

# GRI Attachment 2022



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## R-kioski

R-kioski published its first Sustainability report in 2020. As we wanted to align our sustainability reporting with the Global Reporting Initiative (GRI) framework, R-kioski's sustainability report was complemented with a GRI attachment. The sustainability report, together with this GRI attachment describes how R-kioski works with environment, social, economic and business ethics-related topics. The reporting is conducted with reference to the GRI 2021 standard.

The GRI Content index is found at the end of this GRI attachment. The index describes where content related to specific GRI indicators can be found in the sustainability report or in this GRI attachment.

R-kioski's sustainability report 2022 can be found from this address: <https://www.R-kioski.fi/vastuullisuus/>

### **Materiality analysis and stakeholder dialogue**

In 2021, the first materiality analysis based on stakeholder dialogue was conducted at R-kioski. The purpose of materiality analysis was to identify sustainability topics that are most relevant for R-kioski's stakeholders, what impact R-kioski has on these topics and which topics R-kioski is expected to report on. The materiality analysis was conducted according to the Global Reporting Initiatives (GRI) framework and external consultants were used to conduct interviews and surveys. R-kioski's management went through the results of an initial analysis and agreed upon the final material topics to be prioritized in R-kioski's sustainability work and reporting.

The purpose of materiality analysis is to identify the most important sustainability topics to focus on. The evaluation on material topics was based on R-kioski's economic, environmental, and social impact, in addition to listening to the expectations and information needs of R-kioski's most important stakeholder groups. For the report preparation process, R-kioski management prioritized the stakeholder groups listed in below table. Stakeholder views were gathered through interviews and surveys which were conducted by an external consultant. As Reitan Retail and Reitan Convenience sustainability-related priorities became clearer, these were also considered. The results from stakeholder dialogue were prioritized and validated in an internal workshop, in order to define the final 10 material topics to focus R-kioski's sustainability work on.

R-kioski plans to review the material topics again in 2023 in order to identify, assess and prioritize actual and potential negative and positive impacts on the economy, environment and people.

Stakeholder Group	Important Topics	
Customers	Good treatment of customers Employee wellbeing, health and safety Security in store	Fair and Equal employment, diversity Product safety Education and training of employees
Franchisees	Good treatment of customers Employee wellbeing, health and safety Security in store Education and training of employees Nearby produced and domestic products Value based leadership Wide product range	Sustainable transportation and logistics Vegetarian food & meat free alternatives Packaging materials Waste & recycling Carbon footprint and reduction actions
Product/service suppliers, Warehouse	Reducing carbon footprint, Greenhouse gas emissions Responsible supply chain Business strategy and strong co-operation with suppliers Good corporate citizenship, business ethics, transparency and corporate governance	Employee wellbeing, health and safety Minimizing waste, recycling, circular economy Fair & equal employment Wide assortment Fresh, vegetarian and healthy alternatives Packaging materials
R-kiosk employees	Good treatment of customers Employee wellbeing, health and safety Education and training of employees Fair and equal employment, diversity Value based leadership Nearby produced and domestic products Reduction of (food) waste Community involvement and local value creation	Reduction of plastic Business strategy and strong co-operation with suppliers Good corporate citizenship, business ethics, transparency and governance Working environment Energy efficiency

The results from stakeholder dialogue were prioritized and validated in an internal workshop, in order to define the final 10 material topics to focus R-kiosk's sustainability work on. These are visualized with bold text in below materiality matrix.

Stakeholder Priority	High	Attractive Franchisor/Employer	Sustainable products & raw materials	Good Treatment of Customers
		Waste & Chemicals Management Human rights Resource Efficiency Sustainable use of Water & Land Circular Economy	Reduction of Food Waste Environmentally Friendly Packaging & Disposables Economic Responsibility & Profitability Business Strategy & Strong Co-operation with Suppliers Good Corporate Citizenship, Business Ethics, Transparency & Governance Reduction of Plastic	Value-Based Leadership Reducing Carbon Footprint
	Low	Protecting Biodiversity & Preventing Deforestation Co-operating for Better National Health Varied Jobs Animal Welfare	Vegetarian Food & Meat Free Alternatives Organic & Fresh Products Social & Charity Initiatives Community Involvement & Local Value Creation Wide Product Range	
		Low	High	
R-Kiosk's Business Impact on ESG topic				



# GRI INPUT

## Governing Sustainability

An essential part of governing sustainability is to coordinate the cooperation of different departments within our company. Therefore, we have this year expanded our Sustainability Team with a member, whose focus is on reporting, communicating, and coordinating the sustainability efforts under the supervision of our Sustainability, Communication and Talent Management Director.

Taken as a whole, sustainability has a top management focus and is a natural part of our daily operations throughout the organization. In addition, we have taken help from sustainability consultancies to get expert guidance and help in reporting and creating our action plans and roadmaps.

R-kioski's yearly sustainability efforts are documented in a Sustainability Report that is distributed to all stores around Finland as well as published on R-kioski's website. In addition, sustainability is one of our 7 strategic targets and is divided into several projects involving a great part of the employees.

Sustainability efforts are also brought up in the sales action plan that is a part of a store's daily activities.

For the past two years we have been asking all our suppliers to sign the Supplier Code of Conduct.

We have discussed adding a holistic sustainability training to our e-trainings library and would e.g., use material from Reitan Convenience's internal interactive knowledge bank, the Anthropocene Hub, as a base in completing the material.



