



Sustainable Retail Summit

16

Paris, 27th-28th October 2016



THE EXECUTIVE SUMMARY

KEY QUOTES

"1/3 of the food is wasted from the farm to the fork."

Craig Hanson - World Resources Institute



"It starts with consumers to implement innovation & sustainable processes by understanding expectations."

Christine Cioffee - PepsiCo



"47% of companies globally are committed to human rights; still a long way to go for all industries on reports."

Dante Pesce - United Nations



"If you think of the turnover of a company as the GDP of a country, you see your CEO responsibility differently."

Richard Ellis - Walgreens Boots Alliance



"Our goal is to drive positive change to build consumer trust and empower people to live healthy lives."

Petra Klassen Wigger - Nestlé



"No profit margin should be worth a human life. We are all accountable for it!"

Kevin Hyland - UK's Independent Anti-Slavery Commissioner



"By helping employees become health ambassadors, we can create better communities."

Demir Aytaç - Migros



Sustainable Retail Summit Committee

The Consumer Goods Forum would like to thank the committee for putting together the Sustainable Retail Summit.

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Corporate Communication Director, Migros Ticaret, Turkey

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Special Sessions



cr360 (a UL Company)

Disruption to your supply chain is just
around the corner
It's time to get one step ahead

CHRISTIANE SAINT-GRATIEN

Director of Business Development
UL EHS Sustainability / cr360

EFRAIN QUIROS

Software Product Manager
UL EHS Sustainability



DNV. GL

SDGs - secrets of success of
pioneer companies

TRACY OATES

Director, UK Sustainability
DNV GL - Business Assurance

VALERIA FAZIO

Corporate Responsibility Solutions Manager -
Region Southern Europe
DNV GL - Business Assurance



USSEC

The critical issues behind soy sourcing and
sustainable production

NANCY KAVAZANJIAN

Soybean Producer & Director
United Soybean Board

BRENT BABB

Regional Director
USSEC

DR. MARTY MATLOCK

Executive Director, Office for Sustainability,
Professor of Ecological Engineering
University of Arkansas



Special Sessions

CHEP

A Brambles Company

Brambles

Circular and sustainable retail -
eliminating food waste, packaging waste
and transportation waste

JUAN JOSÉ FREIJO

Global Head of Sustainability
Brambles



DIGI **TERAOKA**

DIGI Teraoka

Waste management for
sustainability

NORIKO MOMOSE

Executive Officer, Environment
& Corporate Citizenship Dept.
UNY Co., Ltd.

YUJIRO SATO

Director
Teraoka Seiko Co., Ltd.



greenfence

Greenfence

How platform economies can significantly
reduce the effort, resources and cost
involved in managing an effective
sustainability programme

MITCH CHAIT

Founder & CEO
Greenfence

LEONTIEN HASSELMAN-PLUGGE

Managing Director
Supply Chain Information Management
SIM

KELVIN HARRIS

SVP Retail & Markets
Greenfence



Pre-Conference Induction

PETER FREEDMAN

Managing Director
The Consumer Goods Forum

JEFF SEABRIGHT

Chief Sustainability Officer
Unilever

MIKE BARRY

Director of Sustainable Business
Marks & Spencer

DIDIER BERGERET

Director, Social Sustainability
The Consumer Goods Forum

WESLEY WILSON

Senior Director
for Responsible Sourcing
Walmart

BRENT WILTON

Director, Global Workplace Rights
The Coca-Cola Company

PETRA KLASSEN WIGGER

Scientific Advisor/ Corporate Nutrition
Nestlé S.A.



Peter Freedman opened this first-ever Sustainable Retail Summit by welcoming all participants and thanking the sponsors of the event. Their support was vital for the success of the summit. Peter then emphasised why an event of this nature is so important in the journey towards a more sustainable world. Retailers are at the frontline, seeing more people every day than many of us do in our lifetimes, and therefore have huge influence on the sustainability of our planet and the overall health and wellbeing of our communities. The CGF focuses on issues that are global, need both retailers and manufacturers and that ultimately drive efficiency and positive change. This framework was also used when determining the three main focus areas of this year's summit: forced labour, food waste and health and wellness.

