9,117 members (77.5%)	11,765 households
27	Urakawa	8,361 members (123.8%)	6,755 households
28	Engaru	11,063 members (107.3%)	10,310 households
29	Kitami	43,357 members (70.3%)	61,638 households
30	Abashiri	15,317 members (84.0%)	18,243 households
31	Obihiro	46,993 members (53.6%)	87,671 households
32	City of Kushiro	68,691 members (72.6%)	94,654 households
33	Nemuro	7,949 members (62.8%)	12,666 households
34	Betsukai	5,156 members (77.1%)	6,689 households
35	Nakashibetsu	7,159 members (63.9%)	11,201 households
36	Noboribetsu	16,931 members (68.1%)	24,858 households
37	Eniwa	17,325 members (52.0%)	33,317 households
38	Mukawa	4,191 members (100.2%)	4,183 households
	Others	265,388 members (59.7%)	444,211 households



Membership by FY

FY	Section	Membership	YOY Increase (Membership)	Growth Rate (%)	
				YOY	FY 2014 Basis
2014		1,543,280	52,640	105.3	100.0
2015		1,596,125	52,845	103.4	103.4
2016		1,654,657	58,532	103.7	107.2
2017		1,709,000	54,343	103.3	110.7
2018		1,762,681	53,681	103.1	114.2
2019		1,811,207	48,526	102.8	117.4

*696 unverified addresses and/or members removed on March 20, 2014.
*308 unverified addresses and/or members removed on March 20, 2015.
*176 unverified addresses and/or members removed on March 20, 2016.
*434 unverified addresses and/or members removed on March 20, 2017.
*2,800 unverified addresses and/or members removed on March 20, 2019.
*1,236 unverified addresses and/or members removed on March 20, 2020.

Membership Ratio by Wards of Sapporo

Chuo-ku	52,699 members (37.2%)	141,734 households
Kita-ku	91,899 members (60.5%)	151,891 households
Higashi-ku	68,403 members (48.1%)	142,078 households
Shiroishi-ku	76,705 members (62.8%)	122,062 households
Toyohira-ku	68,654 members (54.2%)	126,579 households
Minami-ku	63,130 members (87.1%)	72,502 households
Nishi-ku	66,298 members (58.1%)	114,066 households
Atsubetsu-ku	40,350 members (62.0%)	65,096 households
Teine-ku	48,293 members (69.7%)	69,249 households
Kiyota-ku	33,892 members (63.7%)	53,174 households

Locations and Layout

Administration

Headquarters	1
Regional Headquarters	8 (Sapporo, Obihiro/Hidaka, Kushiro, Kitami, Tomakomai, Murooran, Hakodate, Asahikawa)

Stores

107 stores in 28 cities and 20 towns as of March 20, 2020

Sapporo	25	Rumoi	1	Shiranuka	1
Ebetsu	2	Hakodate	8	Nakashibetsu	1
Kitahiroshima	2	Hokuto	1	Kitami	3
Ishikari	1	Tomakomai	5	Abashiri	1
Chitose	2	Date	1	Engaru	2
Otaru	3	Kikonai	1	Bihoro	1
Yoichi	1	Makubetsu	1	Obihiro	2
Kutchan	1	Mukawa	1	Murooran	2
Iwamizawa	2	Shiraoi	1	Akabira	1
Bibai	1	Shinhidaka	1	Betsukai	1
Yubari	1	Urakawa	2	Noboribetsu	3
Asahikawa	6	Erimo	1	Eniwa	1
Fukagawa	1	Samani	1	Fukushima town	1
Sunagawa	1	City of Kushiro	6	Haboro	1
Takikawa	1	Nemuro	1	Shiriuchi	1
Furano	1	Town of Kushiro	1	Taiki	1