## Sustainable products & raw materials

It is important for our stakeholders that we ensure responsible practices in our entire value chain. We sell a wide variety of products, and in cooperation with our suppliers and logistics partners, we aim to ensure sustainable practices. Due to the fact that the greatest impacts occur in the preliminary stages of our value chain, we encourage our suppliers to have their own sustainability programs, through which they ensure that products bought by R-kioski are produced from sustainable raw materials. As a part of our cooperation, our suppliers keep us up-to-date on sustainability issues related to e.g. transportation, packaging, production, sub-suppliers and factories. We prefer to establish long-term partnerships in order to create durable solutions with our partners, while also taking the voice of the customers into consideration. A good example of this is our salads, which are both produced in Finland and now also only contain domestically raised poultry.

We aim to reduce our negative environmental impacts through sustainable selections in our assortment. For example, we have introduced vegan products, as well as ensuring that 100% of the coffee we purchase is certified. Packaging materials have an important role in guaranteeing the freshness and safety of food products, however, it also causes waste and emissions. Due to this, we strive to use packaging materials that reduce the burden on the environment. R-coffee cups, for example, are produced from renewable raw-materials and filters have been substituted with Swan-marked and compostable alternatives. We have also introduced new packaging materials for our store-made products. The new packaging material is an entirely new type of plastic based on softwood cellulose and it mimics the best qualities of traditional fossil-based plastics. Increasingly more of our serving and packaging dishes are produced either fully, or close to fully, from renewable raw materials. In addition to this, we have an ongoing project to make it easier for customers to recycle the packaging after use.

We require our suppliers to adhere to our Code of Conduct. Moreover, our suppliers are again expected to monitor their own suppliers, to ensure compliance.

R-kioski has committed to promote the UN Sustainable Development Goals through Reitan Convenience. Our focus areas are health, environment, people and ethical trade.

Currently, we are following the best-practice approaches in all our operating locations but are continuously looking for better models and procedures for waste sorting and recycling.

R-kioski is aiming to reduce environmental impacts in cooperation with our supply chain, in short- and medium time horizons. For example, Ärrävesi-water has since 2021 been sold in bottles made from 100% recyclable materials.

At R-kioski we are finalizing our concrete targets of follow-up mechanisms for sustainable products and raw materials, as this is connected to the ongoing work of completing Reitan Convenience ESG-strategy.



## Good Treatment of Customers

In R-kioski we live and breathe customer service. Monitoring and analyzing the metrics of everyday service quality is one of the most integral parts of a franchisee's responsibilities in store management – covering everything from reviewing POS and sales reports to following up on the handling of customer feedbacks on a case-by-case basis.

R-kioski uses the NPS recommendation index as a strategic planning tool and it is measured twice a year. In the 2022 service experience survey conducted by the Finnish Commerce Federation, R-kioski was ranked TOP1 in personal customer service and service experience.

Franchisees are regularly supplied with chain-level service indicator results of different topics. R-kioski chain management experts carry out two concept evaluations yearly, including a step-by-step assessment of everything related to customer experience. The third yearly measurement is required from the franchisee him/herself – giving them an excellent opportunity to verify the effectiveness of development procedures made. Franchisee is consulted on steps to take, and a follow-up measurement will take place accordingly.

In the end, the success in customer service is stated in R-kioski's Best standards metrics (Leadership, Execution excellence, Profitability, Upselling), benchmarking all key indicators related to the franchisee's convenience business unit.

## FRANCHISEE AND STAFF TRAINING TO SUPPORT THE EXECUTION EXCELLENCE

R-kioski franchisees are trained to always prioritize customer service over other routines, and to plan everyday tasks in ways which enable focusing on excellent customer service. The support office provides franchisees with management tools for organizing routines and tasks properly, as well as management training to ensure their ability to improve efficiency. R-kioski has a comprehensive and systematic training program for all of its franchisees and salespersons.

Customer feedback is collected via five paths:

- franchisees and their staff at the stores
- consumer feedback service <https://www.R-kioski.fi/palaute/>
- call center (open 6:00-23:00 daily) for franchisees and consumers
- social media channels: Facebook, Instagram, Twitter and LinkedIn
- intra-chat for communication between stores and the support office.

## CUSTOMER FEEDBACK MONITORING

R-kioski centralized customer service receives roughly 500 customer feedbacks per month. They are assorted under correct headlines and handled using WordPress. Every feedback is of utmost importance to R-kioski, and the feedbacks are handled individually according to GDPR regulations and considering the point of view of all parties involved.

Feedback, which considers a particular store and its performance, is first directed to R-kioski's sales manager and then to the franchisee with suggestions for improvement. After that the sales manager or franchisee contacts the customer personally if the customer has requested to get an answer.

# ENVIRONMENT

## Reduction of Food Waste

Food waste generated throughout value chains is an increasingly problematic issue on a global level, and we recognize that we need to be a part of the solution to solve this. Reitan Retail has the ambition to cut food waste in its value chain by 50% by 2030.

We reduce food waste by making thoughtful assortment choices, by using Ekoteko-discount stickers (for products approaching best before dates), and by taking into use ResQ-application that helps distribute food in danger to go to waste.

In order to minimize food waste from storage, we use terminal deliveries for large parts of products with short shelf life and the products are delivered based on orders made by stores. The remaining potential food waste from storage is redirected to charity. When it comes to products that are prepared on-site at the stores, we aim to utilize the same ingredients in recipe planning. The franchisees and stores personnel are provided training in order planning, to prevent purchase of superfluous produce. Additionally, they receive training to minimize waste when preparing products.