Jeff Seabright gave an overview of the history of the Sustainability Pillar at The Consumer Goods Forum, from its creation in 2009 to the latest

Refrigeration Resolution announced in early October. Jeff highlighted key successes in the CGF's sustainability journey and inspirationally stated that the rest of the world looks at the CGF as a model for sectoral transformation of pre-competitive ambition. Jeff also stressed however that despite progress that has been made, there is still much work to do. Mike Barry delved more specifically into the CGF sustainability work on food waste, giving an overview of key advancements reached in the past 18 months and announced the launch of the first-ever CGF Food Waste Case Studies Booklet. This type of best practice sharing and collaboration is essential to reach our ambitious target. Mike concluded his speech by echoing Jeff's message that there is a lot to be proud of, but this work is a beginning and we are far from the end.

Didier Bergeret spoke about the CGF's social sustainability journey, including how the social resolution on the eradication of forced labour came



to be and how it is a powerful tool to drive positive change across global supply chains. Didier then introduced the next step in the implementation of the CGF's Forced Labour Resolution: the draft Priority Industry Principles, three principles that when applied at a global scale can act as safeguards against the prevalence of forced labour across global supply chains.



Didier then turned the conversation over to Wesley Wilson and Brent Wilton to gain their company perspectives on forced labour and the Priority Industry Principles more specifically. Both speakers highlighted the importance of these principles and gave key insights into how their organisations are working on implementing them.



Petra Klassen Wigger kicked off her speech by emphasising the importance that all the CGF pillars work together, Sustainability and Health & Wellness have key areas of synergies and are both aligned to the UN Sustainable Development Goals (SDGs). Petra then went over the three core resolutions, established in 2011, that are part of the Health & Wellness Pillar and the

progress on these commitments. Petra concluded her speech with a forward thinking message on what's next for the pillar including further alignment with the SDGs, greater collaboration for better lives and the creation of a materiality matrix.

Megatrend 1: Food Waste

----- CEO CHIMNEY TALK -----

MIKE COUPE
CEO
Sainsbury's

DAVE LEWIS
Group CEO
Tesco

----- EXPERT PANEL -----

CRAIG HANSON
Global Director (Food, Forest & Water)
World Resources Institute

SABINE JUELICHER
Director, DG Health & Food Safety,
Directorate E-Food and Feed Safety
Innovation,
European Commission

PIERRE GALIO

Head of the Consumer and Prevention
Department, ADEME

BERTRAND SWIDERSKI

Director of Sustainability, Carrefour
Group

----- CONFERENCE MODERATOR -----

TOM HEAP
Freelance Broadcaster & Journalist

The convening power of the CGF was on show as CEOs Mike Coupe and Dave Lewis shared their company's stories on tackling food waste. Mike began by talking about why food waste is important. He gave three key reasons: customers demand it, it's the right thing to do and it makes business sense. It's key to saving money and building consumer trust. He gave an

overview of the work being done by Sainsbury's: achieving zero waste to landfill three years ago, donating food to 1,000 partners and measuring and reporting on the amount of food wasted. He concluded by talking about the importance of their community programme to educate consumers on how to reduce waste at home.

Dave then gave his thoughts on the importance of organisations like Champions 12.3 and the CGF in bringing stakeholders together to collaborate. He talked about the four years that Tesco has been committed to tackling food waste, a commitment that began with engaging the opinion of farmers and has led to the publication of data that covers the entire supply chain. He emphasised how Tesco measures individual items to ensure the most accurate data. He admitted it's difficult, but much has been achieved by working with partners. Dave concluded by talking about the opportunities for retailers and manufacturers and in how Tesco has committed to having no food safe for human consumption wasted by the end of 2017.

The two CEOs then came together to openly discuss the role of legislation and self-regulation in tackling food



waste, what "waste" actually means and emphasised the importance of collective action. Both also agreed the fundamental role measurement and reporting are playing in this area.

The panel discussion began with a similar message. Craig Hanson stressed the need to target, measure and act. He said we are all in this together, but we have to motivate



action – something the CGF Food Waste Resolution and recent Food Loss and Waste Standard have helped achieve.

Sabine Juelicher then shared her thoughts on the important role legislation can play. She highlighted areas the EU Commission is currently working on to help member states

tackle this problem, including their EU Circular Economy Package and a proposal to ask member states to report on food waste across the value chain, including in the home.

Pierre Galio added to the legislation discussion by discussing the winning strategy for French retail. He said that while self-regulation and voluntary

actions were important, a new French law on food waste for retailers has helped to make sure everything is even for everyone. He also said he saw no reason why the law couldn't work outside of France.