COOP *Todok* Delivery Centers

35 Centers and 13 Depots,
as of March 20, 2020

Mobile Groceries

93 trucks covering 131 cities and
towns across Hokkaido

Food Factory

Ebetsu Food Processing Center

Recycling Facility

Eco Center

Funeral Halls

Feriae Funeral Hall Tsukisamu

Feriae Funeral Hall Shin-Kotoni

COOP Group

Enecoop

Todok Power

Coop Foods

Dream Factory

Hokkaido Hamanasu Foods

Hokkaido Logiservice

Matehan Engineering

Taisetsu Water Resources
Conservation Center

Coop Travel

Duarcantum

Cooptrading

Coop Cooperative Insurance

C's Cooperative Real Estate

Openings in 2019

Stores	July 2019	Shiriuchi store
	October 2019	Nakanoshima store
	November 2019	Taiki store
		Shin-Kotoni store

Delivery	September 2019	Ishiyama Center
		Honbetsu Depot
	October 2019	Kuromatsunai Depot
		November 2019



Yutaka Arai

Principal of Sapporo Shinyo High School

Connect

Why are they situated in such a place?

This question came to my mind as I visited the headquarters of Coop Sapporo for the first time.

Being one of Hokkaido's largest businesses serving members at 107 stores across the prefecture, and as a company boasting sales of JPY 280.6 billion with 10,000 plus employees, Coop Sapporo's HQ is located in a quiet neighborhood of Hassamu, the west part of Sapporo. As I parked my car and stepped into the entrance hall, I felt the vibrant atmosphere inside. In front of me was a large open-plan office with few partitions. From any department you can see across the enormous room. It was also impressive to see the CEO and general managers sitting amongst the staff. What I liked the most was that everyone had a name tag in hiragana, or Japanese phonetic letters. Even the CEO had one, making me feel at ease and putting a smile on my face, as I was able to learn how to pronounce his name easily.

I heard that this head office was renovated out of one of their former unsuccessful stores. This fact reminded me that Coop Sapporo was a cooperative. The term co-op derives from the word *co-operative*, which describes a business entity where we, as a citizen, cooperate, create, and operate our ideal place to buy food and everyday items. In that sense, their *raison d'être* is completely different from other supermarkets which function like stock companies that primarily serve shareholders.

If it can be defined in terms of a school setting, it is like a school that is autonomously operated by a parent and teacher association. The association decides what to do and when, who to hire, how to set budgets and collect fees. This school would be considered ideal but relatively tough to run for parents. At the same time however, association members would be strongly attached to it. Visiting their headquarters assured me that Coop Sapporo is handling this process quite naturally as a cooperative.

Phrased in another way, I felt there was a "Will to Connect".

I was given an opportunity (or was it "assigned homework"?), to contribute to the last page of the CSR Report. As I had learned, they do not issue a company profile, and this Report replaces one to explain the whole picture. I did some research, which included reading the three previous issues twice; and to be honest, I was confused. It may sound like criticism, but who are these Reports meant for? For what purpose and in what kind of case? Actually, while they explained a lot of it in the booklets, I still couldn't sense that Will to Connect. To begin with, is the term *CSR* or *Corporate Social Responsibility* known to their members? That was how I felt and wondered if it was appropriate to show that here. Nonetheless, I may have also been expected to play this role because of how I felt in that vibrant atmosphere when I visited their head office. Coop Sapporo holds up two missions: Innovation with Reliability. Surely, I witnessed an organization that continuously strives for the latter.

To whom, and for what, does this Report "connect"?

Since it was an unexpected turn of events that I had an opportunity to write this, I would like to "connect" this question to a future issue, as I think of the people of Coop Sapporo whom I love and respect.

PS

As I read through this Report, I noticed that Coop Sapporo has managed to reduce a substantial amount of CO2 emissions in recent years. And now, containing the novel coronavirus is the current world issue, while climate crisis has always been one of the most urgent problems all people living on earth must fight against. We are responsible for future generations and I send my endless gratitude for these continuous efforts to the people leading the charge.



Coop Sapporo Secretariat

10-1, Hassamu 11-jo 5-chome, Nishi-ku,
Sapporo, Hokkaido 063-8501 JAPAN
Tel: 011-671-5602, International: +81-11-671-5602