When it comes to baked goods, we are trying to minimize food waste through our "From good to better" (Hyvästä Paremmaksi) – measure. Through these measures and checklists, we train our franchisees to better plan their activities. If any baked goods are in danger of going to waste, we offer them to customers as tasting samples proactively. Our ambition is to make our stores as good and efficient as possible at sorting and recycling.

To improve efficiency for our supply chain operations, and to reduce food waste, we have established a partnership with Relex. This will enable us to improve store forecasting and replenishment, promotion forecasting, and mobile collaboration between stores and support office.



Key Figures Energy						
	Category	Description	Unit	2020	2021	2022
<b>Scope 1</b>						
	<b>Transportation</b>					
	Petrol (avg. bio-blend)		MWh	93,5	132,3	109,1
	Diesel (avg. bio-blend)		MWh	75,5	95,6	87,6
	Biodiesel, HVO		MWh	0,5	1,2	4,8
	Biogas (100%)		MWh	0,6	0,1	12,2
	Petrol		MWh	-	-	1,3
	<b>Transportation Total</b>		<b>MWh</b>	<b>170</b>	<b>229,2</b>	<b>215,1</b>
	<b>Scope 1 total</b>		<b>MWh</b>	<b>170</b>	<b>229,2</b>	<b>215,1</b>
<b>Scope 2</b>						
	<b>Electricity</b>					
	Electricity Finland		MWh	29608,5	29566,7	26909,1
	<b>Electricity Total</b>		<b>MWh</b>	<b>29608,5</b>	<b>29566,7</b>	<b>26909,1</b>
	<b>District heating location</b>					
	District heating Finland mix		MWh	5612,3	5445,1	5372,3
	<b>District heating location Total</b>		<b>MWh</b>	<b>5612,3</b>	<b>5445,1</b>	<b>5372,3</b>
	<b>Scope 2 total</b>		<b>MWh</b>	<b>35220,8</b>	<b>35011,8</b>	<b>32281,3</b>
	<b>Total energy</b>		<b>MWh</b>	<b>35390,8</b>	<b>35241,1</b>	<b>32496,4</b>
			<b>GJ</b>	<b>127406,8</b>	<b>126867,8</b>	<b>116987</b>
Scope 1 renewable energy			MWh	0,5	7,3	28,8
Scope 1 renewable energy share			%	0.3%	3.2%	13.4%
Scope 2 renewable energy			MWh	-	15469	15441,7
Scope 2 renewable energy share			%	-%	44.2%	47.8%
<b>Total renewable energy</b>			<b>MWh</b>	<b>0,5</b>	<b>15476,3</b>	<b>15470,5</b>
<b>Total renewable energy share</b>			<b>%</b>	<b>-%</b>	<b>43.9%</b>	<b>47.6%</b>

## Emissions (GRI 305-1, GRI 305-2, GRI 305-3)

Reducing Carbon Footprint is a material topic for R-kioski due to our stakeholders highlighting the importance of taking our part of the responsibility to limit climate change. R-kioski's Scope 1 and 2 emissions were in total 3 313 tCO<sub>2</sub>e in 2022, which represents a reduction of 22% compared to previous year. R-kioski has put a lot of effort in energy saving solutions. During 2022, we have changed to LED-lamps in 120 stores. Digital screens are programmed to close down at night. During the last 4 years, all new fridges we install come with doors, since fridges with doors use up to 65% less energy. Centralized cooling solutions have been preferred over stand-alone solutions and effort is being put into having right size equipment in each location (e.g. not too big cooling areas).

The greatest part of our emissions are indirect emissions from our value chain. That is why we have started measuring also our Scope 3 emissions, in order to get an overview of these and in order to be able to engage with our suppliers in order to reduce the emissions and related impacts. According to the GHG Protocol, franchisees can be calculated as indirect scope 3 emissions. It has been a conscious decision from our company to include the emissions from franchisees into R-kioski's scope 1 and 2 emissions

	Category	Unit	2020	2021	2022
<b>Scope 1</b>					
	Transportation	tCO <sub>2</sub> e	39,6	53	46,3
	Refrigerants	tCO <sub>2</sub> e	555,9	842,8	641,7
	<b>Scope 1 emission</b>	<b>tCO<sub>2</sub>e</b>	<b>595,5</b>	<b>895,8</b>	<b>688</b>
<b>Scope 2</b>					
	District heating location	tCO <sub>2</sub> e	766,6	599	660,8
	Electricity location-based	tCO <sub>2</sub> e	3493,8	2749,7	1964,4
	<b>Scope 2 emission</b>	<b>tCO<sub>2</sub>e</b>	<b>4260,4</b>	<b>3348,7</b>	<b>2625,1</b>
<b>Scope 3</b>					
	Business travel	tCO <sub>2</sub> e	70,5	83,2	122,1
	Upstream transportation and distribution	tCO <sub>2</sub> e	246,8	355,9	814,6
	Waste	tCO <sub>2</sub> e	3774,4	3671,3	1627,8
	Fuel and energy related activities	tCO <sub>2</sub> e	724	1235	553,6
	Purchased goods and services	tCO <sub>2</sub> e	419	519,3	16329,3
	Employee commuting	tCO <sub>2</sub> e	0	0	1018,7

	Capital goods	tCO <sub>2</sub> e	0	0	20,7
	End of life treatment of sold products	tCO <sub>2</sub> e	0	0	781,4
	Use of sold products	tCO <sub>2</sub> e	0	0	22,2
	<b>Scope 3 emission</b>	<b>tCO<sub>2</sub>e</b>	<b>5234,7</b>	<b>5864,7</b>	<b>21592,9</b>
	<b>Total (Scope 1 + 2)</b>	<b>tCO<sub>2</sub>e</b>	<b>4855,9</b>	<b>4244,5</b>	<b>3313,2</b>
	<b>Total emissions (Scope 1 + 2 + 3)</b>	<b>tCO<sub>2</sub>e</b>	<b>10090,6</b>	<b>10109,2</b>	<b>24906</b>