Lastly, Bertrand Swiderski brought us back to the role of business and collaboration. He showcased

examples of how Carrefour has been working with its suppliers to tackle the issue, including “zebra bananas” and green pineapples. He said it's important to start with your own operations and that thanks to the CGF we are now working together as an industry to find solutions.



Megatrend 2: Forced Labour

HUBERT WEBER

Executive Vice President & President
Mondelēz Europe

Hubert Weber kicked off this session by stressing the importance of the consumer goods industry in the fight against forced labour. Hubert raised the question he has been striving to address in Mondelēz: how can global companies like Mondelēz influence conditions in environments far upstream from their operations? These remote corners of global supply chains are often where forced labour hides. Hubert emphasised that collaboration with other companies, industry bodies, governments and other organisations such as Anti-Slavery International and the CGF is a key component in being successful in this influence to drive positive change and ultimately eradicate forced labour. Despite the clear challenges that lie ahead, Hubert is optimistic stating he sees a shift in mindset when it comes to company approaches to forced labour, a shift away from compliance led approaches to a culture of continuous improvement that ultimately demonstrates real progress on the ground.

Hans Docter also underlined Hubert's comments of how vital cross-sectoral

HOUTAN HOMAYOUNPOUR

Technical Specialist on Forced Labour
International Labour Organization

collaboration is in the success of eliminating forced labour from our world, sharing experiences of said collaboration in initiatives to eliminate child labour in Ghana. Next, Houtan Homayounpour gave some very sobering statistics on the prevalence of forced labour today. Currently, 21 million individuals are victims of forced labour with 14 million coming from the private sector. Although the highest number of modern day slaves are located in Asia, a surprising data point Houtan highlighted was that Central and Southern Europe actually have the highest rate of individuals in forced labour per 1,000 people- 4.2 of every 1,000.

After the private sector, public sector and organisational view, Rachel Wilshaw gave the NGO perspective on the topic. Rachel reemphasised the need to go beyond audits, given the complex root causes and hidden nature of forced labour.

Following the individual speeches from each of the four panellists, Tom Heap, the SRS moderator, led a panel discussion during which

HANS DOCTER

Special Ambassador for Private
Cooperation
Dutch Ministry of Foreign Affairs

RACHEL WILSHAW

Ethical Trade Manager
Private Sector Team
Oxfam GB





some interesting questions were posed and answered. One audience member asked if there were parallels between identifying child labour and identifying forced labour. All four panellists agreed that forced labour is often hidden and therefore may be more difficult to spot than child labour. This only further underlined the need to view audits and compliance as one piece of the puzzle in eliminating forced labour, but not as

the entire solution. Houtan added that forced labour has diverse root causes, poverty is of course often a key cause, but not the only one. In line with these causes therefore, solutions need to be equally as diverse, robust and include participation from consumers, governments and organisations.



Megatrend 3: Healthier Communities

----- CEO CHIMNEY TALK -----

GUIDO BARILLA

Chairman,
Barilla and Barilla Center for Food
and Nutrition Foundation

SONAT BURMAN-OLSSON

President & CEO
Coop Sverige AB

EMMANUEL FABER

CEO
Danone

----- A CHEF'S VIEW -----

THIERRY MARX

Executive Chef and Director
360° F&B

----- EXPERT PANEL -----

DEMIR AYTAÇ

Chief Human Resources Officer
Migros

RICHARD ELLIS

Group Head of Corporate Social
Responsibility
Walgreens Boots Alliance

ISABELLE GROSMAITRE

Alimentation Initiative Catalyst
Danone

----- ENERGY MANAGEMENT -----

JACK DE BOKX

Head of Global Health Services EMEA
Johnson & Johnson



Guido Barilla began by saying in order to guarantee the future of food, our industry must ask and answer difficult questions. He said we face a number of challenges and the problems we face are our own. We, as an industry, created them. Thankfully, we know we can change. We can drive new business solutions and inspire legislation the right way.

Guido concluded by noting we need to eat better, eat less and pay more. If we don't understand value, we will face continuing problems.