Annual Market-Based GHG Emissions				
	Unit	2020	2021	2022
<b>Electricity Total (Scope 2) with Market-based calculations</b>	<b>tCO<sub>2</sub>e</b>		<b>2000,2</b>	<b>1698</b>
<b>Scope 2 Total with Market-based electricity calculations</b>	<b>tCO<sub>2</sub>e</b>	<b>766,6</b>	<b>2599,2</b>	<b>2358,8</b>
<b>Scope 1+2+3 Total with Market-based electricity calculations</b>	<b>tCO<sub>2</sub>e</b>	<b>6596,8</b>	<b>9359,7</b>	<b>24639,7</b>

The emissions have been calculated using the Greenhouse Gas Protocol. All greenhouse gases specified in the GHG Protocol have been included in R-kiosk's carbon footprint calculations. R-kiosk does not have biogenic emissions. R-kiosk's consolidation approach is financial control. The emission factors used in the calculations have been gathered from different sources, mainly DEFRA, Ecoinvent, IEA and LCA-studies.

In 2022, R-kiosk's Scope 1 emissions were 688 tCO<sub>2</sub>e and Scope 2 emissions 2625 tCO<sub>2</sub>e (location-based). With the market-based method, the Scope 2 emissions were 2359 tCO<sub>2</sub>e.

For the first time, R-kiosk has mapped out full Scope 3 emission data. Scope 3 emissions add up to 21 593 tCO<sub>2</sub>e. It should be noted that as R-kiosk has only recently started gathering Scope 3 data in this scale, it is likely that the quality of the data improved and emissions from this scope will increase in future accounting years. The methodology for calculating waste – related emissions has been changed from previous year. We continue to find improved methods of gathering accurate waste data from our outlets.

R-kiosk has as a part of Reitan Retail ambition to become net zero in own operations (Scope 1 & 2) by 2030, and net zero in the entire value chain (Scope 1, 2 & 3) by 2050. R-kiosk and Reitan Retail measure emissions annually, and in case emissions would not develop in the right direction, there should be changes done into the management approach.

## EMPLOYMENT IN THE COMPANY

R-kioski promotes equality and equal opportunity, and we want to offer everyone a safe workplace with zero tolerance for discrimination, harassment, bullying or violence. Our corporate culture is based on cooperation, people and trust. We offer people opportunities to be employed as an entrepreneur and to employ others.

Below tables provide data related to different aspects of R-kioski's role as an employer. Gender as specified by the employees themselves. All employees are located in Finland.

	2022			2021		
<b>GRI 2-7 a. + b. 1 – iii Employment by type</b>	<b>Women</b>	<b>Men</b>	<b>Total</b>	<b>Women</b>	<b>Men</b>	<b>Total</b>
Permanent employment	256	62	318	222	51	273
Temporary employment	16	8	24	20	1	21
Non-guaranteed hours employees	197	41	238	118	20	138
<b>Employment in the company by type 31.12</b>	<b>469</b>	<b>111</b>	<b>580</b>	<b>360</b>	<b>72</b>	<b>432</b>

	2022			2021		
<b>GRI 2-7 a. + b. iv. – v. Employment by capacity</b>	<b>Women</b>	<b>Men</b>	<b>Total</b>	<b>Women</b>	<b>Men</b>	<b>Total</b>
Part-time	90	21	111	205	30	235
Full-time	379	90	469	155	42	197
<b>Employment in the company by capacity 31.12</b>	<b>469</b>	<b>111</b>	<b>580</b>	<b>360</b>	<b>72</b>	<b>432</b>

Full-time equivalents (FTE) in the company 31.12	254	66	320	309	65	373
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### Parental leave (GRI 401-3)

	2022			2021		
Parental leave in the company	Women	Men	Total	Women	Men	Total
Employees entitled to parental leave during the year	5	0	5	3	1	4
Employees on parental leave during the year	5	0	5	3	1	4
Use of parental leave rate	100 %	-	100 %	100 %	100 %	100 %

	2022			2021		
Return to work rate	Women	Men	Total	Women	Men	Total
Employees due to return to work after parental leave	2	0	2	0	1	1
Employees that returned to work after parental leave	1	0	1	0	1	1
Return to work rate	50 %	-	50 %	-	100 %	100 %

	2022			2021		
Retention rate	Women	Men	Total	Women	Men	Total
Employees who ended their parental leave last year and are still employed	0	1	1	0	4	4
Employees that returned to work after parental leave last year	0	1	1	0	0	0
Retention rate	-	100 %	100 %	-	-	-



## Diversity of governance bodies (GRI 405-1 a.)

### Managers and Management

Female managers and management	<18	19-29	30-39	40-49	50-59	>60	Total
Female managers and management 01.01.2021	0	0	2	4	11	0	17
Transfer between age intervals	0	0	-1	1	-1	1	0
New female managers and management - 2021	0	0	1	4	3	1	9
Resigned female managers and management - 2021	0	0	0	-1	-2	0	-3
<b>Female managers and management 31.12.2021</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>8</b>	<b>11</b>	<b>2</b>	<b>23</b>
Transfer between age intervals	0	0	-1	-3	3	0	-1
New female managers and management - 2022	0	0	1	0	0	0	1
Resigned female managers and management - 2022	0	0	0	0	0	0	0
<b>Female managers and management 31.12.2022</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>5</b>	<b>14</b>	<b>2</b>	<b>23</b>

Male managers and management	<18	19-29	30-39	40-49	50-59	>60	Total
Male managers and management 01.01.2021	0	1	4	4	4	0	13
Transfer between age intervals	0	-1	1	-1	-1	2	0
New male managers and management - 2021	0	0	-1	1	0	1	1
Resigned male managers and management - 2021	0	0	0	-1	0	0	-1
<b>Male managers and management 31.12.2021</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>13</b>
Transfer between age intervals	0	0	-2	2	1	0	1
New male managers and management - 2022	0	0	0	0	0	0	0
Resigned male managers and management - 2022	0	0	0	0	0	0	0
<b>Male managers and management 31.12.2022</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>14</b>

<b>Total managers and management</b>	<b>&lt;18</b>	<b>19-29</b>	<b>30-39</b>	<b>40-49</b>	<b>50-59</b>	<b>&gt;60</b>	<b>Total</b>
Managers and management 01.01.2021	0	1	6	8	15	0	30
Transfer between age intervals	0	-1	0	0	-2	3	0
New managers and management - 2021	0	0	0	5	3	2	10
Resigned managers and management - 2021	0	0	0	-2	-2	0	-4
<b>Total managers and management 31.12.2021</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>11</b>	<b>14</b>	<b>5</b>	<b>36</b>
Transfer between age intervals	0	0	-3	-1	4	0	0
New managers and management - 2022	0	0	1	0	0	0	1
Resigned managers and management - 2022	0	0	0	0	0	0	0
<b>Total managers and management 31.12.2022</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>10</b>	<b>18</b>	<b>5</b>	<b>37</b>

#### Board Members

<b>Board Members 31.12.2022</b>	<b>&lt;18</b>	<b>19-29</b>	<b>30-39</b>	<b>40-49</b>	<b>50-59</b>	<b>&gt;60</b>	<b>Total</b>
Women	0	0	0	3	0	0	3
Men	0	0	0	1	1	0	2
<b>Total board members</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>5</b>

### Diversity of employees by gender, by work category, type and capacity (GRI 405-1 b.)

	2022			2021		
Employment by work category	Women	Men	Total	Women	Men	Total
Co-workers - Company operated outlets	326	64	390	224	34	258
Managers - Company operated outlets	61	15	76	57	6	63
Co-workers - Other	0	0	0	0	0	0
Co-workers - Warehouse/Distribution	0	0	0	0	0	0
Co-workers - Production facilities	0	0	0	0	0	0
Co-workers - Office	57	15	72	55	14	69
Co-workers - With responsibility area	2	3	5	1	5	6
Managers	20	8	28	20	7	27
Management	3	6	9	3	6	9
<b>Employment in the company by work category 31.12</b>	<b>469</b>	<b>111</b>	<b>580</b>	<b>360</b>	<b>72</b>	<b>432</b>

### Diversity of employees by gender and age (GRI 405-1 b.)

#### Employment by age

Female employees by age	<18	19-29	30-39	40-49	50-59	>60	Total
Employees as of 01.01.2021	22	131	63	69	87	19	391
Transfer between age intervals	-27	12	6	-6	-1	16	0
Employees - new 2021	29	247	50	46	38	16	426
Employees - resigned 2021	-13	-275	-54	-40	-61	-14	-457
<b>Total female employees by age 31.12.2021</b>	<b>11</b>	<b>115</b>	<b>65</b>	<b>69</b>	<b>63</b>	<b>37</b>	<b>360</b>
Transfer between age intervals	-11	7	-4	2	4	2	0
Employees - new 2022	38	181	49	31	51	24	374
Employees - resigned 2022	-20	-132	-35	-25	-35	-18	-265
<b>Total female employees by age 31.12.2022</b>	<b>18</b>	<b>171</b>	<b>75</b>	<b>77</b>	<b>83</b>	<b>45</b>	<b>469</b>

<b>Male employees by age</b>	<b>&lt;18</b>	<b>19-29</b>	<b>30-39</b>	<b>40-49</b>	<b>50-59</b>	<b>&gt;60</b>	<b>Total</b>
Employees as of 01.01.2021	5	24	17	14	12	1	73
Transfer between age intervals	-3	-3	3	-1	1	3	0
Employees - new 2021	2	71	9	5	4	0	91
Employees - resigned 2021	-2	-67	-10	-7	-6	0	-92
<b>Total male employees by age 31.12.2021</b>	<b>2</b>	<b>25</b>	<b>19</b>	<b>11</b>	<b>11</b>	<b>4</b>	<b>72</b>
Transfer between age intervals	-1	1	-4	4	0	0	0
Employees - new 2022	13	66	15	7	6	0	107
Employees - resigned 2022	-8	-40	-13	-3	-3	-1	-68
<b>Total male employees by age 31.12.2022</b>	<b>6</b>	<b>52</b>	<b>17</b>	<b>19</b>	<b>14</b>	<b>3</b>	<b>111</b>