Sonat Burman-Olsson noted how health and wellness has been on Sweden's public agenda for many years. The government is doing numerous things to ensure health,



while retailers are doing things too. Grocery retail is very intense in Sweden, but, on health, we work together, she said. For Coop, our customers own our business, so they are pushing us on a daily basis. Emmanuel Faber then talked about the importance of events like the Sustainable Retail Summit in bringing everyone together. He

said that over the last 50 years, the retail industry has been successful in increasing calorie intakes, but this is no longer sustainable. He stressed the importance of food diversity in tackling problems like food insecurity and health. It's not about standardisation. We need to understand local eating habits and traditions and he is convinced the



said price is extremely important in showcasing quality. He said we need to see value in what we buy. However, we also need to put the right training and education programmes in place to ensure long-term health and wellbeing.

In the panel, Demir Aytac noted how Migros had put emphasis on helping employees become health ambassadors. He said their goal is

to change communities through their employees. Richard Ellis then noted how Walgreens Boots Alliance changed its thinking by comparing itself to countries. Once they did this, they began thinking about their responsibilities differently. He said you need to find ways to win for everyone and collaboration is one core way his company is achieving this.

Lastly, Isabelle Grosmaître shared Danone's experience on healthier communities. She said their work is about bringing health through food to as many people as possible. She said we need to find solutions and how food is the most significant partner to health and the important role of research in understanding people's habits. We can then act locally, measure progress and impact and act together.

future relies on diversity of food types and diversity of agriculture. You have to look at where and why people eat.

As the CEOs came together, the conversation focused on key topics like GMOs, paying a fair price, food diversity, eating in moderation and the need for greater innovation. They also stressed the need for retailers and manufacturers to collaborate on health.

Chef Thierry Marx also looked at the role of innovation and importance of understanding where food comes from and where it will go in the future. Through a think tank, he has spent a lot of time looking at this. He



Breakout Session 1: Public & Private Partnerships and Other Forms of Stakeholder Engagement

TOINE TIMMERMANS

Coordinator Refresh & Programme
Manager Sustainable Food Chains
Wageningen University

MICHAEL DICKSTEIN

Director
Global Sustainable Development
Heineken

LINDA LINDSTÖM

Co-Founder & Behaviour Strategist
Beteendelabbert

MARIA SMITH

Head of Environment
ICA

Toine Timmermans began the discussion on partnerships by focusing on the public-private angle and the importance of voluntary commitments to meet [SDG 12.3](#) on food waste. He said that while the private sector is leading the way, we should also recognise the work of governments. He introduced EU [Refresh and FUSIONS](#) and the journey they have taken. As part of their Framework for Action, he said there are five steps to consider, including initiating, funding and reporting. He concluded by noting the need to look at the broader context for the issues and need to work together to solve them.

Michael Dickstein then talked about partnerships at Heineken, particularly its partnership with UNIDO on water stewardship and green energy in Africa. He said he is convinced you can tackle the complex issues through partnerships. Michael stressed the journey Heineken has taken and how they moved away from simple dialogue with NGOs to creating

concrete partnerships. He concluded with the elements of collective action and how partnerships where $1 + 1 = 2$ are not worthwhile. He said worthwhile partnerships needed to equal 3.

Lastly, Maria Smith highlighted how Swedish consumers want to make better choices, but that they lack knowledge and want help. Linda Lindström then took over to introduce the behavioural lab and their work with ICA. She conducted a short experiment to highlight how our brains work – reflective decision-making vs automatic – and how nudging can help consumers make healthier and more sustainable choices. Maria then returned to provide examples of how nudging has had a positive impact on ICA's consumers.



Breakout Session 2: Taking Action on Reducing Waste

SHARLA HALVORSON
Sustainability Manager Global R&D
Nestlé S.A.

CRAIG HANSON
Global Director
(Food, Forests & Water)
World Resources Institute

Craig Hanson then proceeded to explain the Food Loss and Waste Protocol, a multi-stakeholder partnership convened by the World Resources Institute composed of seven partner organisations including the CGF. In June 2016, the FLW Protocol released the first-ever FLW Standard, a global standard providing requirements and guidance to measure food loss and waste. Craig emphasised that the standard is an effective, practical and transparent way to measure food loss and waste focused on why to quantify, what to quantify and how to quantify food waste.

Next, Sharla Halvorson shared a real-life example with the audience how Nestlé used the FLW Standard in their own operations to reduce waste in their milk supply chain in Pakistan, highlighting the use of an internal food loss and waste toolkit produced by the company and available to all Nestlé employees.