<b>Total employees by age</b>	<b>&lt;18</b>	<b>19-29</b>	<b>30-39</b>	<b>40-49</b>	<b>50-59</b>	<b>&gt;60</b>	<b>Total</b>
Employees as of 01.01.2021	27	155	80	83	99	20	464
Transfer between age intervals	-30	9	9	-7	0	19	0
Employees - new 2021	31	318	59	51	42	16	517
Employees - resigned 2021	-15	-342	-64	-47	-67	-14	-549
<b>Total employees by age 31.12.2021</b>	<b>13</b>	<b>140</b>	<b>84</b>	<b>80</b>	<b>74</b>	<b>41</b>	<b>432</b>
Transfer between age intervals	-12	8	-8	6	4	2	0
Employees - new 2022	51	247	64	38	57	24	481
Employees - resigned 2022	-28	-172	-48	-28	-38	-19	-333
<b>Total employees by age 31.12.2022</b>	<b>24</b>	<b>223</b>	<b>92</b>	<b>96</b>	<b>97</b>	<b>48</b>	<b>580</b>

## EMPLOYMENT IN OUTLETS

Franchise companies operate 82% of the stores. The franchisees together employ 1780 persons, who are not R-kioski Oy's employees. The data was compiled for Reitan Retail for the year end "Our People" 2022 -report (both R-kioski Oy and franchise companies) and b) for the Bureau of Statistics in Finland, mandatory annual reporting (R-kioski Oy). Reservists (temporary workers) are treated as part-time workers.

### Franchisees

Female franchisees by age	<18	19-29	30-39	40-49	50-59	>60	Total
Franchisees as at 01.01.2021	0	30	32	73	88	15	238
Transfer between age intervals	0	-6	-1	-19	13	13	0
New franchisees 2021	0	12	7	8	6	0	33
Resigned franchisees 2021	0	-5	-8	-10	-21	-6	-50
<b>Total female franchisees by age 31.12.2021</b>	<b>0</b>	<b>31</b>	<b>30</b>	<b>52</b>	<b>86</b>	<b>22</b>	<b>221</b>
Transfer between age intervals	0	-6	1	0	-4	9	0
New franchisees 2022	0	3	3	3	2	0	11
Resigned franchisees 2022	0	-4	-7	-6	-10	-8	-35
<b>Total female franchisees by age 31.12.2022</b>	<b>0</b>	<b>24</b>	<b>27</b>	<b>49</b>	<b>74</b>	<b>23</b>	<b>197</b>

Male franchisees by age	<18	19-29	30-39	40-49	50-59	>60	Total
Franchisees as at 01.01.2021	0	15	24	32	27	7	105
Transfer between age intervals	0	-5	2	-2	4	1	0
New franchisees 2021	0	9	6	4	4	0	23
Resigned franchisees 2021	0	-2	-4	-5	-8	-2	-21
<b>Total male franchisees by age 31.12.2021</b>	<b>0</b>	<b>17</b>	<b>28</b>	<b>29</b>	<b>27</b>	<b>6</b>	<b>107</b>
Transfer between age intervals	0	-4	3	-2	2	1	0
New franchisees 2022	0	3	5	2	3	1	14
Resigned franchisees 2022	0	-4	-7	-4	-10	-3	-28
<b>Total male franchisees by age 31.12.2022</b>	<b>0</b>	<b>12</b>	<b>29</b>	<b>25</b>	<b>22</b>	<b>5</b>	<b>93</b>



<b>Total franchisees by age</b>	<b>&lt;18</b>	<b>19-29</b>	<b>30-39</b>	<b>40-49</b>	<b>50-59</b>	<b>&gt;60</b>	<b>Total</b>
Franchisees as at 01.01.2021	0	45	56	105	115	22	343
Transfer between age intervals	0	-11	1	-21	17	14	0
New franchisees 2021	0	21	13	12	10	0	56
Resigned franchisees 2021	0	-7	-12	-15	-29	-8	-71
<b>Total franchisees by age 31.12.2021</b>	<b>0</b>	<b>48</b>	<b>58</b>	<b>81</b>	<b>113</b>	<b>28</b>	<b>328</b>
Transfer between age intervals	0	-10	4	-2	-2	10	0
New franchisees 2022	0	6	8	5	5	1	25
Resigned franchisees 2022	0	-8	-14	-10	-20	-11	-63
<b>Total franchisees by age 31.12.2022</b>	<b>0</b>	<b>36</b>	<b>56</b>	<b>74</b>	<b>96</b>	<b>28</b>	<b>290</b>

#### Employment in franchise operated outlets

	<b>2022</b>			<b>2021</b>		
<b>Employment by gender</b>	<b>Women</b>	<b>Men</b>	<b>Total</b>	<b>Women</b>	<b>Men</b>	<b>Total</b>
Co-workers - Franchise operated outlets	1 150	340	1 490	1 225	286	1 511
Franchisees	197	93	290	221	107	328
<b>Employment in franchise operated outlets</b>	<b>1 347</b>	<b>433</b>	<b>1 780</b>	<b>1 446</b>	<b>393</b>	<b>1 839</b>

	<b>2022</b>			<b>2021</b>		
<b>GRI 2-8 Workers who are not employees by Employment by type</b>	<b>Women</b>	<b>Men</b>	<b>Total</b>	<b>Women</b>	<b>Men</b>	<b>Total</b>
Permanent employment	811	214	1 025	860	238	1 098
Temporary employment	28	8	36	30	6	36
Non-guaranteed hours employees	508	211	719	556	149	705
<b>Employment in franchise operated outlets</b>	<b>1 347</b>	<b>433</b>	<b>1 780</b>	<b>1 446</b>	<b>393</b>	<b>1 839</b>

	2022			2021		
<b>GRI 2-8 Workers who are not employees by Employment by capacity</b>	<b>Women</b>	<b>Men</b>	<b>Total</b>	<b>Women</b>	<b>Men</b>	<b>Total</b>
Part-time	1 018	303	1 321	1 076	249	1 325
Full-time	329	130	459	370	144	514
<b>Employment in franchise operated outlets</b>	<b>1 347</b>	<b>433</b>	<b>1 780</b>	<b>1 446</b>	<b>393</b>	<b>1 839</b>

Full-time equivalents (FTE) in franchise operated outlets 31.12	902	274	1 176	955	261	1 216
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#### Employment in company operated outlets

	2022			2021		
<b>Employment by gender</b>	<b>Women</b>	<b>Men</b>	<b>Total</b>	<b>Women</b>	<b>Men</b>	<b>Total</b>
Co-workers - Company operated outlets	326	64	390	224	34	258
Managers - Company operated outlets	61	15	76	57	6	63
<b>Employment in company operated outlets</b>	<b>387</b>	<b>79</b>	<b>466</b>	<b>281</b>	<b>40</b>	<b>321</b>

Full-time equivalents (FTE) in company operated outlets 31.12	179	34	213	236	33	268
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<b>Company pay ratio</b>	<b>2022</b>	<b>2021</b>	<b>Change</b>
CEO's remuneration compared to median employee	7,8	7,8	0,0 %
Growth in CEO's remuneration from last year	2,8 %	0,6 %	
Growth in median employee's remuneration from last year	1,7 %	2,0 %	

#### Ratio, basic salary and remuneration (GRI 405-2)

The ratio of the basic salary and remuneration of women to men for each employee category (including stores and support office)

Women/men ratio	2022	2021
Co-workers - Company operated outlets	1,02	1,00
Managers - Company operated outlets	0,97	1,01
Co-workers - Other	0,00	0,00
Co-workers - Warehouse/Distribution	0,00	0,00
Co-workers - Production facilities	0,00	0,00
Co-workers - Office	1,12	1,04
Co-workers - With responsibility area	0,85	0,87
Managers	0,73	0,73
Management	1,15	1,22

# GRI CONTENT INDEX

## GRI content index

<b>Statement of use</b>	R-kioski has reported the information cited in this GRI content index for the period 01.01.2022 – 31.12.2022 with reference to the GRI Standards.
<b>GRI 1 used</b>	GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	LOCATION
<b>GRI 2: General Disclosures 2021</b>	2-1 Organizational details	<a href="https://www.R-kioski.fi/yritys/">https://www.R-kioski.fi/yritys/</a> , Sustainability report page 3
	2-2 Entities included in the organization's sustainability reporting	<a href="https://www.R-kioski.fi/yritys/">https://www.R-kioski.fi/yritys/</a> , Sustainability report page 3
	2-3 Reporting period, frequency and contact point	Sustainability Report reporting period: 1.1.2022 – 31.12.2022. Published in May 2023. Annual reporting cycle. Contact: ann-charlotte.schalin@R-kioski.fi
	2-4 Restatements of information	Methodology for calculating waste emissions has changed from previous year when waste amounts were estimated based on a questionnaire conducted in Q4/2019, based on which assumptions of amount of waste bags per store per year were made and everything was converted to tCO <sub>2</sub> e using residual waste-emission factor. In 2022, we got actual weights of waste data in different waste fractions from one store, which was used to make further estimates and assumptions. 90% of stores are expected to sort cardboard waste. Remaining stores are expected put everything into mix waste.
	2-5 External assurance	No external assurance has been made, except for the CO <sub>2</sub> -emissions which have been verified for the whole Reitan Convenience and Reitan Retail (see assurance statement on page 222 in <a href="#">Reitan Retail's Annual and Sustainability Report</a> )
	2-6 Activities, value chain and other business relationships	Sustainability report page 3 <a href="https://www.R-kioski.fi/vastuullisuus/vastuullisuus-tuotteet/">https://www.R-kioski.fi/vastuullisuus/vastuullisuus-tuotteet/</a> <a href="https://www.R-kioski.fi/yritys/">https://www.R-kioski.fi/yritys/</a> Number of customers served: 164 000 daily In the beginning of January 2022, we had 462 stores, whereas in the beginning of January 2023 we had 451 stores. The Net change was -11 in 2021 (17 closings and 6 new locations). We made 22 major store renovations. There have been no significant changes in the locations of suppliers or structure of the supply chain, or relationships with suppliers.

	2-7 Employees	GRI-appendix, page 12
	2-8 Workers who are not employees	GRI-appendix, page 19-20 employment in outlets; franchisees, employment in franchise operated outlets.
	2-9 Governance structure and composition	GRI-appendix page 5, <a href="#">Reitan Retail's Annual and Sustainability Report 2022</a> a. Governing bodies page pages 77-79 b. - c. There are no committees in Reitan Retail in 2022
	2-10 Nomination and selection of the highest governance body	<a href="#">Reitan Retail's Annual and Sustainability Report 2022</a> a. The board members in Reitan Retail AS are nominated and selected by the company's owners based on the expertise they have deemed necessary for Reitan Retail at this time. The board members in R-kioski Oy are nominated and selected by Reitan Convenience AS on the expertise they have deemed necessary for R-kioski Oy at this time. 2-10 b. omitted due to Information unavailable/ incomplete
	2-11 Chair of the highest governance body	<a href="#">Reitan Retail's Annual and Sustainability Report 2022</a> Reitan Retail AS Chairman of the Board is Rune Bjerke. He is not a senior executive in Reitan Retail. R-kioski Oy Chairman of the Board is Mariette Kristensson. She is the CEO of Reitan Convenience AS. 2-11 b. not applicable due (Chairman is not a senior executive)
	2-12 Role of the highest governance body in overseeing the management of impacts	<a href="#">Reitan Retail's Annual and Sustainability Report 2022</a> Governing bodies pages 77-78. 2-12 b.-c. omitted - Information unavailable/ incomplete
	2-13 Delegation of responsibility for managing impacts	<a href="#">Reitan Retail's Annual and Sustainability Report 2022</a> Governing bodies pages 77-78.
	2-14 Role of the highest governance body in sustainability reporting	<a href="#">Reitan Retail's Annual and Sustainability Report 2022</a> Governing bodies pages 77-78. Materiality assessment page 36 Governing bodies pages 77-78 Carbon accounting principles and reporting methodology page 212. 2-14 b. omitted – not applicable. Highest governing body is responsible.
	2-15 Conflicts of interest	Omitted, Information unavailable/ incomplete.
	2-16 Communication of critical concerns	All critical concerns are reported to the Board of Directors <a href="https://www.reitanretail.no/en/responsibility/whistleblowing">https://www.reitanretail.no/en/responsibility/whistleblowing</a> or through R-kioski's own whistleblowing channel for support office and stores <a href="https://report.whistleb.com/fi/R-kioski">https://report.whistleb.com/fi/R-kioski</a> . 2-16 b. omitted due to information not being available.