The session then broke into three groups, including an experienced

individual in food loss and waste reduction in each group to discuss how to build a food loss and waste mapping plan for their organisations. The plans included the criteria of a timeframe, material type, destination, boundary and method. This type of interactive best practice sharing is what the Sustainable Retail Summit is all about. Individuals in each group asked specific questions and were met with specific answers by each food loss and waste expert. These key learnings will be vital for the successful implementation of the FLW Standard in participant organisations that will ultimately help reduce global levels of food waste.



Workshop Track 1: Forced Labour

DANTE PESCE

Member of the UN Working Group on Business & Human Rights

CORINNE ADAM

Founder and President, Corinne Adam Consulting Services Inc.

DR YOGENDRA CHAUDHRY

VP
ECO Canada

CINDY BERMAN

Head of Knowledge & Learning
Ethical Trade initiative

TED VAN DER PUT

Executive Board Member IDH
Sustainable Trade Initiative

MARK TAYLOR

Director, Strategy & Global Partnerships
Issara Institute

Dante Pesce opened the workshop providing an overview of the UN Guiding Principles on Business and Human Rights and their importance and relevance for company action on forced labour. The Principles put the onus on governments' duty to protect against human rights abuses, for corporate responsibility to respect them and for greater access to effective remedies by victims of human rights abuses. A core tenet of these principles is that of "do no harm" achieved through effective due diligence starting with a policy commitment to human rights at a senior level. Dante concluded that the UN Working Group's ambition is to speed up and scale up implementation of the Guiding Principles, and this can be strongly supported by industry associations such as the CGF drawing together individual companies for collective action.

Corinne Adam and Dr Yogendra Chaudhry built on Day 1 discussions, explaining why forced labour is so

difficult to identify and address: mainly due to its hidden nature, often very upstream in supply chains where it is not easy to detect. Yogendra illustrated some prominent drivers of forced labour while Corinne went on to explain how the CGF benchmarking platform, the GSCP Equivalence Process, can be a valuable tool in ensuring that requirements for forced labour are clearly spelt out and integrated into suppliers' requirements. Whilst auditing alone is not the solution to tackling forced labour, it is still a key part of the journey to help ensure that certain safeguards are in place to help prevent it happening.

Cindy Berman presented ETI's approach in helping companies prevent and identify forced labour in their supply chains which goes beyond traditional audit-led approaches. As one example, she drew on their experience in the spinning mills of Tamil Nadu, southern India, where ETI worked closely with local NGOs,



the factories and suppliers to build relationships, capacity and trust to begin worker dialogue and improve conditions in the mills, notably on pay. Cindy emphasised that there is no one tool or platform that will solve forced labour and success must be achieved through a variety of methods.

Ted van der Put shared his insights on how IDH is supporting organisations on the ground to tackle human rights issues in global supply chains, notably with support to organisations such as the Issara Institute, which works directly with local communities throughout the supply chains of

private sector partners. Issara's initial focus has been on tackling forced labour in the shrimp sector. The model they have developed has been found to be very successful, easily scalable and replicable to other sectors and regions.

The session wrapped up with a solution-oriented discussion on tackling forced labour, highlighting that "name and fame" is the way forward to encourage more companies to be transparent in their efforts to eliminate forced labour, and improve working conditions at large.

Workshop Track 2: Healthier Communities

CHRISTINE CIOFFE

Senior Vice President Global R&D
Strategy & Portfolio Management
PepsiCo

GREG BEDDOE

Global VP of R&D
Mars Food

JULIE GREENE

Health & Nutrition Director
Ahold Delhaize

PAULINE HARPER

Director, Health & Wellness
The Consumer Goods Forum

Christine Cioffe began the session on healthier communities by introducing PepsiCo's journey and plans, highlighting the recently-announced Performance for Purpose 2025 objectives that focused on products, people and the planet. On products, she said PepsiCo is committed to reducing calories, sugar, saturated fat and sodium levels. She said PepsiCo also wants to offer more everyday nutrition and provide access to understand communities and consumers. She stressed it's not just about the removal of ingredients.

She then provided examples of this commitment in action. Christine said the approach taken must start with the consumer, looking at the consumer context and evolution of the industry and what is impacting food and beverage of the future. Christine then talked about the importance of employee health and wellness. She concluded by highlighting how PepsiCo is open to partnerships with all, and that it's an emphasis on outcomes and providing more choices and sustainable practices that dictate who PepsiCo partners with.

Greg Beddoe led delegates through how nutrition is a driver of health and wellbeing at Mars. He said it's imperative we can talk about growth we are proud of. He introduced the Mars Food Nutrition Criteria, saying it covers every part of their business. He said food is science and art. We need to blend the science of nutrition with art, noting that we eat with our eyes first. He said food from Mars has to make lives easier – easier to choose and use. He then talked about their approach to reformulation to promote healthier communities and their five-year journey. He said you need consumer buy in, so taste is king. Flavour is therefore evaluated in the context of the meal and how Mars can enhance taste while improving nutrition. He provided a number of examples of how Mars is driving positive change for the consumer – like how cross-promotions will not deliver more than the recommended daily allowance of sodium or added sugar from 2017. Greg closed by looking at Mars' key learnings, providing both the key enablers and challenges.

Julie Greene then joined the discussion by looking at the role of food retail in healthier communities. She began with exploratory questions to help define who we are as retailers, why retailers exist and what ethical role retailers have in communities. She said retailers were created to provide access, variety and convenience, but their role has now developed to much more. She said consumers still need convenience, but are also seeking guidance, service, affordability and improved quality. She also said other channels are encroaching on food retail and retailers should seek to solve the evolving needs of the consumer. The challenge is clear, she said, but the way forward requires change. However, she also noted that not every retailer or region is at the same level of readiness to change. She closed by saying that people managing nutrition-related chronic illness need to change or face the consequences. The food industry needs to change too and support the health of our communities.



Workshop Track 3: Food Waste

IGNACIO GAVILAN

Director, Environmental Sustainability
The Consumer Goods Forum

JAMES SKIDMORE

Environmental Resources Manager
Sainsbury's

RICHARD SWANNELL

Director
WRAP

EVELYNE BANQUY

Head of Environmental Sustainability
Intermarché Alimentaire International

JACQUES BAILET

President
The French Food Bank Federation

TINEKE OUDEGA-KOK

Operations Development Director
Danone

NICOLAS CHABANNE

Founder
Les Gueules Cassées

JEAN MOREAU

Co-founder and President
PHENIX

BERTRAND SWIDERSKI

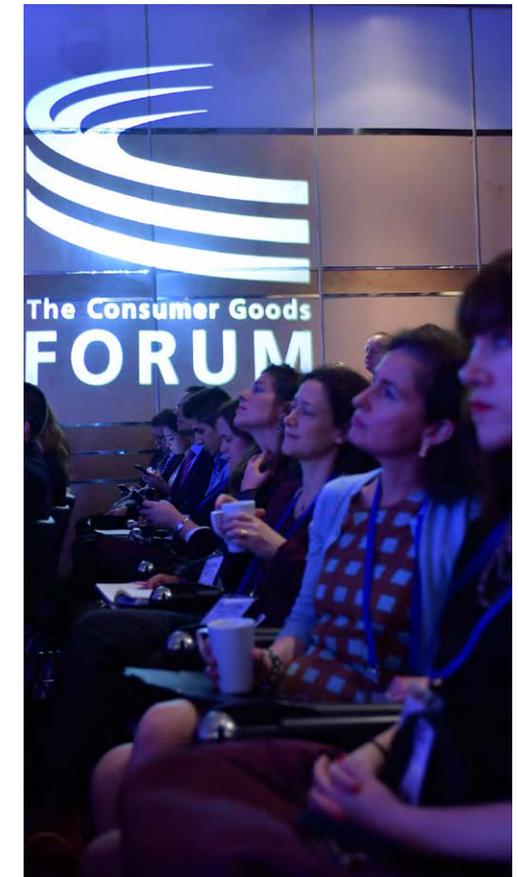
Director of Sustainability
Carrefour Group

Ignacio Gavilan started off this food waste workshop by underlining that the session would be an opportunity to share best practices through four case studies and to create a two-way dialogue around the issue.

The set of speakers introduced Sainsbury's "Waste Less, Save More" initiative as the session's first case study. James Skidmore explained that their strategy to reduce food

loss and waste focuses on consumer behaviours at home, looking for innovative solutions to tackle household food waste. Sainsbury's uses a baseline provided by WRAP for their reporting to determine the change in food wasted by Sainsbury's consumers. Both speakers were interactive, asking the audience questions with a show of hands demonstrating how many either agreed or disagreed with the food waste statement on the screen. An example of which was the question posed by Richard Swannell on the size of the area needed to produce the food that is wasted every year around the world – the answer being the same size as China.