2-17 Collective knowledge of the highest governance body	<a href="#">Reitan Retail's Annual and Sustainability Report 2022</a> Letter from the CEO pages 8-13 Letter from the Chair page 76 Board of Directors pages 84-103 2-17 Omitted, information not available/incomplete.
2-18 Evaluation of the performance of the highest governance body	<a href="#">Reitan Retail's Annual and Sustainability Report 2022</a> a. Governing bodies page 77 Governing documents page 81 Evaluation process for the Executive Management Team will be applicable in 2023. 2-18 b.-c. omitted as not applicable. All members of the Board were elected May 2022
2-19 Remuneration policies	<a href="#">Reitan Retail's Annual and Sustainability Report 2022</a> Reitan Retail Note 8 - Salaries and personnel costs pages 123-124. 2-19 a.-b Not applicable. Partial omission - Not a fixed policy standard in 2022.
2-20 Process to determine remuneration	2-20 a.-b omitted, not applicable. Not a fixed policy standard
2-21 Annual total compensation ratio	GRI appendix page 21
2-22 Statement on sustainable development strategy	Sustainability report 5-7
2-23 Policy commitments	Sustainability report 18, <a href="#">Reitan Retail's Annual and Sustainability Report 2022</a> Governing documents page 81 Governing documents approved by the Board of Directors: - Code of Conduct - Supplier Code of Conduct - Whistleblowing process - Anti fraud and anti corruption
2-24 Embedding policy commitments	<a href="#">Reitan Retail's Annual and Sustainability Report 2022</a> Governing documents page 81 Governing documents approved by the Board of Directors: - Code of Conduct - Supplier Code of Conduct - Whistleblowing process - Anti fraud and anti corruption 2-24 a. omitted. Information unavailable/ incomplete
2-25 Processes to remediate negative impacts	R-kioski's own whistleblowing channel for support office and stores <a href="https://report.whistleb.com/fi/R-kioski">https://report.whistleb.com/fi/R-kioski</a>
2-26 Mechanisms for seeking advice and raising concerns	R-kioski's own whistleblowing channel <a href="https://report.whistleb.com/fi/R-kioski">https://report.whistleb.com/fi/R-kioski</a>
2-27 Compliance with laws and regulations	2-27 omitted, Reason: Information unavailable/incomplete
2-28 Membership associations	Finnish Grocery Trade Association, Finnish Commerce Federation, The Finland Chamber of Commerce

	2-29 Approach to stakeholder engagement	GRI-appendix page 2-4
	2-30 Collective bargaining agreements	Percentage of total employees covered by collective bargaining agreements is 100%
<b>GRI 3: Material Topics 2021</b>	3-1 Process to determine material topics	GRI-appendix page 2-4
	3-2 List of material topics	GRI appendix page 3-4
<b>GRI 201: Economic Performance 2016</b>	201-1 Direct economic value generated and distributed	<a href="#">Reitan Retail's Annual and Sustainability Report 2022</a> a. i. Consolidated statement of profits or loss, page 105 ii. Financial position of the group, page 87 iii. Consolidated changes in equity, page 109.
<b>GRI 302: Energy 2016</b>	302-1 Energy consumption within the organization	GRI appendix page 9
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	Emissions: GRI appendix page 10-11
<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG emissions	GRI appendix page 10-11
	305-2 Energy indirect (Scope 2) GHG emissions	GRI appendix page 10-11
	305-3 Other indirect (Scope 3) GHG emissions	GRI appendix page 10-11
<b>GRI 401: Employment 2016</b>	401-3 Parental leave	GRI appendix page 13

<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of governance bodies and employees	GRI appendix page 14-17
	405-2 Ratio of basic salary and remuneration of women to men	GRI appendix page 21
<b>GRI 413: Local Communities 2016</b>	413-1 Operations with local community engagement, impact assessments, and development programs	Sustainability report page 9, 14
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	<b>Own disclosure:</b> Value-based leadership: Sustainability report page 5, 10
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	<b>Own disclosure:</b> Sustainable products & raw materials: Sustainability report page 5, 18-19, GRI appendix page 6
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	<b>Own disclosure:</b> Reduction of food waste: Sustainability report page 16, GRI appendix page 8
<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	<b>Own disclosure:</b> Good Treatment of customer: Sustainability report page 12, GRI appendix page 7