The second set of speakers elaborated on Intermarché's Food Waste Programme, which includes collaboration with the French Food Bank Federation but also a campaign,



similar to Sainbury's, that focuses on changing consumer behaviour and food culture. Evelyne Banquy described this campaign, titled the Inglorious Fruits and Vegetables, as focused on increasing consumption of traditionally ugly produce. Jacques Bailet then expanded on partnerships the French Food Bank Federation has with various companies, including Intermarché, and highlighted key successes of the Federation over the past few years.

The third case study was presented by Tineke Oudega-Kok, who explained Danone's Zero Waste Programme in depth including the company's aim of reducing waste by 50% in their factories. Tineke spoke about how Danone is using the Food Loss and Waste Standard in their initiative, stressing the importance of collaboration in addressing food waste and how best practice sharing is also a critical success factor in this collective challenge.

The last set of speakers were focused on innovative solutions to food waste. Bertrand Swiderski emphasised the importance of new ideas in tackling this issue and that Carrefour fully supports start-ups that have novel solutions to food loss and waste reduction, often showcasing their products in their stores. One of these start-ups is Les Gueules Cassées which its founder, Nicolas



Chabanne, explained is a company selling products made from visually unappealing food. Nicolas underlined the ongoing importance of explaining to consumers the vast quantities of food wasted in the country and how the products, although they may have small visual defects, are just as good and healthy to consumer as others. Jean Moreau then spoke about his company PHENIX, a new way to help stores reduce potential food and non-food waste by linking them to charities, farms, and other actors in real time using an app.

The session concluded with a panel discussion between audience and speakers on their key insights into food loss and waste.



Closing Keynotes: A Sustainable Tomorrow

KEVIN HYLAND

UK Independent Anti-Slavery
Commissioner

THOMAS GASS

Assistant Secretary-General for
Policy Coordination and Inter-Agency
Affairs,
United Nations

AYMERIC MARMORAT

CEO
Enactus France

ALEXANDRE DURAND

Student entrepreneur

ÉLISE LACAVE

Student in Biology and Data
Processing Master degree

SÉBASTIEN GRONDIN

Student in Biology and data
processing Master degree

CONRAD YOUNG

Managing Director
Food Fw

ADJIEDJ BAKAS

Trendwatcher, Author and Speaker



This closing session reemphasised the core of the summit, the aim of creating positive change towards a healthier and more sustainable world. It drew together the dominant themes and key takeaways of the conference with speakers sharing their closing thoughts on the topics addressed and the way to move forward.

The session began with Kevin Hyland giving a sobering yet inspiring speech on forced labour, stressing that it is one of the most pressing social issues of our time. He described the practice as theft, deception, abuse and ultimately an endemic crime that must be eliminated. Kevin emphasised that as a global society we must move away from profit being the number one indicator of success: the treatment of others and respecting human rights need to be top priority as well. The Commissioner then highlighted key successes in the fight against forced labour, such as the

inclusion of modern slavery in the Sustainable Development Goals, but stressed there is much more work to be done and we must shift away from a compliance only approach to truly make a difference.

Next, Thomas Gass engaged in a lively discussion with the moderator Tom Heap on the current status and future of the Sustainable Development Goals (SDGs). Thomas said that the SDGs are relevant to all individuals



in this world, they are a shared sense of humanity that when applied and respected can assure all global communities have a better standard of living and a healthier planet. Thomas concluded by stating that successful

implementation of these goals can only be done through collaboration between civil society, public sector and businesses.

Following the SDGs discussion, the

audience was introduced to the self-proclaimed 'dynamic trio of anti-food waste warriors'; Alexandre Durand, Sébastien Grondin and Élise Lacave and their start-up Graapz!. As explained by Aymeric Marmorat,

Graapz! was created with the support of Enactus, a platform for outstanding university students with forward thinking ideas for new businesses or business models. Alexandre and his colleagues explained the idea behind Graapz! and the network to collect and redistribute wasted fruit and vegetable works. Graapz! creates partnerships with supermarkets to collect their wasted food and make it available for customers at inexpensive prices.

Subsequently, another newly created food waste reduction business was introduced, Food Fw. Conrad Young explained how Food Fw is a programme to accelerate collaboration, innovation and investment that reduces food losses and sustains supply in the food and beverage supply chain.

To conclude this very first edition of the Sustainable Retail Summit, Adjiedj Bakas gave his views on what a sustainable future looks like. He highlighted three trends we can all expect to see in the not-so-distant future: the shift in mindset to food being medicine, the recycling and reusing properties of plastic and the shift of business models to include robotic machinery. Despite his rather specific predictions, Adjiedj ended his speech with the following words of wisdom 'the best way to predict the future is to create it'.



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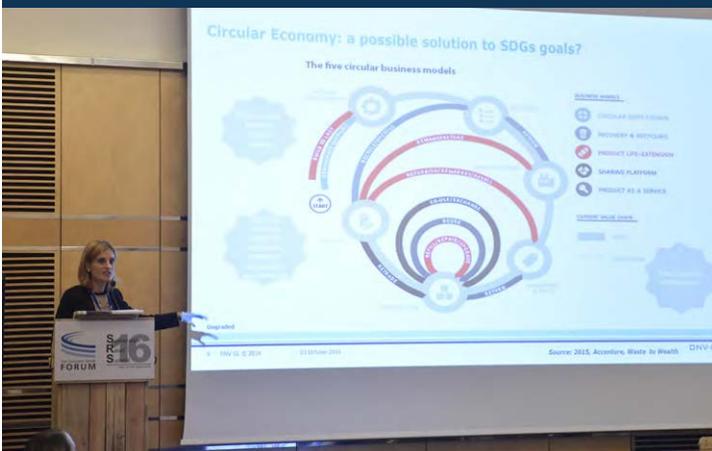
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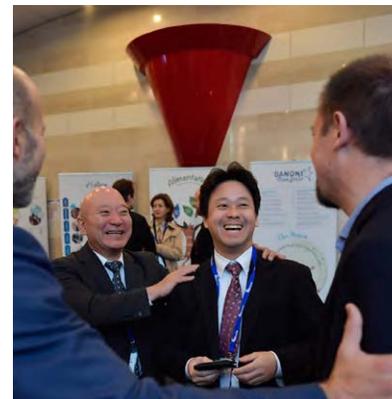


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Networking Moments

Find out more on our Pictures Gallery



WORKING TOGETHER EFFICIENTLY FOR POSITIVE CHANGE

Here's an overview of our activities in five focus areas and where our members can get involved and engage with us. Our working groups and events develop toolkits, guidelines and reports, and offer opportunities to share best practices. All of which helps support our members while they implement our resolutions and commitments in a collective bid to drive positive change globally.

1500 EXPERTS ENGAGED WITH US

CAPTION
Working Groups
Events & Meetings

SUSTAINABILITY

Climate Change & Waste Workstreams

Sustainability Resolutions

Deforestation
(Soy, Palm Oil, Paper & Pulp, Beef)

Refrigeration

Measurement

Food Waste

Solid Waste

General & Member Meetings/Workshops

Social Workstreams

Social Resolution

GSCP - Global Social Compliance Programme

Capacity Building Programme

Reference Tools

Equivalence Process

PRODUCT SAFETY

GFSI - Global Food Safety Initiative

Benchmarking - Schemes & Certification

Global Markets Programme

Local Working Groups

Technical Working Groups

Global Food Safety Conference

GFSI Focus Days

HEALTH & WELLNESS

H&W Commitments & Resolutions

Employee Health & Wellness

Nutrition & Product Formulation

Product Labelling & Consumer Information

Marketing Communications to Children

Community Programmes & Action

Enablers
(Communications, Measurement & Reporting, Stakeholder Engagement)

General & Member Meetings/Workshops

E2E VALUE CHAIN & STANDARDS

Consumer Engagement Principles

Traceability

Omnichannel

Future Value Chain Programme

KNOWLEDGE & BEST PRACTICE SHARING

The Global Summit

The Sustainable Retail Summit

The Future Leaders Programme

IT Share Group

Supply Chain Share Group

Japan Day

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The Consumer Goods Forum (CGF) is a global, parity-based industry network that is driven by its members to encourage the global adoption of practices and standards that serves the consumer goods industry worldwide. It brings together the CEOs and senior management of some 400 retailers, manufacturers, service providers, and other stakeholders across 70 countries, and it reflects the diversity of the industry in geography, size, product category and format.

Its member companies have combined sales of EUR 3.5 trillion and directly employ nearly 10 million people, with a further 90 million related jobs estimated along the value chain. It is governed by its Board of Directors, which comprises 50 manufacturer and retailer CEOs.

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